Baptist Oi Kwan Social Service (BOKSS)
Tender Document of 2027-2028 Provision of Professional Services under the Multi-disciplinary Outreaching Support Teams for the Elderly (MOSTE) in the New Territories East Cluster (BOKSS2026/01A)

ITEM	SERVICE SPECIFICATIONS
1	**Term of Contract** The successful tenderer (hereinafter referred to as "the Contractor") shall enter into an agreement with BOKSS prior to the commencement of the Contract Period, which runs from 1 April 2027 to 14 February 2028 (both dates inclusive).
2	**Service Districts** Sha Tin Tai Po North District
3	**Assessment Criteria** The Contractor shall ensure that service quality and manpower stability are maintained at all times throughout the Contract Period.
4	**Insurance and Business Registration Requirements** The Service shall be provided by a Contractor holding a valid Business Registration Certificate. The Contractor shall, at its own cost and expense, effect and maintain valid and appropriate Medical Malpractice Liability and Employees' Compensation Insurance policies in relation to the provision of the Service throughout the Contract Period.
5	**Mandatory Requirements** The personnel deployed by the Contractor for the provision of the Service shall meet the following requirements: (a) Occupational therapy and physiotherapy services shall be provided by registered Occupational Therapists (“OTs”) and Physiotherapists (“PTs”), respectively. The OTs and PTs shall possess qualifications recognized in Hong Kong under the Supplementary Medical Professions Ordinance (Cap. 359), hold valid practising certificates issued under the Ordinance, and have at least one year of geriatric work experience after registration. (b) Speech therapy services shall be provided by Speech Therapists (“STs”) who possess either: (i) a Bachelor’s degree in Speech and Hearing Sciences from a Hong Kong tertiary educational institution, or an equivalent qualification; or (ii) a postgraduate qualification in Speech and Language Science from a Hong Kong tertiary educational institution, or an equivalent qualification. The STs shall have at least one year of geriatric work experience after graduation.

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	(c) The Contractor shall ensure that all therapists deployed for the Service have completed the Sexual Conviction Record Check ("SCRC") and shall submit relevant documentary proof for each therapist prior to his/her deployment for the Service. (d) All therapists deployed by the Contractor for the provision of the Service shall be Hong Kong residents and shall be legally entitled to work in Hong Kong. The Contractor shall provide relevant documentary proof upon request by BOKSS. (e) All therapists deployed by the Contractor for the provision of the Service shall be employees of the Contractor. The Contractor shall not deploy self-employed persons, independent contractors or personnel engaged through other organizations for the provision of the Service. The Contractor shall provide documentary proof of employment status for all deployed therapists prior to deployment and upon request by BOKSS.
6	**Service Session Requirements**
6a	The Contractor's therapists shall conduct assessments / training sessions to the service users of Residential Care Homes for the Elderly (RCHEs) and Nursing Homes (NHs). Assessments / training sessions shall be provided by qualified speech therapists, registered occupational therapists or physiotherapists. The training sessions shall be therapeutic or maintenance in nature.
6b	The Contractor's therapists shall bring their own equipment, assessment tools, and consumable materials required for the provision of training, assessments, and any other services to the RCHEs /NHs at the Contractor's own cost.
6c	The Contractor shall ensure that each assessment / training session consists of no less than 35 minutes for direct service, excluding preparation time, administration and follow-up work. The training sessions can be provided in the form of individual or group basis with group size of 2 to 8 Service Users / Carers / Home staff. One group training session, regardless of the number of participants, shall be counted as one session.
6d	The Contractor shall ensure that there is an interval of no less than 5 minute between each service session, and a lunch break of no less than 30 minutes for a continuous working duration of 7 hours or more.
6e	The Contractor shall ensure that no more than 12 service sessions are conducted within a full-day service.
6f	The Contractor shall complete the number of service sessions each month as specified by BOKSS.

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6g	The Contractor shall comply with the instructions issued by BOKSS, including but not limited to the scheduling of full-day or half-day services, as well as the number and locations of RCHEs and NHs to be served for each visit.
7	**General Service Requirements**
7a	The Contractor shall provide professional services to the service users, comply with all service requirements and regulations, and strictly adhere to "The Guidelines for Providing Therapy in RCHEs/NHs" issued by BOKSS.
7b	The contractor shall equip therapists with tablet computer or iPad with Internet access for the purpose of operating the MOSTE System on site.
7c	The contractor shall equip therapists with suitable personal protective equipment (PPE) and comply with the latest infection prevention and control protocol of BOKSS (which will be updated from time to time) when providing professional service to service users.
7d	The Contractor shall not impose any fees or charges on the Service Users / Carers / Home staff or RCHEs / NH for providing the service under MOSTE.
7e	The Contractor shall designate no more than two therapists for each professional service to conduct training or assessment sessions at each RCHEs / NHs.
7f	The number of sessions provided in any week of a month shall not exceed 50% of the total number of sessions of the corresponding month.
7g	The Contractor shall ensure that each therapist measures and records the service user's systolic blood pressure, diastolic blood pressure, pulse rate and blood oxygen saturation level at the beginning and before the end of each treatment session. The Contractor shall provide all therapists with the necessary equipment, including but not limited to blood pressure monitors and pulse oximeters, and shall ensure that such equipment is properly maintained, calibrated where appropriate, and kept in good working condition at all times. The Contractor shall provide adequate training to all therapists on the proper and safe use of such equipment and shall ensure that therapists are competent in obtaining, recording and interpreting the measurements.
8	**Submission of Records and Documentation**
8a	The Contractor shall ensure that the actual service duration for each Service User is accurately recorded and reported in the specified service logs and records.
8b	The Contractor shall submit up-to-date, true, accurate and complete service records and related documents to BOKSS within the stipulated period.

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8c	The Contractor shall submit its therapists' Monthly Availability Schedule to BOKSS on or before the stipulated deadline.
9	**Payment**
9a	BOKSS shall pay the Contractor the service fees on a monthly basis, based on the actual number of service sessions delivered to the RCHEs and NHs under the Contract.
9b	Any cost incurred for maintaining the equipment and assessment tools, any consumable materials used in the services, including but not limited to PPE, and any related depreciations expenses, internet expenses or transportation costs will not be reimbursed by BOKSS.
10	**Service Negotiation and Acceptance**
10a	BOKSS reserves the right to arrange any kinds of professional service provided by successful tenderer.
10b	Information relating to unsuccessful tenderers shall be retained on record for future consideration.
10c	The tenderer shall submit complete and accurate information. BOKSS reserves the right to reject any tender that contains inaccurate or missing information.
11	**Probity and Anti-collusion** Bid-rigging is inherently anti-competitive and is considered serious anti-competitive conduct under the Competition Ordinance (Cap.619). Tenderer who engages in bid-rigging conduct may be liable for the imposition of pecuniary penalties and other sanctions under the Competition Ordinance.

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12	**Safeguarding National Security** The Contractor shall comply with all applicable laws and regulations relating to the safeguarding of national security. Any Tenderer who has engaged, is engaging, or is reasonably believed to have engaged in acts or activities that endanger national security may be disqualified from the tendering exercise. The Contractor shall ensure that all personnel deployed for the Service, including but not limited to all therapists, supervisory staff and administrative staff, comply with all applicable laws and requirements relating to the safeguarding of national security. If the Contractor or any personnel deployed for the Service is found to have engaged in any acts or activities that endanger national security, BOKSS shall have the right to require the immediate removal of the personnel concerned and/or terminate the contract immediately without compensation. The Contractor shall incorporate the above requirements into its employment, supervision and service management arrangements and shall take all reasonable measures to ensure compliance by its personnel.
13	**Anti-Money Laundering and Counter-Terrorist Financing** The Contractor shall comply with all applicable laws, regulations and guidelines relating to anti-money laundering and counter-terrorist financing in Hong Kong.
14	**Offering, Solicitation or Acceptance of Advantages**
14a	The tenderer shall not, and shall procure that his directors, employees, agents and subcontractors shall not, offer, solicit or accept any advantage as defined in the Prevention of Bribery Ordinance (Cap. 201) in connection with the tender and execution of this contract.
14b	Failure to comply with the aforesaid clause 14a by the tenderer or his directors, employees, agents or subcontractors shall, without affecting the tenderer's liability for such failure and act, result in his tender being invalidated.

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15	**Professional Conduct and Use of Social Media** The Contractor shall ensure that all personnel deployed for the Service use social media responsibly and professionally. Under no circumstances shall any photographs, videos, recordings, personal information or other materials relating to service users, carers, RCHEs / NHs, service activities or BOKSS be published, shared or disseminated through social media or other public communication channels without BOKSS's prior written consent. The Contractor shall provide appropriate training and guidance to its personnel on the proper use of social media, professional conduct, and the protection of confidential information.
16	**Personal Data Privacy, Confidentiality and Information Security** The Contractor shall ensure that all personnel deployed for the Service comply with the Personal Data (Privacy) Ordinance (Cap. 486), all applicable privacy requirements, and BOKSS's policies and guidelines on personal data protection. The Contractor shall provide appropriate training to its personnel on personal data privacy, confidentiality, records handling and information security, and shall take all reasonable measures to safeguard personal data and confidential information obtained in the course of providing the Service. The Contractor shall ensure that all records, documents and information relating to service users are handled on a strict need-to-know basis and are not disclosed to any unauthorized person or party.

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TENDERER INFORMATION

(I) Contact

Company Name: (Eng)_____

(Chi) _____

Contact Person: _____

Tel No.: _____Fax No.: _____Email: _____

Address: _____

(II) Company Background

(a) Year of Establishment: _____

Business Registration Certificate enclosed

□ Yes (If yes, please label as "Annex a") □ No

(b)

1. Profession of company owner(s)/ management (Please tick as appropriate)

□ OT □ PT □ ST □ Other (please specify): _____

2. Years of professional work experience

□ Below 5 years □ 5-10 years □ 11-15 years □ Above 15 years

3. Relevant certificates / proof enclosed (eg. OT/PT: certificate of registration; ST: graduation certificate)

□ Yes (If yes, please label as “Annex b”) □ No

(c) Experience in Providing MOSTE services (Please list the records within the latest **five** years in reverse chronological order below)

Item	Period (From mm/yy to mm/yy)	Name of Organization(s)	Service Provided (OT / PT / ST)
1			
2			
3			
4			
5			
6			

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Relevant proof of experience / reference letter enclosed (Only invoices, receipts or letters bearing the official stamps of both the Tenderer and the service recipient organization, or emails containing sufficient information to clearly identify both parties, will be accepted as supporting documents.)

□ Yes (If yes, please label as "Annex c1, Annex c2, Annex c3, Annex c4, Annex c5, Annex c6" respectively)

□ No

References (Please provide details of referee(s), if any)

Name of Organization(s)	Contact Person	Position	Telephone No.

(d) Experience in Serving RCHEs/ NHs (Please list the records within the latest **three** years in reverse chronological order below)

Item	Period (From mm/yy to mm/yy)	Name of RCHEs/ NHs	Service Provided (OT / PT / ST)
1			
2			
3			
4			
5			
6			

Relevant proof of experience / reference letter enclosed (Only invoices, receipts or letters bearing the official stamps of both the Tenderer and the service recipient organization, or emails containing sufficient information to clearly identify both parties, will be accepted as supporting documents.)

□ Yes (If yes, please label as "Annex d1, Annex d2, Annex d3, Annex d4, Annex d5, Annex d6" respectively.)

□ No

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References (Please provide details of referee(s), if any)

Name of RCHEs/ NHs	Contact Person	Position	Telephone No.

(e) Experience in NGO's project(s) related to **Elderly Services** (Except MOSTE)

(Please list a maximum of six NGOs from the latest three years in reverse chronological order.)

Item	Period (From mm/yy to mm/yy)	Name of NGO(s) / Project(s)	Service Provided (OT / PT / ST)
1			
2			
3			
4			
5			
6			

Relevant proof of experience / reference letter enclosed (Only invoices, receipts or letters bearing the official stamps of both the Tenderer and the service recipient organization, or emails containing sufficient information to clearly identify both parties, will be accepted as supporting documents.)

□ Yes (If yes, please label as "Annex e1, Annex e2, Annex e3, Annex e4, Annex e5, Annex e6" respectively)

□ No

References (Please provide details of referee(s), if any)

Name of NGO(s)	Contact Person	Position	Telephone No.

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QUOTATION REPLY

(I) District preferred for service delivery (please tick as appropriate)

□ Sha Tin □ Tai Po □ North District □ North District-Kwu Tung North (For ST Only)

(II) Please fill in the following fields as appropriate.

Provision of Professional Service	Please tick	**Minimum** number of Service Sessions to be provided Throughout the Contract Period (1 April 2027 to 14 February 2028**)**	**Maximum** number of Service Sessions to be provided Throughout the Contract Period (1 April 2027 to 14 February 2028)	Unit Price **per Session** (HK$)
(EXAMPLE) Physiotherapy	✓	800 / year	2,000 / year	200
Occupational Therapy				
Physiotherapy				
Speech Therapy				

(III) Manpower Available for BOKSS MOSTE Throughout the Contract Period (1 April 2027 to 14 February 2028)

Professional Service	Number of Therapist(s) / Year(s) of Work Experiences
(EXAMPLE) Physiotherapy	Full-Time: 2 ppl / 2-5 year ; Part-Time: 1 ppl / 3 year ; Freelancer: 1 ppl / 6 year
Occupational Therapy	Full-Time: _____ppl / _____ year ; Part-Time:_____ppl / _____ year; Freelancer: _____ppl / _____ year
Physiotherapy	Full-Time: _____ppl / _____ year ; Part-Time:_____ppl / _____ year; Freelancer: _____ppl / _____ year
Speech Therapy	Full-Time: _____ppl / _____ year ; Part-Time:_____ppl / _____ year; Freelancer: _____ppl / _____ year

Remark: The number of service sessions and locations of service delivery to be offered by each tenderer are subject to negotiations.

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(IV) Relevant proof of experience in the provision of tele-rehabilitation (Only invoices, receipts or letters bearing the official stamps of both the Tenderer and the service recipient organization, or emails containing sufficient information to clearly identify both parties, will be accepted as supporting documents.)

□ Yes (If yes, please label as "Annex IV")

□ No

(V) Equipment and Environment Provided for Tele-rehabilitation

No.	Equipment and Environment
1	
2	
3	
4	
5	

(VI) Staff Training and Professional Development of Therapists

Please provide details of the training and professional development support available to therapists deployed for the service, including orientation training, clinical supervision, personal data privacy and confidentiality training, infection control training, occupational safety training, and other programmes relevant to maintaining service quality and professional competence.

No.	Staff Training and Professional Development
1	
2	
3	
4	
5	

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Relevant proof of staff training and professional development provided to therapists during the past three years

□ Yes (If yes, please label as "Annex VI")

□ No

Company Chop & Signature of the Tenderer

_____

Date:

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