
1. **Purpose**

This is a market research exercise to (a) explore potential service providers for the provision of operation and maintenance services (“the Services”) for the engineering systems and equipment installed in the Government Logistics Centre (GLC) of the Government Logistics Department (GLD); and (b) for budgetary purpose, obtain cost information in relation to the provision of the Services. Subject to the results of market research, a tender may be arranged so as to secure the Services at a later stage.

2. **Background and Objectives**

2.1 GLC is located at 11 Chong Fu Road, Chai Wan, Hong Kong and comprises one main block and an annex. The buildings are mainly deployed for use as warehouse facilities. The engineering systems and equipment as listed in Appendix 1 are installed in the buildings. Currently, the maintenance of these systems and equipment are entrusted to the Electrical & Mechanical Services Trading Fund (EMSTF). EMSTF also serves as a technical advisor on the maintainability of the systems and equipment and assists in providing advice on their replacement. GLD intends to explore the feasibility of employing a service provider in the commercial sector to provide such Services to GLC.

2.2 The proposed service provider will be required to provide a professional, high quality and reliable Services for the engineering systems and equipment at GLC. Apart from full compliance with all statutory requirements, the services required shall be tailored to meet the specific needs and priorities of GLC which include the provisions of a safe and healthy environment for all GLC’s venues staff, occupants, visitors and contractors. Detailed scope of Services, the standards and performance targets and other incidental services required are set out below.

3. **Scope of Services**

3.1 The engineering systems and equipment are classified into three categories as below with details provided in Appendix 1.

(a) **Electrical & Mechanical Systems**

1. Air-conditioning System
2. Battery Storage and Charging System
3. Compressed Air System
4. Electric Hot Water System
5. Electrically-operated Roller Shutters & Doors
6. Emergency Generator
7. Fluorescent Tubes and Neon Lights
8. Low Voltage Main Switchboard
9. Mechanical Handling Equipment
10. Mechanical Lifting Appliance & Safe
11. Mechanical Ventilation and Exhaust System
12. Water Pumps and Pumping System

(b) Building Services Installations
   1. Building Automation System Installation
   2. Burglar Alarm and Security Installation
   3. Fire Services Installation
   4. Floodlighting Installation
   5. Lift and Escalators

(c) Electronic Systems
   1. Closed Circuit Television (CCTV) System
   2. Public Address System
   3. Other Electronics Systems & Equipment

3.2 The range of services required includes but not be limited to the following -

   (a) the provision of operation services for the systems;

   (b) the provision of maintenance services for the systems and equipment listed in Appendix 1;

   (c) the provision of emergency attendance services;

   (d) the provision of incidental service for portable fire-fighting equipment as specified in paragraph 3.5(a) to (c); and

   (e) the provision of technical consultancy services.

Brief description of each of the services required is provided in paragraphs 3.3 to 3.6 for reference.

3.3 Operation and Maintenance Services

   (a) The service provider will, through the resident team mentioned in paragraph 4.2 below, be responsible for operating and monitoring the major systems including but not limited to the air-conditioning system, mechanical ventilation and exhaust system, and the electricity supply on the main switch electricity room, to ensure the continuous operation of the systems and the stable supply of electricity.

   (b) The maintenance services being acquired will include both preventive and corrective maintenance.

   (c) Preventive Maintenance -

       The service provider will be responsible for the provision of scheduled preventive maintenance according to the frequency specified in the column “Preventive maintenance required per year” corresponding to the respective system and equipment in Appendix 1. The scopes of preventive maintenance shall include overhaul, calibration, lubrication and routine servicing of the systems/equipment. The service provider will, as part of the Services, be responsible for the provision of spare parts for replacement.
(d) Corrective Maintenance -
    The service provider will be responsible for the provision of corrective maintenance for
    faulty system and/or equipment within the response time specified in section 2 of
    Appendix 2 and ensures that the system and/or equipment is restored within the time
    schedule specified in section 3 of Appendix 2.

(e) Spare Part Control and Maintenance -
    As part of the Services, the service provider will be responsible for the inventory control
    of spare parts and ensures sufficient spare parts are being kept for each of the
    systems/equipment so as to ensure timely replacement of parts.

3.4 Emergency Attendance Services

The service provider will be responsible for the provision of emergency attendance arising
from fire, typhoon, flooding, electricity power failure and other incidents to minimise the
interruption or to ensure the continuous operation of the major systems including but not
limited to air-conditioning system, mechanical ventilation and exhaust system, electricity
supply and lift services within the response time specified in section 2 (urgent fault call) of
Appendix 2.

3.5 Maintenance of Portable Fire-fighting Equipment

Apart from the preventive and corrective maintenance as specified in paragraphs 3.3(c) and
3.3(d) respectively, the service provider will be responsible for carrying out incidental
services work for Portable Fire Fighting Equipment as follows:

(a) Annual inspection, servicing and issuing of the Certificates of Fire Service Installations
    and Equipment (Form No. FS251).

(b) Replacement of fire extinguishers under a condition that the fire extinguishers have
deteriorated due to normal wear and tear to a great extent and have become
unserviceable. Separate charges will be levied on replacement work arising from
damage of fire extinguishers caused by vandalism or loss of equipment and repair work
arising from vandalism.

(c) Requirements from the Fire Services Department for refilling of fire extinguishing agent
and pressure testing of fire extinguishers under a condition that the discharge of chemical
agent from fire extinguishers is not due to vandalism or misuse of equipment or normal
utilisation in a fire.

3.6 Technical Consultancy Services

The technical consultancy services being acquired include:

(a) Certification of the engineering systems and equipment to meet the relevant statutory
    requirements, including but not limited to:

    • Boilers and Pressure Vessels Ordinance

    • Factories and Industrial Undertakings (Lifting Appliances & Lifting Gears)
      Ordinance
- Fire Services (Installations and Equipment) Regulations
- Gas Safety (Gas Supply) Regulations
- Lifts & Escalators Ordinance
- Occupational Safety and Health Ordinance

(b) Professional and technical advice on equipment maintainability, spares requirement, and equipment replacement as a result of ageing, technological advances, or operational needs, budgetary estimates for maintenance cost and replacement cost.

(c) Co-ordination in project works with other Government Departments or their authorised agents to minimise interruption to operation of the engineering systems.

(d) Provision of expert consultancy advice on prevention of Legionnaires’ disease, chemical waste disposal, air quality monitoring and control, phasing out of ozone depleting substances, energy optimisation or other special requirements in office areas.

(e) Attending acceptance and commissioning tests on new installations falling under the description of paragraph 3.1 to be handed over to the service provider for future maintenance.

(f) Providing technical advice and vetting, testing and commissioning in connection with procurement of new pieces of electrical and mechanical equipment not covered in Appendix 1.

(g) Providing professional advice on Government’s preparation of specifications, tender and project management on addition, alteration and improvement work on electrical and mechanical works.

(h) Carrying out biennial surveys on indoor air quality measurement of carbon dioxide, radon, dust and viable bacterial concentration for areas served by the air-conditioning system.

(i) Providing the following updated documents/reports at the specified intervals:

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<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Interval</th>
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<tbody>
<tr>
<td>1</td>
<td>List of engineering systems and equipment</td>
<td>Yearly</td>
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<td>2</td>
<td>Contact list of personnel at various level</td>
<td>Yearly and as when required</td>
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<th>Reports</th>
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<tr>
<td>1</td>
<td>Performance report on actual performance compared with the specified target</td>
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4. **Manpower Resources**

4.1 The service provider will be required to provide at least two professional staff for the Services. One of them shall be responsible for overseeing the contract and providing consultancy advices and the other shall be responsible for the daily execution and management of the contractual obligations.

4.2 The service provider will be required to deploy, a resident team comprising of at least two technical staff at GLC during 08:00 – 17:00 hours on Monday to Friday, and 08:00 – 12:00 hours on Saturday (excluding pubic holidays) to provide operation, maintenance and repair services to the electrical, mechanical and air-conditioning equipment and installations described in Table 1 of **Appendix 1**.

4.3 The service provider will be required to provide on a need basis, without additional charge, manpower to carry out other maintenance/repair services of a routine nature outside the operating hours specified in paragraph 4.2 above.

4.4 In addition to the resident team, the service provider will have to provide workshop services and technical support for carrying out the maintenance services whenever is required.

4.5 The service provider has to provide a dedicated hot-line [24-hour x 7] to receive fault call from GLC users and provide ad hoc technical advice and information to GLC users.

5. **Standards and Performance Targets**

The required service availabilities for major systems are listed in Section 1 of Appendix 2 while the response time for fault call and the time schedule for restoring faulty systems and/or equipment back to working conditions are listed in Section 2 and Section 3 of **Appendix 2** respectively.

6. **Contract Period**

6.1 The proposed contract duration is 60 months tentatively from 1 April 2020 to 31 March 2025 with an option of earlier termination at the end of 36th months by giving the service provider a three-month advance notice at the sole discretion of the Government.

6.2 If the Government proposes to exercise earlier termination of the contract period, it will normally inform the service provider in writing by giving one month’s notice.

7. **Charging Basis**

7.1 The service charges payable to the service provider shall cover the provision of all the Services as well as all the costs for spare parts, material and consumables relating to the engineering system and equipment listed in Appendix 1. If the service provider cannot comply with this requirement, please specify the maximum total cost of the spare parts, materials and consumables that will be covered in the estimated monthly charge in paragraph 2(d)(2) of the Proforma.
7.2 The following additional services may be required on request, and will be charged separately:

(a) Air-conditioning equipment operation beyond the specified scope of services.
(b) Additions, alterations and improvement works.
(c) Accidental repairs resulting from damage by fire, storm, typhoon, dampness, flooding, accident, misuse, negligence by the user, lightning strike or other causes outside the control of the service provider.
(d) Maintenance work for additional equipment not included in Appendix 1.

8. Points to Note

8.1 The operations in GLC include storage of general and dangerous goods. Some of the goods and materials are temperature and air purity sensitive, the average value of these goods and materials throughout a year is around HK$251 million. The service provider is required to ensure that the systems and equipment in GLC are operating round the clock. In case of damages due to the malfunction of the systems and equipment in GLC, the service provider will be liable for such damages.

8.2 GLC will provide free of charge accommodation on site for the storage of essential spare parts which are reasonably required to meet the performance standards.

8.3 Maintenance costs for electrical installations are funded by the Architectural Services Department, and hence will not form part of the contract.

9. Contract Arrangement

It is GLD’s intention that all required operation and maintenance services will be provided by a single contractor.

10. Site Visit

Interested service providers are welcome to conduct site inspection at GLC at 1430 hours on 27 February 2019. For detail arrangements, please contact Mr LUM on telephone number (852) 2896 9878 or Mr SHUM on telephone number (852) 2896 9881.
A) **Mandatory Requirements for Tender Participation:**

1. All professional staff shall be a corporate member of an institution of engineers in their particular field of expertise. All technical staff shall possess a degree, a diploma or similar qualifications relevant to their particular field of expertise.

2. A service provider shall have at least three aggregate years of experience in provision of electrical and mechanical services and have completed a contract with an annual contract value of not less than HK$6 million in electrical and mechanical services in the five years immediately preceding the closing date of the tender.

3. A service provider shall have been accredited in any quality management system with a scope relating to electrical and mechanical services by organisations generally recognised in Hong Kong e.g. valid and relevant ISO certifications as at the closing date of the tender. Documentary proof shall be submitted to substantiate its claim of quality management system accreditation.

B) **Condition of Contract:**

1. An effective backup system including workshop services and technical support from the service provider shall also be available to ensure the effectiveness and efficiency of the services.

2. A service provider shall manage the resident staff and the supporting staff as a responsible employer so that the services provided are in a timely and professional manner and will conform to the standards generally observed in the industry for similar services.

3. An effective communication system shall be provided by the service provider to receive faults and provide advice and information.

4. A service provider shall submit Management, Work and Contingency Plan for approval before the commencement of the contract.