

**CONTROLLING OFFICER'S REPLY**

**FHB(FE)283**

**(Question Serial No. 6715)**

Head: (49) Food and Environmental Hygiene Department

Subhead (No. & title): (-) Not Specified

Programme: (2) Environmental Hygiene and Related Services

Controlling Officer: Director of Food and Environmental Hygiene (Miss Vivian LAU)

Director of Bureau: Secretary for Food and Health

Question:

Please advise whether the Food and Environmental Hygiene Department has specified in the tender document for each cleansing service contract and the signed contract the minimum staffing requirement in each work shift for each service item; if yes, the details, as well as the measures taken to monitor the service contractors' compliance with the requirement. If the requirement has not been specified, please give reason(s) and advise whether a review or study will be conducted in future.

Asked by: Dr Hon Fernando CHEUNG Chiu-hung (Member Question No. 296)

Reply:

The Food and Environmental Hygiene Department (the Department) has generally adopted an "outcome-based" approach in outsourcing cleansing services. Requirements relating to manpower, work shift, and cleansing frequency are normally not stipulated in the tender document unless warranted by specific operational needs. Instead, clear and precise performance-based service requirements including the scope of the services required, level of cleanliness expected, response time for rectification of unsatisfactory performance, etc. are incorporated in the tender document. The tenderers are required to apply their expertise and experience in devising the staff deployment plan and the mode of operation to provide cleansing services up to the performance standard as required by the Department. Tender proposals are binding once the relevant tender is accepted and will form the basis for monitoring the contractor's performance. Staff of the Department carries out regular and surprise inspections to check the contractor's performance and confirm whether the services have been completed as scheduled in accordance with the contract requirements and approved work plans including staff attendance (where manpower requirement has been specified due to specific operational needs). If non-compliance with contract requirement is found, the Department will take appropriate actions including the issuance of verbal warnings, written warnings and default notices as well as deducting monthly payment of service charge.