



中華人民共和國香港特別行政區政府總部食物及衛生局
Food and Health Bureau, Government Secretariat
The Government of the Hong Kong Special Administrative Region
The People's Republic of China

Your Ref: CB2/PL/FE

18 November 2015

Secretary General
Legislative Council Secretariat
Legislative Council Complex
1 Legislative Council Road
Central, Hong Kong
(Attn.: Ms Wendy LO)
[Fax: 2509 9055]

Dear Ms Lo,

**Request to discuss the review of outsourced cleansing services and
service contract tendering mechanism of
the Food and Environmental Hygiene Department
at a meeting of the Panel on Food Safety and Environmental Hygiene**

Thank you for your letters dated 29 September and 29 October 2015, referring to us the issues raised by Hon Steven HO and Hon CHAN Han-pan on the above subject. Our response is set out below.

The Food and Environmental Hygiene Department ("FEHD") lets out its cleansing service contracts by open tender according to the procurement requirements and procedures of the Government, and evaluates the tenders using the "standard marking scheme" ("SMS")

approved by the Government's Central Tender Board. Under the SMS, technical quality and price of the services to be provided carries 30% and 70% respectively of the overall score, in terms of relative weight. The criteria for assessing technical quality cover the quality of the proposed implementation plans submitted by the tenderer, the proposed wage level and daily maximum working hours of the cleansing workers employed for executing the contract as well as the tenderer's service performance track record for relevant government contracts. To ensure that the contractor would have sufficient capabilities to perform the service contract, tenderers must attain passing marks for individual items as well as an overall passing mark in the technical quality assessment before they could proceed to the next stage of price assessment. The tender with the highest overall score will normally be accepted by the Government. In other words, the Government does not award its service contracts purely on the basis of the lowest tender price. This is borne out by past tender results in that about 30% to 40% of the relevant contracts were not awarded to the tenderer offering the lowest tender price. Notwithstanding the above, we agree that there is scope for improving the relevant tendering arrangements. FEHD is now reviewing the cleansing contract tendering system, guided by the need to uphold the requirements on service quality and observe the principle of value for money.

In addition, the District Environmental Hygiene Superintendents (DEHSs) of FEHD maintain close liaison with the District Councils ("DCs") and district personalities for the purposes of formulating and implementing various environmental hygiene measures in their respective districts. In preparing the district cleansing service contracts, DEHSs will review the level of service in the existing contracts and formulate the cleansing service requirements for the new cleansing service contracts in the light of district needs and the actual situation on the ground. Furthermore, FEHD has put in place a comprehensive contract management mechanism. The performance requirements and standards that must be met by the contractors are clearly set out in the contracts. Supervising officers of FEHD are required to conduct regular inspections and surprise checks to ensure contractors' compliance with contract requirements. DCs and district personalities are welcome to monitor and

express their views on the daily performance of FEHD's cleansing service contractors.

To fortify public awareness and promote concerted efforts to improve environmental hygiene, the Government has earlier on launched a two-month "Keep Clean 2015 @ Hong Kong: Our Home" Campaign. During the campaign, relevant bureaux and departments made use of their existing resources and mobilised support from different sectors to enhance cleansing work under their purview, in collaboration with each other. District personalities and organisations and various sectors rendered their strong support to the campaign. A good number of events were organised to press home messages related to keeping Hong Kong clean. At the same time, efforts to improve environmental hygiene were stepped up.

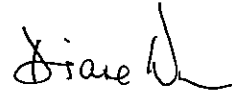
During the campaign, the Government received referrals on more than 200 hygiene blackspots, including the blackspots reported by the Democratic Alliance for the Betterment and Progress of Hong Kong. Overall speaking, the hygiene conditions of the blackspots have been markedly improved after the concerted cleansing efforts of relevant parties. FEHD and relevant government departments will closely monitor the hygiene conditions of the blackspots which have been cleared and those which have not been eliminated. Cleansing operations will be stepped up as necessary to maintain environmental hygiene.

The keep clean Campaign in Hong Kong has turned a new page in October 2015, marking the inauguration of further efforts to entrench the spirit of the campaign. Nevertheless, to put our endeavours to maintain the cleanliness of Hong Kong on a sustainable track, sole reliance on the daily cleansing efforts of the departments or appeals to the community for exercising self-discipline would not suffice. Members of the public and shopkeepers must cooperate and make keeping the environment clean as part of their internalised routine. To this end, the Government is reviewing the experience gained in the two-month campaign, and will continue to communicate with the DCs, district personalities and stakeholders in various sectors to explore ways to sustain the effectiveness of the campaign on keeping Hong Kong clean. We will put the relevant

matters to the Panel on Food Safety and Environmental Hygiene for discussion in December this year and seek Members' views.

Should you have any enquiries, please feel free to contact the undersigned.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Diane Wong". The signature is written in a cursive style with a long, vertical tail stroke extending downwards.

(Miss Diane WONG)
for Secretary for Food and Health