

(Translation)



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

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7 April 2017

Secretary to the Panel on Food Safety and Environmental Hygiene
Legislative Council Complex
1 Legislative Council Road
Central, Hong Kong
(Attn.: Ms Wendy LO)

Dear Ms LO,

**Request for Discussion on Outsourced Public Toilet Services of
the Food and Environmental Hygiene Department**

Thank you for your letter of 17 March 2017 enclosing the letter of Hon TIEN Puk-sun, Michael on the captioned issue. After consulting the Food and Environmental Hygiene Department (FEHD), I am authorised to provide our reply below.

FEHD has always paid attention to the cleanliness and maintenance of the public toilets under its purview. Staff are deployed to conduct regular and surprise inspections to check the contractors' performance and confirm whether the services have been completed as scheduled in accordance with the contractual requirements and approved work plan (including staff attendance). If the performance of the contractors' work (including public toilets cleansing) is found non-compliant with the contractual requirements, FEHD will take appropriate actions including the issuance of verbal warnings, written warnings and default notices as well as deduction of monthly payment. Over the past six months, FEHD issued a total of five default notices regarding the contractor's performance in Heung Che Street Public Toilet, Tai Ho Road Public Toilet, Tak Wah Park Public Toilet, Sham Tseng Public Toilet and Tsuen Wan Multi-storey Car Park Building Public Toilet. Given that toilet attendants are stationed in the above public toilets to provide immediate cleansing services during their work shifts, it is unnecessary to keep a separate record of the time and frequency of cleansing. FEHD has also conducted thorough cleansing recently in the above public toilets and

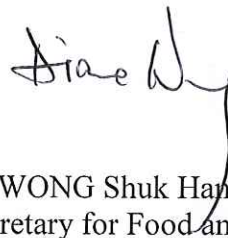
inspections will be stepped up with a view to maintaining the cleanliness and hygiene of the public toilets.

Repair and maintenance of FEHD public toilet facilities are undertaken by the contractors, the Architectural Services Department or the Electrical and Mechanical Services Department respectively. If public toilet facilities are found to be out of order or damaged, FEHD staff will request the contractors or relevant departments to follow-up as appropriate. In the past six months, FEHD staff, upon inspection of the said public toilets, referred a total of 120 minor repair reports to the relevant departments for follow-up actions. Moreover, if minor damages or consumable items such as light bulbs or florescent tubes in need of replacement were identified, the contractor(s) would carry out the minor repairs or replacement within 24 hours.

Tender exercise for FEHD's outsourced cleansing service contracts is conducted according to the procurement requirements and procedures of the Government, and the "Standard Marking Scheme" approved by the Central Tender Board is applied to evaluate the tenders received. Under the marking scheme, the technical score and price score account for 30% and 70% of the overall marks respectively. The assessment items for technical score comprise the quality of the implementation plan proposed by the tenderer for the contract, the wage level proposed for the cleansing workers to be employed, the daily maximum working hours proposed for the cleansing workers, the performance track record for relevant government contracts and the possession of valid certificates issued by relevant International Standard Organisations/Occupational Safety and Health Management System, etc. In order to ensure that the contractors are fully capable of performing the related service contracts, a tender can enter the stage of price evaluation, only if the tenderer has scored the passing marks in individual items and the overall passing mark as required in the technical assessment. In general, a tender with the highest total score will be accepted by the Government. In other words, FEHD contracts are not awarded on the basis of "bidders with the lowest prices". As indicated by past tendering results, about 40% of the related contracts were not awarded to the bidders with the lowest prices. FEHD is now reviewing the tendering mechanism of its cleansing service contracts, taking sustainability in quality services and cost effectiveness as the guiding principles. Upon completion of the review, we will report our work at an appropriate juncture.

For enquiries, please contact Mr. CHAN Chung-chi, Senior Superintendent of FEHD, at 2867 5795.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Diane W.", with a long vertical line extending downwards from the end of the signature.

(Miss WONG Shuk Han, Diane)
for Secretary for Food and Health