

**Provision of Services for  
the Operation and Management of the kNOw Carbon House**

**SERVICE SPECIFICATIONS**

In this Service Specifications, unless the context otherwise specified –

“ECC”	means the Environmental Campaign Committee;
“ECC Representative”	means the officer authorised to act on behalf of ECC;
“Operator”	means the person to whom the Contract is awarded by ECC;
“Contract”	means the contract to be signed between the ECC and the authorised representative of the Bidder referred to in this Service Specifications whose proposal is accepted;
“Contract Commencement Date”	means the date specified by the ECC Representative for the Operator to commence the Contract as stated in the Tender Acceptance Letter;
“Hong Kong”	means the Hong Kong Special Administrative Region of the People’s Republic of China;
“Services”	means the services to be provided by the Operator as set out in this Service Specifications.

Words importing the singular includes the plural and vice versa and words importing a gender include any gender; and

The headings to the Clauses and/or Sub-clauses of this Service Specifications are for ease of reference only and shall not limit or extend the interpretation of this Service Specifications.

## **1. BACKGROUND**

- 1.1 The “kNOw Carbon House” (the House), situated at a declared monument (Old Wan Chai Post Office) (“the monument”) at 221 Queen’s Road East, Wan Chai, has been transformed from the former Wan Chai Environmental Resources Centre set up by the Environmental Protection Department in 1993.
- 1.2 With an area of about 136m<sup>2</sup>, the House is divided into four (4) different Zones (see the floor plans in **Annex A**) with the objectives of supporting educational activities and a wide variety of advance interactive display items aimed at promoting carbon neutrality and low-carbon living to the general public.
- 1.3 The ECC intends to appoint an Operator to provide day-to-day operation and management of the House. In addition to encompassing the historic value of the monument, the Operator will be responsible for providing guided tours and educational activities to raise public awareness on carbon neutrality and low-carbon living using multimedia educational devices and activities such as interactive games, talks and workshops etc.

## **2. CONTRACT PERIOD**

- 2.1 The Operator shall provide the Services set out in the Scope of Services to the satisfaction of the ECC Representative for a period of eighteen (18) months commencing from the date specified by the ECC Representative in the Tender Acceptance Letter, unless otherwise due to any early termination or extension provided for in the Contract and requested by the ECC Representative.
- 2.2 Subject to the operational need of the House, the Contract Period may be extended by the ECC Representative under the agreement with the Operator. The terms and conditions shall remain unchanged for the extension period.

## **3. SCOPE OF SERVICES**

### **3.1 General**

- 3.1.1 The Operator shall provide the Services as stipulated in the Contract and any other Services that may be required by the ECC Representative in accordance with the Contract and to the

satisfaction of the ECC Representative.

- 3.1.2 The Operator shall provide the necessary labour, equipment, tools, materials and consumables, bear the costs of insurance, licenses and utility services (including the music licenses, telecommunication service and waste disposal etc.) to maintain the House in good conditions for receiving visitors. Unless otherwise specified, the Operator shall not be responsible for the cost of electricity consumption and water consumption.
- 3.1.3 The Operator shall liaise and cooperate with the ECC Representative and any other service providers (including other government departments) specified by the ECC Representative in carrying out other services at the House such as repair and maintenance services, annual facilities inspection/testing etc. as well as rendering assistance to other service providers in conducting workshops, talks, performance, etc. at the House requested by the ECC Representative.
- 3.1.4 The Operator shall attend meetings as required by the ECC Representative with the ECC, government bureau/departments, agencies, committees and parties on matters related to the planning and operation of the House. All travelling and relevant costs incurred are deemed to have been covered by the contract sum.
- 3.1.5 The Operator and its staff members shall take instruction only from the ECC Representative and comply with all reasonable instruction as the ECC Representative may give from time to time in relation to the Services. The ECC Representative or his authorised personnel may conduct random surprise inspection(s) to the House to ensure that the Services are provided by the Operator to his satisfaction and in accordance with the contract requirements.
- 3.1.6 If the Operator fails to comply with the contract requirements, the ECC Representative may issue warning letter(s) to the Operator to require improvement or rectification. The ECC Representative reserves the right to deduct not less than 10% of the Fixed Operational Cost in the monthly payment if two (2) or more warning letters are issued in the same month.
- 3.1.7 Opening Hours

### Regular Opening Hours

- 3.1.7.1 Unless instructed by the ECC Representative, the Operator shall maintain the House open for visitors during the regular opening hours as follows.

Tuesdays to Sundays including all Public Holidays (except the Lunar New Year's Day and the second day of Lunar New Year)	10 a.m. – 6 p.m.
Chinese New Year's Eve, Winter solstice and Christmas Eve	10 a.m. – 4 p.m.
Mondays, The Lunar New Year's Day and the second day of Lunar New Year	Closed

#### Special Event or Occasion

- 3.1.7.2 As additional services under the Contract, the Operator may be required to extend the opening hours of the House to cater for special events or occasions. The ECC Representative will provide a written notice to the Operator at least three (3) working days prior to the requested extension. The Operator shall deploy at least two (2) staff members stationed at the House during the extended opening hours.

#### Exceptions or Temporary Closures

- 3.1.7.3 In the event of unforeseen circumstances or necessary maintenance, the Operator shall seek prior approval from the ECC Representative for temporary closure of the House or changes in the opening hours. The Operator shall make every effort to notify any visitors who will be affected by such closures or changes through reasonable means.
- 3.1.7.4 In the event of adverse weather conditions, the Operator shall follow the arrangements specified in **Annex B** to close the House and/or resume operation of the House accordingly. The Operator shall inform the ECC Representative prior to any temporary closure or closure of the House in accordance with **Annex B**.

### 3.2 Guided Visit Programme

- 3.2.1 The Operator shall provide four (4) guided visits on each opening day to the target visitor

groups who have successfully made reservation in the e-booking system. Each guided visit shall last for about ninety (90) minutes in the following time periods, unless otherwise agreed or varied by the ECC Representative:

Visit Slot	Time Period
1	10:00 – 11:30
2	12:00 – 13:30
3	14:00 – 15:30
4	16:00 – 17:30

- 3.2.2 The guided visit programme shall include two components i.e. an interactive guided tour of the House and an engagement session to enhance the visitors' environmental awareness on carbon neutrality, low carbon living and other related environmental topics.
- 3.2.3 The Operator shall provide all necessary tools and equipment to support the guided visit programme, including but not limited to, the portable voice amplifiers, wireless microphone headsets, megaphone speakers, and all materials and consumables required for delivering the engagement sessions.

#### Requirements on Interactive Guided Tour

- 3.2.4 The Operator shall deploy at least two (2) staff members, one as presenter and one as helper, to guide the interactive guided tour for each visitor group. The interactive guided tour shall cover demonstration and introduction of the digital educational equipment installed (and to be installed) at the House, including the interactive projection mapping panel, the 3D hologram device, the electronic book, the polarised lens screen and the multi-drawer cabinet etc. to instill the visitors with the knowledge of low carbon living, four decarbonisation strategies and Hong Kong's Climate Action Plan 2050 and other carbon neutrality related knowledge.
- 3.2.5 The Operator shall be responsible for preparing the scripts for the interactive guided tour and providing necessary training to the presenter(s). The scripts should be reviewed and updated on a regular basis to ensure that up-to-date environmental information will be provided to visitors.

### Requirements on Engagement Session

- 3.2.6 The Operator shall deploy at least two (2) staff members, one as session leader and one as facilitator, to conduct the engagement session as the second part of the guided visit programme to deepen the visitors' knowledge and visitation experience.
- 3.2.7 The Operator shall also engage external session leader(s) to deliver the engagement session or parts of the engagement session as and when the knowledge, expertise or qualification required for the subject/activities is not available within the staff team of the Operator.

### *Type of Activities*

- 3.2.8 The activities provided in the engagement session may include but not limited to upcycling workshops, STEM (Science, Technology, Engineering, and Mathematics) workshops, interactive games, environmental seminars, talks, dramas and role plays, etc. to foster active participation and facilitate sharing of ideas and experiences in various environmental topics. These activities may be conducted in Zone 3 and Zone 4 of the House. The themes and types of activities should be updated regularly or upon the request of ECC Representative. All activities proposed for the engagement sessions must first be approved by the ECC Representative before being opened up for public participation.

### *Theme of Activities*

- 3.2.9 The Operator shall propose and design the activities in the engagement session in different themes covering topical subjects such as carbon reduction, green/low-carbon living tips, green buildings, waste separation, upcycling, and recycling etc. for different target visitor groups.
- 3.2.10 The Operator shall review and update the types and themes of activities in the engagement sessions, and submit a monthly activity plan four months prior to the operation month for approval by the ECC Representative, so that the Operator can update the 90-day online booking system in a timely manner.
- 3.2.11 As additional services under the Contract, the Operator may be required to provide upgraded activities, with each session lasting 60 minutes, on weekends and public holidays, or on dates specified by the ECC Representative. The proposed upgraded activities shall be thematic and more appealing to members of the general public, in comparison to the interactive activities for weekdays. All activities proposed for the engagement sessions

must first be approved by the ECC Representative before being opened up for public participation.

### 3.3 Target Visitor Groups

3.3.1 The Operator shall pitch the presentation of the guided tour and design the content and delivery of the engagement session to cater for the knowledge levels of the following target visitor groups:

- (a) Schools (kindergartens);
- (b) Schools (primary schools);
- (c) Schools (secondary schools);
- (d) Community Groups (companies and organisations etc.);
- (e) Family Groups (parents with children); and
- (f) Individual (all age groups).

3.3.2 The size of each visitor group for schools, community and family shall range from a minimum of ten (10) participants to a maximum of twenty-five (25) participants. There is no minimum number of participants required in visitor group for individual.

#### Allocation of Visit Slots

3.3.3 The Operator shall propose a proper allocation of visit slots to different target visitor groups based upon their specific preferences/availabilities and the demand statistics collected during the trial-run of the House. For example, more visit slots at weekends and public holidays may be allocated to family groups and more afternoon slots may be allocated to schools.

#### Monthly Target Number of Visitors

3.3.4 The Operator shall achieve the monthly target number of 800 visitors. A monthly payment adjustment mechanism as stipulation in the table below will be adopted in this Contract. In case the monthly target number of visitors cannot be achieved, the Operator shall provide explanation and propose and implement improvement measures.

Actual Number of Visitors in any Calendar Month	Monthly Payment Adjustment Mechanism
799 or less	Deduct 3% of the Quoted Price of the Guided Visit Programme (monthly)
800 ^ - 999	100% of the Quoted Price of the Guided Visit Programme (monthly)
1000 - 1,199	Additional 3% of the Quoted Price of the Guided Visit Programme (monthly)
1,200 or more	Additional 6% of the Quoted Price of the Guided Visit Programme (monthly)

^monthly target number of visitors

#### Visitor Feedback

- 3.3.5 The Operator shall design a questionnaire to collect feedback either through electronic or paper means from different visitor groups on the facilities and services provided at the House as well as to evaluate the changes in the knowledge/awareness of carbon reduction and low-carbon living before and after the guided visit. The questionnaire should be included in the operational plan for approval by the ECC Representative.
- 3.3.6 The Operator shall report the results in the monthly report for submission to the ECC Representative, and propose measures to address the areas of improvement as reflected by the results.

#### Post-visit Engagement

- 3.3.7 The Operator shall plan, design, and provide different post-visit tasks to enhance visitors' engagement by inviting them to complete additional tasks after visiting the House. Tailor-made to specific visitor groups, the Operator shall design various tasks, including but not limited to, in the format of worksheets, colouring pages, letter-to-Big Waster, online challenges and quizzes, etc.
- 3.3.8 The Operator shall encourage the visitors to complete and return the post-visit tasks to the



House either via the online channels such as email or physically by giving out souvenirs and other incentives, as appropriate.

### Souvenirs

- 3.3.9 The Operator shall give out the souvenirs, gifts, pamphlets or any materials provided by and in the manner determined by the ECC Representative to visitors during the visit.
- 3.3.10 The Operator shall regularly take stock and maintain a proper record on the distribution of souvenirs, gifts, pamphlets and any materials. These records should be diligently updated with replenishment requests for submission to the ECC Representative in the monthly report.

### 3.4 **Staffing**

- 3.4.1 The Operator shall ensure a sufficient number of staff is provided to deliver the Services. The following minimum number of skeleton staff shall be engaged **full time** and stationed at the House under this Contract.
  - (a) One (1) Manager to oversee the overall operation and management of the House and supervise the staff in delivering the Services; and
  - (b) Two (2) Assistant Managers to handle the administrative matters in operating the House and/or delivering the Services such as being the presenter, session leader, helper or facilitator in the guided visit programme.
- 3.4.2 The employment contracts and proofs of qualification and work experience of all full-time staff shall be submitted to the ECC Representative within two (2) months after the Contract Commencement Date. The minimum qualifications and detailed responsibilities of the staff are stated in **Annex C**.
- 3.4.3 The skeleton staff shall be on duty at least one (1) hour before the opening hour (i.e. on or before 9:00 a.m.) to conduct basic checking and preparation of the House to ensure that it is ready for open to the public. For the avoidance of doubt, no lunch break is allowed throughout the opening hours and the staff should take their lunch breaks on a shift basis.
- 3.4.4 The Operator shall also engage Supporting Staff and/or volunteers either full time or part time on this Contract as and when necessary to support the delivery of the services during weekends and holidays or to assist in serving visitor groups of more than 20 participants and family groups.

- 3.4.5 The Operator shall propose and submit the staff plan in the Operational Plan detailing the staff arrangement within the Contract Period, including duty rosters involving skeleton staff and part-time staff, for deploying sufficient staff members as required in clauses 3.4.1 to maintain the House and deliver the Services throughout the opening hours.
- 3.4.6 The Operator shall provide staff handbooks and regular trainings to staff to ensure that all staff are fully trained and equipped to perform their respective role(s) in delivering the Services. The required training content shall include but not limited to the following: -
- (a) arrangement for guiding visit programme;
  - (b) operation procedures of each digital display items;
  - (c) up-to-date knowledge on carbon neutrality, green / low carbon living and different environmental initiatives;
  - (d) requirements on customer services;
  - (e) arrangement under adverse weather conditions; and
  - (f) house-keeping arrangement of the House, etc.
- 3.4.7 In the unforeseeable event that the Operator is unable to provide or maintain the skeleton staff as proposed in clause 3.4.1, the Operator shall immediately report to the ECC Representative and as soon as possible arrange a substitute/replacement staff member who should equally meet the qualification and work experience required, unless otherwise agreed by the ECC Representative.
- 3.4.8 The Operator shall keep appropriate records of its staff employed for the Services such as the timesheets for inspection by the ECC Representative at any reasonable time.
- 3.4.9 The Operator shall ensure that its staff are dressed up with the designated uniform (a jacket / a tee) provided by the ECC Representative and follow the dress code as specified by the ECC when performing duties at the House. The designated uniform shall be cleaned and maintained without stains.
- 3.4.10 The Operator shall ensure that its staff are environmentally friendly when working at the House, including but not limited to practicing energy-saving and resource-saving habits at the House, and no-single use plastic cutlery and/or products shall be used inside the House.
- 3.4.11 For the purpose of this Contract, any act, neglect or default of the Operator's employees or his contractors and their employees, as the cases may be, shall be deemed to be the act,

neglect, or default of the Operator.

### **3.5 E-Booking System**

- 3.5.1 The Operator shall be responsible for managing and operating the online booking system provided by the ECC which shall be open, all year round, for the public to make reservation to join guided visit programmes at the House. The Operator shall provide daily update(s) on the booking status to the ECC Representative by close of business on each working day.
- 3.5.2 In the event that the online booking system is down or under maintenance, the Operator shall provide booking services manually via hotline and/or emails as per the instruction from the ECC Representative.
- 3.5.3 The Operator shall be responsible for handling booking related matters including but not limited to making follow up calls and emails for confirming and updating the status of appointments as and when necessary.
- 3.5.4 The Operator shall keep proper records of all guided visits, including attendance, no-show and cancellation rates for inspection by the ECC Representative at a reasonable time.

#### Data Security

- 3.5.5 The Operator shall handle the personal data collected in relation to the Services in compliance with the Personal Data (Privacy) Ordinance (Cap. 486). To fulfill this requirement, the Operator shall provide appropriate training to its staff to ensure compliance with the said Ordinance and any obligations under the Contract regarding the handling of personal data. Special attention is drawn to the following:
  - (a) The Operator shall not use or disclose to any person any personal data received or made known to it in relation to the Services for a purpose other than that under the Services;
  - (b) The Operator shall immediately report any loss of personal data to the ECC Representative without delay;
  - (c) The Operator shall only grant access rights to personal data on a need-to-know basis to relevant staff; and

- (d) The Operator shall not keep any personal data except in the booking system upon the completion or termination of the Services or when the personal data is no longer required for the purpose of the Services.

### **3.6 Publicity and Promotion**

- 3.6.1 The Operator shall design and implement a publicity plan to enhance the public visibility and raise public awareness of the House, its guided visit programmes and other activities organized by the House, if any. The publicity plan shall include promotion materials, promotion channels, promotion schedule targeted at the general public and each specific visitor group, and shall be reviewed and enhanced, if needed, in a quarterly basis.

#### Promotion Materials

- 3.6.2 The Operator shall propose the materials for promotion which may include leaflets, flyers, and posters, etc. in both physical and electronic forms, and design the content/message, layout, presentation with eye-catching visuals. The design which shall be adapted into the artwork templates provided by the ECC Representative for branding consistency. Upon approval by the ECC Representative, the Operator shall be responsible for the production of the materials for display and/or distribution to the visitors at the House and any other places/venues as requested by the ECC Representative.
- 3.6.3 The Operator shall also be responsible for designing the e-DMs and/or social media feeds for online promotion.

#### Promotion Channels and Targets

- 3.6.4 The Operator shall promote the House to the public via appropriate means including the thematic websites, various social media platforms and online platforms (such as online environmental blogs and family-oriented forums) to extend the reach of the House for boosting the participation rate.
- 3.6.5 The Operator shall actively and frequently make use of different channels to create opportunities for promoting the House to the designated target visitor groups such as schools and other community groups. These opportunities may include collaboration with the key influencers, environmental advocates, community organisations, especially in Wan Chai District, etc. where the House is located, to amplify the reach and impact of the House's promotional effort. Such effort may involve creating cross-over content, organising joint

campaigns or events, arranging specific guided tour programme for followers of the key influencers and organisations.

### Promotional Schedule

- 3.6.6 The Operator shall propose and place advertisements at specific online channel(s), such as mobile apps, social media pages or websites, as agreed by the ECC Representative at least once (1) per quarter for a period of at least one (1) week to promote the House, the guided visit programmes, activities, and events etc.
- 3.6.7 The Operator shall prepare and issue engaging social media posts, informative articles, and/or eye-catching visuals of the House at Operator's own website and social media platform at least one (1) every two weeks to promote the House.
- 3.6.8 The Operator shall design and disseminate informative and visually appealing e-DMs and newsletters to reach out to schools, community organisations, and interested individuals at least once (1) per month, including but not limited to the following: -
- (a) regular updates of the highlights on the upcoming events;
  - (b) offer opportunities for involvement at the House's initiatives; and
  - (c) maintain an updated and segmented database of email subscribers to ensure targeted communication of which the subscription function will be provided by the ECC.
- 3.6.9 The Operator shall co-operate with other parties as requested by the ECC Representative for promoting the House (e.g. video filming, media interviews and visits). The Operator shall seek prior approval from the ECC Representative before reaching out or accepting any requests for interviews or any activities from the media in relation to any media coverage of the House.
- 3.6.10 As additional services under the Contract, the Operator shall participate in the local community events, environmental fairs, and exhibitions organised by the ECC and/or other organisations, including setting up a promotional booth, organising interactive displays and games, and distributing promotion materials to engage the public and promote the House.

### **3.7 Customer Services**

- 3.7.1 The Operator shall provide well-trained customer services personnel to receive the public and/or visitors during the opening hours of the House. The customer services shall also

include but not limited to handling of a hotline, WhatsApp and email accounts in receiving general enquiries, booking enquiries, suggestions and complaints in relation to the House.

### Complaint Handling

- 3.7.2 The Operator shall report the complaint cases to the ECC Representative as soon as possible and be responsible for investigating the cases and reporting the findings to the ECC Representative within a reasonable time as well as giving an interim reply to the complainant(s) within the timeframe in accordance with the guidelines to be provided by the ECC Representative. The Operator shall rectify any identified short-coming as appropriate and propose improvement measures.
- 3.7.3 The Operator shall register details of the enquiries, suggestions and complaints received both verbally and in writing related to the House and report the cases to the ECC Representative in the given format in the monthly report.

### **3.8 Festive Decorations**

- 3.8.1 The Operator shall be responsible for designing and putting up festive decorations at the House at six (6) festivals throughout the Contract Period including Chinese New Year, Easter, Mid-autumn Festival, Christmas other two festivals as proposed by Operator and agreed with the ECC Representative. Only eco-friendly and/or upcycling materials shall be used for the decorations which shall be re-used as far as possible.
- 3.8.2 The Operator shall place the decorations on prominent spots in both indoor and outdoor areas, including but not limited to, the main entrance, indoor area, courtyard, wall(s) facing Queen's Road East etc. The Operator shall be aware of and shall not violate the regulations related to any works, installation, fixtures, etc. in declared monuments in any circumstances.
- 3.8.3 The Operator shall submit the decoration plan to the ECC Representative two (2) months prior to the respective festivals. Upon the confirmation of the ECC Representative on the decoration plan, the decorations shall be displayed two (2) weeks prior to the festival and dismantled one (1) week after the festival. All recyclables shall be recycled at the GREEN@COMMUNITY and only unrecyclable can be properly disposed at the Operator's own cost. Photos of the decorations should be recorded in the respective monthly report.

### 3.9 House-keeping

#### Insurance

- 3.9.1 The Operator shall be responsible for procuring the Public Liability Insurance (also known as “Third Party Risk Insurance”) for the House which provides coverage for any losses, claims, demands or public liability arising from activities conducted at the House or outside the House and in the name of the House.
- 3.9.2 The Operator shall be responsible for procuring the Property-All-Risks Insurance (also known as “Property Insurance”) for the House with minimum insured amount of \$10 million per event. These policies shall include coverage for losses or damages to the House, including its structure, installations, fixtures, equipment and inventory items, caused by various natural hazards or man-made calamity at the House.
- 3.9.3 The Operator shall submit the proof of the insurance required in this Contract to the ECC Representative for record two (2) months after Contract Commencement Date.

#### Inventory

- 3.9.4 The Operator shall be responsible for proper day-to-day control, operation and checking of audio-visual equipment, exhibits and office equipment at the House. The list of equipment and inventory items provided by the ECC Representative for operational use at the House is listed in **Annex D** for reference. All items are the properties of the ECC which shall be returned in good conditions, save normal tear and wear, to the ECC after the completion of the Contract.
- 3.9.5 The Operator shall maintain an up-to-date monthly record of all inventory items based on the lists to be provided by the ECC Representative after the award of the Contract. This record shall contain pertinent information, including the description, quantity, condition, and location of each item.
- 3.9.6 The Operator shall not remove or dispose of any inventory items, non-inventory items or any materials including furniture, equipment, fixtures, or display materials of the House, without prior agreement from the ECC Representative. The Operator shall be liable for any loss or damage to the above items of the House under his care and management, and the ECC Representative reserves the right to seek compensation of the Operator accordingly.
- 3.9.7 The Operator shall not place and use any other electrical appliances at the House unless

otherwise approved by the ECC Representative.

### Maintenance and Repair Arrangement

- 3.9.8 The Operator shall be responsible for proper functioning of all items at the House and report any malfunctions of the items to the ECC Representative / ECC Representative's Contractor(s) / relevant Government departments within one (1) working day. At the request of the ECC Representative, the Operator shall follow up with the designated contractor(s) and/or other relevant Government departments responsible for the maintenance and repair so that the subsequent maintenance and repairs works are carried out promptly and completely without affecting the daily operation of the House.

### Cleaning Services

- 3.9.9 The Operator shall provide a tidy, clean and hygienic environment for all visitors to the satisfaction of the ECC Representative. The Operator shall engage professional cleansing services provider(s) to cover the tasks in the specified frequency as tabulated below:

Frequency	Tasks
Daily	<ul style="list-style-type: none"> <li>● Floor cleaning and mopping</li> <li>● Indoor wall dusting and vacuuming</li> <li>● Cleaning of workshop tables and chairs, electrical appliances, doorknobs, door, windows, gates, lights, etc.</li> <li>● Cleaning of washrooms, wash basins, toilet bowls, etc.</li> <li>● Cleaning of front door and its staircase and the storeroom</li> <li>● Cleaning of outdoor area, including wooden benches, upcycled chairs, wooden recycled blocks, removal of the fallen leaves in both courtyard and the planter area, and/or other trash in the courtyard</li> <li>● Disposal of waste</li> </ul>
Monthly	<ul style="list-style-type: none"> <li>● Removal of dirt and mud in outdoor drainages</li> <li>● Removal of fallen leaves at the slope area next to the House</li> <li>● Deep cleaning for washroom floors and tiles</li> <li>● Perform air freshening and mold odor prevention treatments to control any unpleasant smells in all indoor areas</li> <li>● Cleaning of glass canopy of the courtyard</li> <li>● Cleaning of the sitting cushions</li> </ul>



Frequency	Tasks
Quarterly	<ul style="list-style-type: none"> <li>● Cleaning of all ceiling fans and other electrical appliances (if applicable)</li> <li>● Perform deep disinfection treatments in all indoor areas to control the growth of viruses, bacteria, and pests</li> <li>● Perform pest control treatments at the courtyard areas</li> </ul>
Semiannually	<ul style="list-style-type: none"> <li>● Deep cleaning of four air conditioning (AC) units</li> <li>● Deep cleaning of one unit of fresh air pre-conditioner (FAP)</li> <li>● Deep cleaning of the dust filters of dehumidifiers and air purifiers</li> <li>● Indoor floor waxing</li> </ul>

3.9.10 The Operator shall be responsible for maintaining the cleanliness of the washroom at the House, which shall be open to visitors only. The cleaning services for the washroom shall include but not limited to the supply of hand sanitisers, tissue paper, and other necessary items requested by the ECC Representative.

3.9.11 The Operator shall use appropriate cleaning tools and agents which are gentle on surface and free of abrasive materials to minimise any potential damage to fixtures and furniture during the cleaning process, particularly the three antiques (i.e., old stamp vending machine, L-shaped table, mailbox wall) at the House.

3.9.12 The Operator shall provide and ensure proper functioning of one (1) no. of eco-umbrella dryer, two (2) no. of portable mosquito repelling machines and pedestal bladeless fans in the first operation month for subsequent use in the House to support operational need.

#### Horticultural Maintenance Services

3.9.13 The Operator shall engage a professional contractor to provide horticultural maintenance services for the courtyard of the House at least once per month, including but not limited to, watering, cleaning of withered and defoliated plants, clearing of weeds, mowing the grass, replenishing or cultivating new plants, applying fertilizer etc. to maintain the number and species of the plants, pots and/or garden-related items within the courtyard area.

3.9.14 The Operator shall be responsible for the maintenance of the wooden planting walls at the courtyard of the House, including applying coating on a regular basis and repair of the wooden recycled blocks and the wooden handrail upon request from the ECC Representative.

### Security and Access Control

- 3.9.15 The Operator shall ensure the security, safety, and access control of the House for the well-being of staff, visitors, and the property contained therein. The Operator shall maintain an accurate key list and securely store all House's keys, ensuring that only authorised individuals have access to the House.
- 3.9.16 The Operator shall implement access control measures, including but not limited to, record and monitor the entry and exit of all parties involved excluding the visitors whom details are logged in the online booking system of the House.
- 3.9.17 The Operator shall be responsible for providing, operating and maintaining the two (2) security systems installed at the House including a CCTV surveillance system and a burglar alarm system throughout the entire Contract Period to ensure the security and safety of all zones at the House, irrespective of whether the existing services provider or a new services provider will be employed.
- 3.9.18 The Operator shall take all reasonably practicable steps to ensure that prevent unauthorised access to the CCTV surveillance system and the data held are protected against unauthorised or accidental access, processing, erasure or other use. Recorded images/ videos shall be kept in safe custody and for inspection by the ECC Representative at any reasonable time.

### **3.10 Hand-over**

- 3.10.1 Before the expiry of the Contract Period, the ECC Representative may engage a follow-on Operator to continue the operation and management of the House through an open tendering exercise such that the Services provided under this Contract will continue smoothly upon the change-over.
- 3.10.2 The Operator shall take all reasonable steps and co-operate fully with the ECC Representative and the follow-on Operator during the transition period, which should span from one (1) month before to one (1) month after the expiry of the Contract Period, so that the continuation of the Services is achieved with no disruption.
- 3.10.3 The Operator shall retain all items purchased under this Contract at the House and pass to the follow-on Operator.

#### 4. REPORTING AND SUBMISSION SCHEDULE

- 4.1 The Operator shall submit the following documents according to the respective submission schedule to the satisfaction of the ECC Representative: -

Document	Submission Schedule
1. Operational Plan with detailed information on the Services as stipulated in Clauses 3.1 to 3.9 above	Within one (1) week after the award of the Contract
2. Employment contracts and proofs of qualification and work experience of all full-time staff as stipulated in Clause 3.4.2 above; and	Within two (2) months after the Contract Commencement Date
3. Insurance proofs as stipulated in Clause 3.9.3 above	
4. Monthly Report in form of the report template to be provided by the ECC Representative	By 7 <sup>th</sup> of each operation month
5. Monthly Activity Plan as stipulated in Clause 3.2.10 above	4 months prior to the operation month
6. Quarterly Publicity Plan as stipulated in Clause 3.6 above	Every three (3) months after the award of the Contract
7. Festive Decoration Plan as stipulated in Clause 3.8.3 above	Two (2) months before the selected festival as requested by the ECC Representative

#### 5. PAYMENT SCHEDULE

- 5.1 The Operator shall deliver the Services required to the satisfaction of the ECC Representative and in cooperation with the ECC Representative and other relevant contractor(s), if any, in a timely manner. Payment for the Services accepted by the ECC Representative will be made within 30 days upon receipt of the invoice according to the following schedule:

<b>Payment No.</b>	<b>Milestones</b>	<b>Percentage of Total Amount in Part A of the Price Proposal</b>
1	Upon the award of the Contract and submission and approval of the Operational Plan to the satisfaction of the ECC Representative.	10% of item A1
2 – 10 (bi-monthly payment)	Upon the completion of each two (2) months for the Operation and Management of the House and submission of the required reports as stipulated in clauses 3 and 4 in the Service Specifications respectively to the satisfaction of the ECC Representative.	2 times 5% of item A1 <sup>^</sup> + 2 times 100% of item 2a* (bi-monthly payment)

Notes: <sup>^</sup> In accordance with clause 3.1.6, if the Operator receives two (2) or more warnings from the ECC in the same month, 10 percent (10%) of the corresponding monthly Fixed Operational Cost (item A1) will be deducted. Thus, the corresponding Fixed Operational Cost (item A1) for that bi-monthly payment schedule will be deduced with following formula:

Total Amount of A1 in the Price Proposal x 5% x (1-10%) + Total Amount of A1 in the Price Proposal x 5%;

If the Operator receives two (2) or more warnings in the same month for two consecutive months within the same bi-monthly payment schedule, the Fixed Operational Cost (item A1) in that bi-monthly payment schedule will be deduced with following formula:

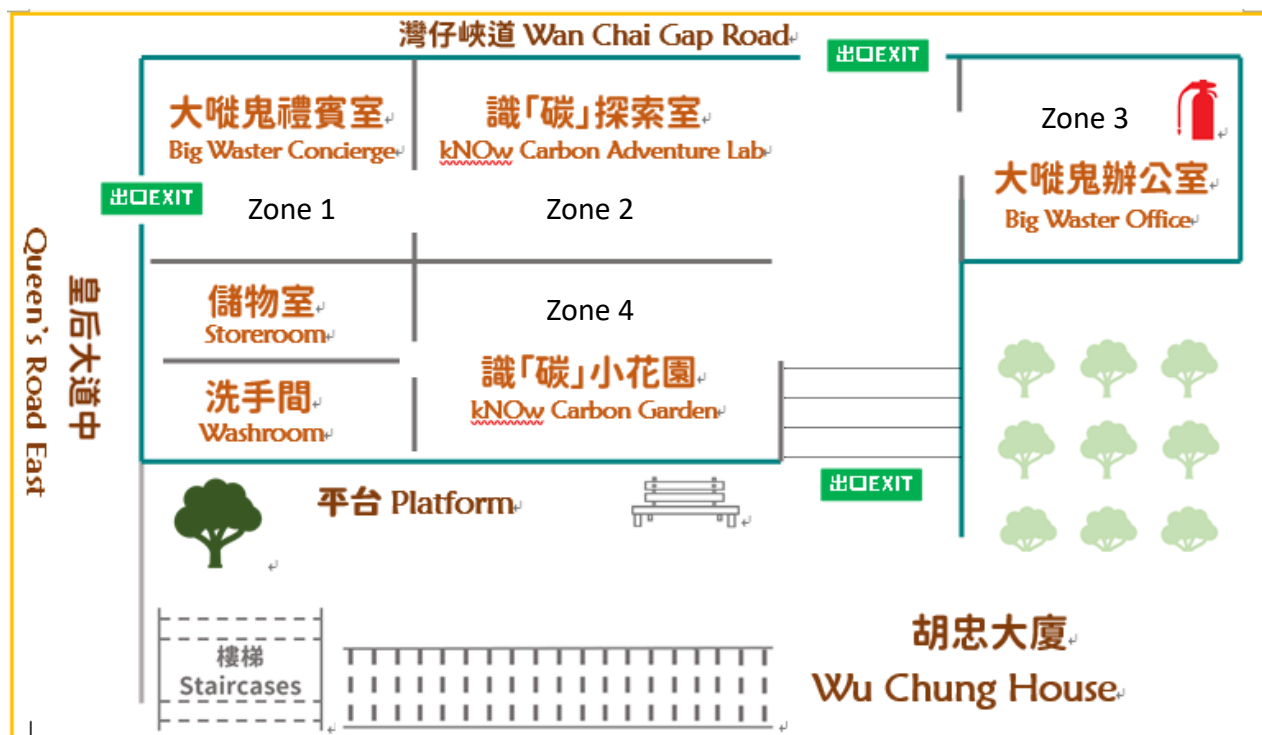
$2 \times [\text{Total Amount of A1 in the Price Proposal} \times 5\% \times (1-10\%)]$

\*Subject to the final number of participants, the Operator may or may not fully receive the full payment of item 2a in the bi-monthly payment schedule according to the monthly payment adjustment mechanism as stipulated in the clause 3.3.4.

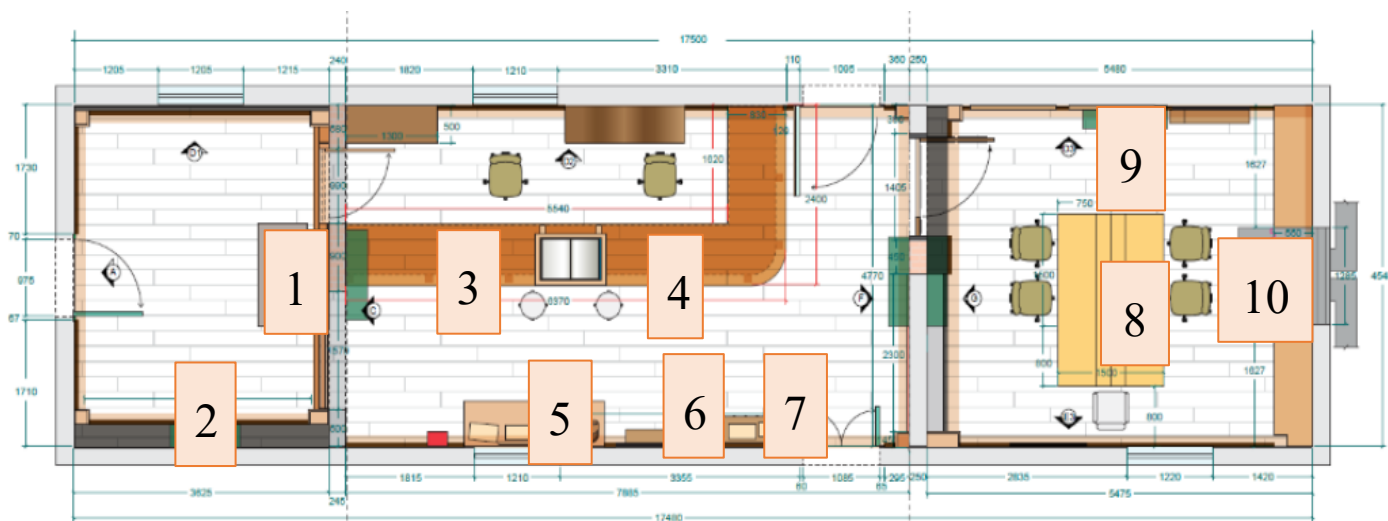
-END-

## Annex A - Floor Plans of kNOw Carbon House

(a) Overview of the kNOw Carbon House and its surrounding area



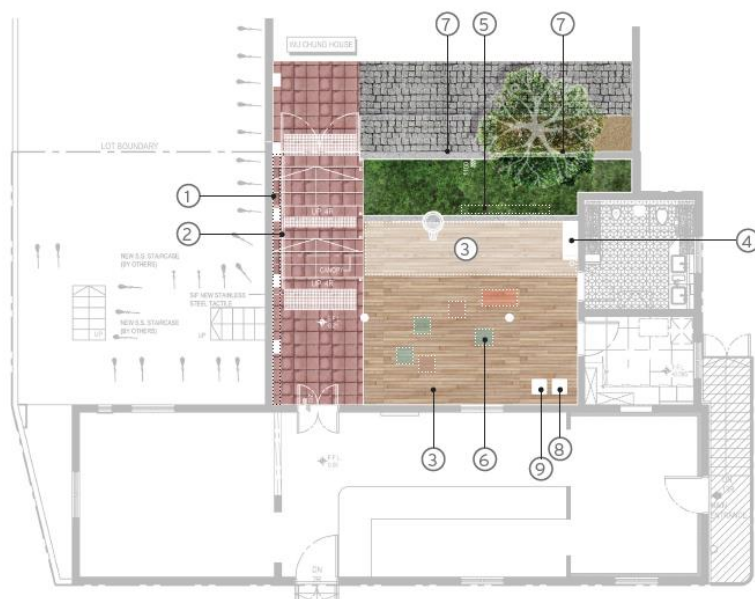
(b) Floor plan of indoor area and its respective interactive display items\*



## Remark\*

- 1) Big Waster Statue, 2) Carbon Secret Interactive Wall, 3) Carbon Reduction Ambassador Theater,
- 4) Carbon Reduction Ambassador Notebook, 5) Carbon Reduction Ambassador Mailbox,
- 6) Carbon-Neutral Infomap, 7) Carbon-Neutral Challenge Cabinet, 8) Upcycled furniture,
- 9) Notice Boards, 10) Big Waster Mascot

### (c) Floor plan of outdoor courtyard area



#### Recycled tree art and wood terrace

Post Tree Lifestyle 樹後生活  
HM Environmental Technologies Limited 恆木

- ① Feature green wall with recycled wood blocks
- ② Handrail with recycled wood
- ③ Terrace deck (see later pages for details)
- ④ Water meter cabinet integrated in terrace

#### Recycled plastic art

Plasticwoodstudio 塑人木工場

- ⑤ Sculptural signage

#### Epoxy wood furniture

The Wasted 廢柴

- ⑥ Modular movable furniture

#### Other facilities

- ⑦ Enhancement to existing fence on wall
- ⑧ Water dispenser
- ⑨ Sink

## Annex B – Arrangements under Adverse Weather Conditions

<b>(i) Tropical Cyclone Warning Signal No.8 or above@</b>	
<b>(a) Signal is hoisted before the opening hours</b>	<b>(b) Signal is expected to be hoisted within two hours during the opening hours</b>
The House should be open within three (3) hours after the warning is cancelled or according to the instruction of the ECC Representative. If the warning remains hoisted until 13:00, the House will remain closed for the whole day.	The House should be closed immediately.
<b>(ii) Black Rainstorm Warning@</b>	
<b>(a) Warning is issued before the opening hours</b>	<b>(b) Warning is issued during the opening hours</b>
The House should be open within three (3) hours after the warning is cancelled or according to the instruction of the ECC Representative. If the warning remains hoisted until 13:00, the House will remain closed for the whole day.	The indoor area should remain open until the closing hour or the condition is safe for visitors to leave. All outdoor facilities should be closed until the warning is cancelled.
<b>(iii) “Extreme Conditions” announcement by the Government</b>	
<b>(a) Announcement is existed before the opening hours</b>	<b>(b) Announcement is expected to be existed during the opening hours</b>
The House should be closed for the whole day.	

@Remark: The skeleton staff shall return to work within 2 hours if the Tropical Cyclone Warning Signal No. 8 or above or Black Rainstorm Warning is cancelled no matter if the House will be opened or not.

**(iv) Red Rainstorm Warning/ Tropical Cyclone Warning Signal No. 3/ Thunderstorm Warning/ Amber Rainstorm Warning/ Tropical Cyclone Warning Signal No. 1**

The House will remain open if any of the above warnings or signals is issued before or during the opening hours but all outdoor facilities may be closed and visitors will be advised accordingly.



## Annex C – Qualifications, Duties and Responsibilities of Staff

- (a) The **Manager** should have a bachelor degree in relevant disciplines and an aggregate of at least five (5) years' experience in event management/ environmental education/ tourism/ cultural heritage/ social service/ visiting centre/ museum management / public communication, or equivalent, in a capacity at managerial level on a full-time basis of which a minimum of two (2) years of supervisory experience.
- (b) The **Assistant Manager** should have a Diploma or Higher Certificate or above in relevant disciplines and at least three (3) year experience in event management/ environmental education/ tourism/ cultural heritage/ social service/ visiting centre/ museum management or equivalent.

Duties and responsibilities of the above staff should include but not limited to: -

### 1. Facility Management

- Manage customer services including service during the opening hours, hotline, enquiry/ complaints, reservations, and visitor support, ensuring a positive experience for all visitors to the House;
- Manage maintenance, housing keeping and cleansing services to ensure that the House is well-maintained and presentable;
- Plan and supervise horticultural maintenance services, including the upkeep of gardens and outdoor areas;
- Ensure the security measures are in place and regularly reviewed; and
- Arrange for maintenance and repair of malfunctioning items with the ECC Representative.

### 2. Guided Visit Programmes

- Manage guided visit programme, including scheduling, staffing and training of both full time and part-time staff to perform as presenter, session leader, helper, facilitator in the guided visit programme;
- Design, develop and implement guided visit programmes and activities that align with the objectives of the House;
- Coordinate with staff to create engaging and informative content for guided visit programmes;
- Monitor the effectiveness of guided visit programmes and make improvements based on feedback and evaluation;
- Collaborate with external partners or organisations to enhance the content and attractiveness of

guided visit programmes; and

- Stay updated on environmental education trends and incorporate innovative approaches into the guided visit programmes.

### 3. Publicity and Community Engagement

- Plan, develop and implement effective publicity strategies to promote the guided visit programmes and activities of the House;
- Plan and distribute marketing materials, such as leaflets, flyers, and press releases;
- Foster community engagement by organising events, workshops, and outreach programmes; and
- Collaborate with local schools, community organisations, and stakeholders to build partnerships and enhance community involvement.

### 4. Administrative

- Manage the all administrative matters at the House, including rostering, training, and supervision of staff and volunteers;
- Ensure compliance with relevant labor laws, regulations, and safety guidelines;
- Oversee administrative tasks such as budgeting, financial management, and procurement;
- Maintain accurate records and documentation related to staff, programs, and resources; and
- Foster a positive work environment and promote professional development opportunities for staff.

## Annex D – List of Equipment and Items at the kNOw Carbon House#

(Non-inclusive and for reference ONLY)

Items	Location/ Storage Area
<b>Electric Appliances</b>	
Air Purifier	Zone 2
Dehumidifier	Zone 1, 2, 3
Bladeless Wall Mounted Fan	Washroom x 1; Storeroom x1
Smart Water dispenser	Courtyard
Ceiling fan (Big Ass)	Zone 3
Ceiling fan (Mounted Fan)	Zone 1, 2
Insect killer	Courtyard
<b>Furniture and Fixtures</b>	
Recycled Solid Wooden Table	Zone 3
Big Waster Chair	Zone 3
Ramp	Zone 2
L-shape reception bench (antique)	Zone 2
Magazine Rack	Zone 3
Big Waster Coat Hanger with hat	Zone 3
Upcycled Wooden Bench	Zone 1
<b>Audio Visual Equipment / Mobile Device</b>	
Notebook Computer and related accessories (mouse)	Zone 2
Printer	Zone 2
iPad set with keyboard and active pan	Zone 2
iPad control remote for sound system	-
Network Router	Zone 2 and 3
Smartboard	Zone 3
iPhone SE 64GB	-
Hdmi Extender	Zone 1 – 3, Courtyard
Speaker	Zone 1 – 3, Courtyard
Amplifier	Zone 1 – 3, Courtyard
Media Player	Zone 1 – 3, Courtyard

Exhibit and decoration	
Outdoor Big Waster Statues	Front Door
Big Waster Statue and projector	Zone 1
Interactive Panel and projector	
Electronic Book and projector	
Hologram Fan	Zone 2
iPad for carbon calculator	
Multi-Drawers Cabinet and accessories	
Polarized Lens Screen	
Commemorative chops	
Desk and stationary of DIY Post Office	
Electronic photo frames	
Old Stamp Vending Machine (antique)	
Old Mailbox Wall (antique) (5 mailboxes opened)	
Cork Board	Zone 3
Notice Board	
Cubic Chairs	
Big Waster Doll	

# The final equipment and item list will be provided to the Operator upon the award of the Contract.