

Guidelines for Preparation of Technical Proposal

Tenderers are strongly advised to carefully review the requirements outlined in the Tender Documents, in particular, the Specification, Clause 3 of the Terms of Tender (TOT) and the Marking Scheme for Tender Evaluation in **Annex IV** to the TOT. This would help Tenderers in preparing of Technical Proposal using **Annex III** to the TOT.

Tenderers are required to fill in appropriate information, either in English or Chinese, in the spaces provided in **Annex III** as their Technical Proposal. The information provided should be essential and kept in a simple and concise manner. The Technical Proposal, **Annex III**, **shall be limited to 20 pages in length (excluding attachments)** and should be in A4 size.

The outline of the Technical Proposal are as follows:

TECHNICAL PROPOSAL	
Section A	Execution Plan
A1	Project Proposal – Food Waste Smart Bins (FWSBs)
	(i) Basic Information of FWSBs
	(ii) Technical Information of FWSBs
	(iii) Health and Hygiene Features
A2	Project Proposal – Big Data Platform and Warranty Services
	(i) Big Data Platform
	(ii) Data Quality Management
	(iii) Warranty Services
A3	Timeline and Resources
	(i) Organisation Chart
	(ii) Qualifications and relevant project experience
	(iii) Project Timeline
A4	Service Delivery and Management Plan
	(i) Supervision Plan
	(ii) Quality Assurance Plan
	(iii) Complaint Handling Plan
A5	Innovative Suggestions
A6	ESG Proposals
Section B	Experiences
	(i) Aggregate experience of the key project team member
	(ii) Experience of the key project team members

Section A - Execution Plan

Section A – Execution Plan comprises three parts as follows:

(A1) Project Proposal – FWSBs

Tenderers are required to provide information on FWSBs covering the following 3 items:

- (i) Basic Information of FWSBs

Annex II

To briefly describe and illustrate the basic features of the FWSBs, including but not limited to, brand & model, outlook design, dimension with technical drawings, maximum capacity of the inner container, and net weight.

(ii) Technical Information of FWSBs

To briefly describe and illustrate the technical aspects of the FWSBs, including but not limited to, weighing range and accuracy, waterproof standard, self-diagnostic functions (e.g. auto-notification during abnormal operation conditions and mechanical errors), remote monitoring of recycled food waste using photos/videos, QR code scanning device, user interface device and operation procedures.

(iii) Health and Hygiene Features

To briefly describe and illustrate the features related to health and hygiene, including but not limited to, auto-deodorization (e.g. frequency, proposed deodorizing agent, auto-notification when running out of deodorizing agent), and automatic pest control system (e.g. technology adopted for pest control, frequency of pest control, possible enhancement measures).

(A2) Project Proposal – Big Data Platform and Warranty Services

Tenderers are required to provide information on Big Data Platform and Warranty Services covering the following 3 items:

(i) Big Data Platform

To briefly describe and illustrate the details and working mechanisms of the Big Data Platform, including but not limited to, accessibility/login method of the Data Management Interface, information of hardware and software, the types of real-time data and information to be displayed on the Data Management Interface, the types of statistics and analysis of information in the Big Data Platform, and the mechanism for data/ information logging and transfer of transactions from the Big Data Platform to the EPD's Common Communication Platform.

(ii) Data Quality Management

To briefly describe and illustrate the tests and mechanisms for the monthly data quality check for the Big Data Platform to ensure that the data transmitted to the EPD's Common Communication Platform is accurate, reliable, complete and consistent.

(iii) Warranty Services

To briefly describe and illustrate the details of Warranty Services, including but not limited to, the items to be covered under the regular and *ad-hoc* maintenance services for this Contract and the maintenance schedule.

(A3) Timeline and Resources

Tenderers are required to provide information on Timeline and Resources covering the following 3 items:

Annex II

(i) Organisation Chart

To provide an organisation chart showing proposed manpower for the supply of Goods.

(ii) Qualifications and relevant project experience

To provide qualifications and relevant project experience of the key project team members.

(iii) Project Timeline

To provide project timeline of the supply of Goods and demonstrate the capability to deliver the Goods in meeting the timeline.

(A4) Service Delivery and Management Plan

Tenderers are required to provide information on Supervision and Quality Assurance Plan covering the following 3 items:

- (i) To provide a supervision plan describing the approach of and the mechanism for staff supervision, including but not limited to, expertise/qualifications of the supervisory staff, mechanism for monitoring of staff performance, staff briefings and training programmes.
- (ii) To provide a quality assurance plan describing the approach of and the mechanism to ensure Goods quality and remedy defects in supplying the Goods.
- (iii) To provide a complaint handling plan describing the approach of and the mechanism for managing customer feedback and complaints, including but not limited to, response procedures, resolution timeframes, and record keeping systems.

(A5) Innovative Suggestions

To make effective innovative suggestions (**with benefits/ positive values explained**) which would bring improvement / benefit to the “Supply of Goods for Smart Bins to Facilitate Food Waste Collection at Private Housing Estates” (the Goods).

All innovative suggestions included in the Technical Proposal of the successful tenderer shall form part of the Contract.

Below are the non-exhaustive examples of value-added elements which could be included in the effective innovative suggestions:

- (a) Shortening production time for the FWSBs;
- (b) Enhancing deodorization performance to improve user experience;
- (c) Enhancing durability and reliability of the FWSBs and the associated systems;
- (d) Enhancing ability for pest control;
- (e) Increasing operational efficiency and cost effectiveness;
- (f) Allowing flexibility to adapt operational changes;

- (g) Boosting user satisfaction or experience; or
- (h) Preventing the improper use of FWSBs.

(A6) ESG Proposals

To propose measures or arrangement to **improve environmental protection, sustainability or governance or social responsibility (“ESG”)**, which may but need not be directly relevant to the Goods but would bring about positive values/benefits to the Government, or the public at large.

All ESG Proposals included in the Technical Proposal of the successful tenderer shall form part of the Contract.

Below are the non-exhaustive examples of value-added elements which could be included in the effective ESG Proposals:

- (a) Environmental protection/ Sustainability (E): use of green materials/products, reduction in energy consumption or promotes waste reduction in the execution of the contract
- (b) Social responsibility (S): employment of people with disabilities and/or rehabilitated persons for the contract
- (c) Governance (G): cybersecurity, privacy practices, and management structure of the contract

Section B - Experiences

Tenderers are required to fill in the experience table in **Annex III** and provide information showing:

- (i) Aggregate experience¹ of the key project team member (the one with the most relevant experience) OR the Tenderer involving operation of smart recycling bins or management of big data platform.
- (ii) Experience of the key project team members OR the Tenderer’s proven record and experience in smart device projects (e.g. smart recycling bins, smart balances, gift redemption machines, big data platform management).

¹ Experience under different projects will not be double-counted for any overlapping periods.