

## **Scope and Service Level of PMA Services**

### **(A) Site Management Services**

- (1) Building operations
- (2) Monitoring and reporting of building operations
- (3) Compliance
- (4) Managing the booking of shared facilities and common areas
- (5) Soft landscaping and Tree management
- (6) Undertake inspections and coordinate tenant moving in/out
- (7) Carparking spaces, passes and permits
- (8) Contractor availability and responsiveness
- (9) Emergency Response Service
- (10) Notices to Tenants/Residents
- (11) Tenant/resident complaints

### **(B) Cleaning Services**

- (1) Cleaning
- (2) Waste disposal

### **(C) Security Services**

- (1) Security protection
- (2) Entry and exit of persons and vehicles

**(A) Site Management Services**

<p><b>(1) Building operations</b></p>	<p>The Contractor is responsible for providing the following building operation services:</p> <ol style="list-style-type: none"> <li>1. Manual switching on and off and control/operate/monitor of E&amp;M facilities and building services installations as and when necessary;</li> <li>2. Ensuring all light bulbs and tubes in common areas are functional. This includes purchasing the fittings and replacing those fittings at a height of not more than 3 metres;</li> <li>3. Operation of the CCTV system, including monitoring, provision of video tapes and safe keeping of recorded media for a period of not less than 7 days before re-use;</li> <li>4. Adjusting the settings of the access control and other parameters on the building automation system, where Contractor has been authorized;</li> <li>5. Raise flags that are in good condition as per Government Flag Raising Protocol and upon instruction; and</li> <li>6. Assuming responsibility to maintain the inventories at site, replace and provide addition items at the expense of the Contractor where necessary. Any newly added items purchased by the Contractor shall remain its own property and can be taken away after the completion of the Contract.</li> </ol> <p>Availability : 24 hours per day 365 days per year.</p> <p>Reliability : 1 failure per site per month and 5 failures per contract per month.</p> <p>Corrective Action : Within 1 hour.</p>
<p><b>(2) Monitoring and reporting of building operations</b></p>	<p>The Contractor is responsible for providing the following building operation services:</p> <ol style="list-style-type: none"> <li>1. Monitoring, inspecting, controlling and operating all building services installation including CCTV system;</li> <li>2. In the case of a problem, repair need, inadequacy and over-provision (e.g. air conditioning temperature and usage hours), the Contractor is responsible for prioritising the problem and reporting it to the relevant body;</li> <li>3. Facilitating any rectification works, for example: <ul style="list-style-type: none"> <li>▪ Processing applications for access to the Site and works;</li> <li>▪ In the case of utility companies and tenant’s contractors, enlisting EMSD/ArchSD attendance where necessary;</li> <li>▪ Co-ordinating differing works undertaken on the premises and rescheduling where necessary; and</li> <li>▪ Arranging for the temporary allocation of such items as, storerooms, utility areas, loading bays, and parking spaces.</li> </ul> </li> <li>4. Following up on any rectification works undertaken and, where necessary, initiating re-programming.</li> </ol> <p><u>Swimming pool</u></p> <p>The Contractor is responsible for provision of lifeguards, compliance with all licensing requirements and all necessary services so required to operate the swimming pool.</p> <p>Availability : 24 hours per day 365 days per year.</p> <p>Reliability :  <ul style="list-style-type: none"> <li>▪ All problems identified and assigned appropriate priority.</li> <li>▪ All problems reported in accordance with prescribed priority.</li> </ul> </p>

	<p>Corrective Action : Health and safety – immediately.</p> <p>Urgent – immediately.</p> <p>Routine – within 12 hours.</p>
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**(A) Site Management Services (cont'd)**

<p><b>(3) Compliance</b></p>	<p><u>Statutory Compliance</u></p> <p>The Contractor is responsible for ensuring all statutory requirements which the Government Representative are obliged to meet in providing services to Tenants/Residents are complied with. This includes, but is not limited to:</p> <ol style="list-style-type: none"> <li>1. Reminding EMSD and ArchSD of necessary E&amp;M testing; and</li> <li>2. Ensuring current fire, health and safety regulations are complied with at all times. This includes, but is not limited to, taking all such actions as may be necessary to protect the safety of Tenants/Residents and of the Site and Government site therein, for example: <ul style="list-style-type: none"> <li>▪ Removing and/or arranging for the removal of any animal or insect or thing that poses a fire, health or safety risk or nuisance; and</li> <li>▪ Providing mitigation measures when there is a hazard in the common area (e.g. fencing-off, warning notices and non-slip floor mats).</li> </ul> </li> </ol> <p><u>Government Representative Compliance</u></p> <p>The Contractor is responsible for ensuring all the Government Representative compliance matters are met, namely:</p> <ol style="list-style-type: none"> <li>1. Organising one fire drill for each Tenant/Resident in offices per year and enlisting the attendance of EMSD when doing so. For practical considerations, fire drills may be conducted in phases for different groups of Tenants/Residents; and</li> <li>2. Ensuring all House Rules are enforced at all times.</li> </ol> <p>Availability : 24 hours per day 365 days per year.</p> <p>Reliability : All compliance matters are current.</p> <p>Corrective Action : In accordance with the Government Representative required time frame.</p>
<p><b>(4) Managing the booking of shared facilities and common areas</b></p>	<ol style="list-style-type: none"> <li>1. The Contractor is responsible for receiving requests and confirming availability and/or booking for: <ol style="list-style-type: none"> <li>a. Non-commercial display in and use of the common areas; and</li> <li>b. Shared facilities (for example: swimming pools, tennis/squash courts, gymnasiums, meeting rooms and halls/galleries).</li> </ol> </li> <li>2. For Item a, the Contractor is responsible for approving applications where he has been authorised by BMC or the Government Representative;</li> <li>3. The Contractor is also responsible for preparing and distributing the House Rules for the use of shared facilities;</li> <li>4. When instructed, collect charges from the Tenant/Resident using chargeable services in quarter sites.</li> </ol> <p>Availability : Offices: Monday to Friday, 8:30am to 6:00pm and Saturday 8:30am to 1:00pm *  * Notes : Subject to Operational needs of the Site  Quarters : Daily 8:30am to 9:30pm</p> <p>Reliability : 2 failures per site per month and 8 failures per contract per month.</p> <p>Corrective Action : Common areas: within 12 hours. Shared facilities: within 10 minutes.</p> <p>Response Time : Common areas: within 24 hours. Shared facilities: within 30 minutes.</p>

**(A) Site Management Services (cont'd)**

<p><b>(5) Soft landscaping and Tree Management</b></p>	<p>The Contractor is to assume responsibility for existing soft landscaping and replace where necessary. The soft landscaping is to be maintained to a level described in the Government Representative Soft Landscaping and Horticultural Maintenance Manual, for the purpose of providing Tenants/Residents with an aesthetically pleasing environment and reducing the risk of health and fire hazards and nuisance. These services are applicable to such indoor and outdoor, real and artificial items in the common areas and internal garden areas in individual flat including:</p> <ol style="list-style-type: none"> <li>1. Grass (including sports pitches);</li> <li>2. Trees;</li> <li>3. Bushes;</li> <li>4. Plants;</li> <li>5. Shrubs; and</li> <li>6. Flowers.</li> </ol> <p>If asked, the Contractor is responsible for responding to individual private requests from Tenant/Resident for services other than those stipulated above in their own allocated areas and issuing invoices separately to the Tenant/Resident.</p> <p>The Contractor is to assume responsibility for tree management including tree inspection, tree maintenance and protection works; and tree risk assessment by a competent person such as Certified Arborist.</p> <p>Availability : Monday to Friday, 8:30am to 6:00pm. [Saturday 8:30am to 1:00pm]. *</p> <p style="padding-left: 40px;"><i>* Notes : Subject to Operational needs of the Site</i></p> <p style="padding-left: 40px;">Emergency: Always available.</p> <p>Reliability : 1 failure per site per month and 5 failures per contract per month.</p> <p>Corrective Action : Within 5 working days.</p> <p>Response Time : All service requests within 3 days or agreed timeframe.</p>
<p><b>(6) Undertake inspections and coordinate tenant moving in/out</b></p>	<p>In response to an instruction from the Government Representative, the Contractor is responsible for providing the following services associated with moving in and out of premises, for Tenants/Residents:</p> <ol style="list-style-type: none"> <li>1. Collect keys (including magnetic access cards) from the Tenant/Resident moving out of the premises;</li> <li>2. Inspect the premises and notify ArchSD and the Tenant/Resident of any irregularities; Submit handover site report to the Government Representative;</li> <li>3. Provide access to unoccupied premises (including providing accompaniment during the visit) to the Government Representative leasing agents and potential Tenants/Residents;</li> <li>4. Conduct regular checking to vacant units and report irregularities to relevant parties; and</li> <li>5. Deliver keys (including magnetic access cards) to the Tenant/Resident moving into the premises (the Contractor should at no time retain keys/magnetic access cards to occupied premises).</li> </ol> <p>The Contractor is also responsible for making the Tenant/Resident aware of the above procedures.</p> <p>Availability : Offices: Monday to Friday, 8:30am to 6:00pm and Saturday 8:30am to 1:00pm *</p> <p style="padding-left: 40px;"><i>* Notes : Subject to Operational needs of the building</i></p> <p style="padding-left: 40px;">Quarters : 8:30am to 9:30pm daily.</p>

	<p>Reliability : Always available.</p> <p>Corrective Action : Within 1 hour.</p> <p>Response Time : <ul style="list-style-type: none"><li>▪ Inspection: within 3 working days.</li><li>▪ Site access: within agreed timeframe.</li></ul></p>
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**(A) Site Management Services (cont'd)**

<p><b>(7) Carparking spaces, passes and permits</b></p>	<p>Upon instruction from the relevant approving authority, the Contractor is responsible for providing the following services for carparking spaces, passes and permits:</p> <ol style="list-style-type: none"> <li>1. Designing application forms;</li> <li>2. Distributing, receiving and forwarding applications to the Government Representative and the Building Management Committee for quarters and offices, respectively;</li> <li>3. Establishing an interface with the appropriate approval authority;</li> <li>4. Producing the carparking passes and permits; and</li> <li>5. Delivering the rejection or pass/permit to the applicant.</li> </ol> <p>Availability : Offices : Monday to Friday, 8:30am to 6:00pm and Saturday 8:30am to 1:00pm *  <i>* Notes : Subject to Operational needs of the Site</i>            Quarters : 8:30am to 9:30pm daily.</p> <p>Reliability : 2 failure per site per month and 8 failures per contract per month.</p> <p>Corrective Action : Within 24 hours.</p> <p>Response Time :   <ul style="list-style-type: none"> <li>▪ Application forwarded within 24 hours.</li> <li>▪ Tenant/Resident informed of rejection or pass/permit provided within 24 hours of Contractor receiving approval/rejection.</li> </ul> </p>
<p><b>(8) Contractor availability and responsiveness</b></p>	<p>(A) <u>Site Management Office</u></p> <ul style="list-style-type: none"> <li>▪ The Contractor is responsible for being the first point of contact for all Tenants/Residents for all routine matters. This involves establishing communication link and directing all routine matters to the relevant bodies in accordance with the relevant Direct Service and Supporting Process. Contractor interaction is expected to be timely, appropriate and responsive to meet the specific needs of the Tenant/Resident;</li> <li>▪ The Contractor is responsible for manning Building Management Offices, strategic guard post manned with security guard(s) on 24-hour basis, kiosk and reception counters at sites where provided;</li> <li>▪ The Contractor should provide and publicise a system that allows for communication, at a minimum, through face-to-face contact, telephone, facsimile and electronic mail. All matters should be traceable for the Tenant/Resident and all parties associated with the matter.</li> </ul> <p>(B) <u>Helpdesk and Website</u></p> <ul style="list-style-type: none"> <li>▪ To facilitate communication and enhance customer service, the Contractor is responsible for:           <ol style="list-style-type: none"> <li>(i) Maintaining a 24-hour, 365-day helpdesk service. The helpdesk shall be set up at the Contractor's own accommodation and serve as a customer enquiry hotline. The helpdesk shall be able to handle directly or refer to the Contractor's management staff, all enquires and complaints related to the services under the Contract;</li> <li>(ii) Providing and maintain a web-based communication channel with Tenants/Residents and the Government Representative officers.</li> </ol> </li> </ul>

<p><b>(8) Contractor availability and responsiveness</b></p>	<p>Availability : (A) <u>Site Management Offices:</u> Monday to Friday, 8:30am to 6:00pm and Saturday 8:30am to 1:00pm * <i>* Notes : Subject to Operational needs of the Site</i></p> <p>(B) <u>Strategic posts manned with security guard(s) on 24-hour basis / Kiosks/ Counters:</u> Throughout the term of the Contract</p> <p>(C) <u>Helpdesk and Website</u> : Throughout the term of the Contract</p> <p>Reliability : For both (A), (B) and (C) : Always available.</p> <p>Corrective Action : For both (A), (B) and (C) : Within 30 minutes.</p> <p>Response Time : For (A) and (B) : As a minimum</p> <ul style="list-style-type: none"> <li>▪ Face to face : immediate.</li> <li>▪ Telephone : within 15 seconds.</li> <li>▪ Facsimile : within 24 hours.</li> <li>▪ Email : within 24 hours.</li> </ul> <p>For (C) :</p> <ul style="list-style-type: none"> <li>▪ Helpdesk – to be available within one month on award of the Contract.</li> <li>▪ Website – to be available within two months on award of the Contract.</li> </ul>
<p><b>(9) Emergency Response Service</b></p>	<p>The Contractor must ensure that an Emergency Response Service is provided.</p> <p>Tenants/residents must have 24-hour access to the Contractor where they require urgent action or an event has occurred that threatens the Tenant/Resident enjoyment of the Site.</p> <p>The Contractor must prioritise the issue, determine the appropriate action, convey the decision to the Tenant/Resident if necessary and report the emergency to the appropriate body.</p> <p>The Contractor must also ensure that a suitable representative is on call to manage emergency situations, where either a Tenant/Resident, a third party or the Government Representative advise substantial damage has occurred due to a serious event, e.g. fire, flood, destruction by a third party.</p> <p>The Contractor should provide and publicise a system that allows for communication, at a minimum, through face-to-face contact, telephone, facsimile and electronic mail.</p> <p>Availability : 24 hours per day 365 days per year.</p> <p>Reliability : Always available.</p> <p>Corrective Action: : Immediately.</p> <p>Response Time : </p> <ul style="list-style-type: none"> <li>▪ Health &amp; safety : within 15 minutes.</li> <li>▪ Urgent : within 3 hours.</li> <li>▪ Routine : within 24 hours.</li> </ul>

**(A) Site Management Services (cont'd)**

<p><b>(10) Notices to Tenants/Residents</b></p>	<p>Upon receipt of a notice from the Government Representative or a 3<sup>rd</sup> party, the Contractor is responsible for determining whether the notice impacts upon the Tenant/Resident and, if necessary, providing proactive notification to Tenants/Residents of the impacts. For example, in the cases of utilities being shut-off, maintenance work being carried out that affects Tenants/Residents, and fire alarm testing.</p> <p>In addition, upon instruction from the Government Representative, the Contractor is responsible for disseminating information to Tenants/Residents on behalf of the Government Representative. For example, EMSD's Indoor Air Quality Survey and EPD's waste recycling campaign.</p> <p>Availability : Monday to Friday, 8:30am to 6:00pm and Saturday 8:30am to 1:00pm. *</p> <p style="padding-left: 40px;"><i>* Notes : Subject to Operational needs of the Site</i></p> <p>Reliability : 1 failure per site per month and 5 failures per contract per month.</p> <p>Corrective Action : Within 1 working day.</p> <p>Response Time : Notify Tenants/Residents within 1 working day or as otherwise agreed.</p>
<p><b>(11) Tenant/Resident complaints</b></p>	<p>The Contractor is responsible for the resolution of all Tenant/Resident complaints. This involves receiving notice of complaints, substantiating complaints and determining the responsible body for solving the complaint, if necessary. The Contractor is then required to redirect the complaint as appropriate, or deal with the complaint if it is their responsibility.</p> <p>The Contractor should establish and publicise procedures for Tenants/Residents to lodge complaints that allows for communication, at a minimum, through face-to-face contact, telephone, facsimile and electronic mail. The Contractor should also maintain a mechanism for logging and tracing all complaints and resolution of complaints.</p> <p>Availability : Offices : Monday to Friday, 8:30am to 6:00pm and Saturday 8:30am to 1:00pm *</p> <p style="padding-left: 40px;"><i>* Notes : Subject to Operational needs of the Site</i></p> <p style="padding-left: 40px;">Quarters : 8:30am to 9:30pm daily.</p> <p>Reliability : Always available.</p> <p>Corrective Action : Within 24 hours.</p> <p>Response Time : </p> <ul style="list-style-type: none"> <li>▪ Initially respond to all complaints within 24 hours.</li> <li>▪ For Contractor complaint : 90% resolved within 2 working days and 10% resolved within 1 month.</li> <li>▪ For other complaints : redirect within 1 working day.</li> </ul>

**(B) Cleaning Services**

<b>(1) Cleaning</b>	<p><u>General cleaning</u></p> <p>The Contractor is required to provide a general cleaning service in accordance with a schedule provided by the Contractor and accepted by the Government Representative/BMC for the following areas:</p> <table border="0"> <tr> <td>1. Curtain walls;</td> <td>8. Doors/Gates/Fencing</td> <td>15. Compounds, yards and garages;</td> </tr> <tr> <td>2. Carpets;</td> <td>(internal and external);</td> <td>16. Roofed areas;</td> </tr> <tr> <td>3. Windows, glass pane and blinds;</td> <td>9. Lift-cars;</td> <td>17. Refuse areas;</td> </tr> <tr> <td>4. Floors and ceilings;</td> <td>10. Electrical fittings/equipment;</td> <td>18. Landings, ramps and roofed entrance ways (above and below);</td> </tr> <tr> <td>5. Horizontal work surfaces;</td> <td>11. Toilets and shower rooms;</td> <td>19. Exterior curtain walls within the limits of the gondola;</td> </tr> <tr> <td>6. Walls and dados;</td> <td>12. Office pantries;</td> <td>20. Metallic claddings/fittings/frames;</td> </tr> <tr> <td>7. Surface drains, gutters and pipes;</td> <td>13. Escalators;</td> <td>21. Telephone; and</td> </tr> <tr> <td></td> <td>14. Litter bins;</td> <td>22. A/C intake and outlets.</td> </tr> </table> <p>For toilets under the exclusive or shared use of government departments or in their allocated areas, the Contractor is responsible for replacing toilet consumables provided by the occupying departments. For toilets for use by commercial tenants and/or members of public, the Contractor is responsible for providing as well as replacing toilet consumables. This general cleaning service should covers all common areas and office areas occupied by government departments but do not cover areas occupied by tenants, including NGO.</p> <p><u>Swimming pool cleaning</u></p> <p>The Contractor is required to clean all swimming pools (including filters), maintaining water quality and undertake water sample testing for review by the Leisure and Cultural Services Department in accordance with the licensing requirements.</p> <p>All cleaning service should be provided in accordance with the Government Representative Cleaning Quality Manual.</p> <p>Availability : As per agreed schedule with the Government Representative</p> <p>Reliability : 2 complaints per site per month and 8 complaints per contract per month.</p> <p>Response Time : <ul style="list-style-type: none"> <li>▪ Health and safety : immediately.</li> <li>▪ Urgent : immediately.</li> <li>▪ Routine : within 12 hours.</li> </ul> </p>	1. Curtain walls;	8. Doors/Gates/Fencing	15. Compounds, yards and garages;	2. Carpets;	(internal and external);	16. Roofed areas;	3. Windows, glass pane and blinds;	9. Lift-cars;	17. Refuse areas;	4. Floors and ceilings;	10. Electrical fittings/equipment;	18. Landings, ramps and roofed entrance ways (above and below);	5. Horizontal work surfaces;	11. Toilets and shower rooms;	19. Exterior curtain walls within the limits of the gondola;	6. Walls and dados;	12. Office pantries;	20. Metallic claddings/fittings/frames;	7. Surface drains, gutters and pipes;	13. Escalators;	21. Telephone; and		14. Litter bins;	22. A/C intake and outlets.
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**(B) Cleaning Services (cont'd)**

<p><b>(2) Waste disposal</b></p>	<p><u>General Waste</u></p> <p>The Contractor is responsible for providing necessary and sufficient rubbish bins, recyclable plastic bags and carts for collecting and delivering all refuse to the specified waste transfer point for each site.</p> <p>The Contractor is responsible for providing sufficient degradable plastic bags to all households in domestic buildings upon request by the Tenants/Residents.</p> <p><u>Recyclable Waste</u></p> <p>The Contractor will co-ordinate the waste recycling for (including, but not limited to) paper, glass, plastic and aluminium. This will include the following responsibilities:</p> <ol style="list-style-type: none"><li>1. Provide recycling facilities, including carton boxes in accordance with the Government Representative requirements;</li><li>2. Sort and store recycled waste as and when required;</li><li>3. Engage a waste recycling contractor from EPD's list for the removal of recycled materials or facilitate the collection by Government contractor; and</li><li>4. Maintain records of the volume of recyclable waste and if required, general waste.</li></ol> <p>Availability : Daily 8:30am to 10:00pm.</p> <p>Reliability : Always available.</p> <p>Corrective Action : Within 24 hours.</p> <p>Response Time : Within 1 hours.</p>
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**(C) Security Services**

<p><b>(1) Security protection</b></p>	<p>The Contractor is required to provide security protection to enhance the personal safety and site of Tenants/Residents and protection of Government assets against:</p> <ol style="list-style-type: none"> <li>1. Theft and burglary;</li> <li>2. Vandalism;</li> <li>3. Crowd control;</li> <li>4. Unauthorized occupancy of the common areas;</li> <li>5. Disturbance of peace and order; and</li> <li>6. Other services usually associated with security.</li> </ol> <p>During the course of providing security protection, the Contractor is responsible for logging all calls for security services, investigating calls, mitigating adverse effects of occurrences and reporting any irregularities. The Contractor is required to carry out patrols on foot or by vehicles and shall carry an electronic patrol monitoring equipment to record the patrols at appropriate checkpoints. All patrol monitoring equipment and accessories including maintenance and replacement shall be provided at the expense of the Contractor. The patrol records shall be and remain Government property and the Contractor shall keep such records in good and clean condition; the Government Representative may ask for the records to be checked from time to time. The Government Representative has the sole and absolute discretion of rejecting and/or accepting any electronic patrol monitoring equipment and/or other alternative patrol monitoring equipment/system as proposed by the Contractor.</p> <p>Availability : 24 hours per day 365 days per year.</p> <p>Reliability : Always available.</p> <p>Corrective Action : Within 15 minutes.</p> <p>Response Time : Within 15 minutes.</p>
<p><b>(2) Entry and exit of persons and vehicles</b></p>	<p>The Contractor is responsible for operating and controlling all entry and exit points (including the operation and control of entry and exit barriers) of all persons and vehicles entering and leaving the Site.</p> <p>The Contractor is responsible for:</p> <ol style="list-style-type: none"> <li>1. Registering all persons entering office buildings outside business hours and all vehicles without a valid permit;</li> <li>2. Preventing unauthorised persons and vehicles from entering into and/or residing within the Site;</li> <li>3. Taking the necessary action against unauthorised vehicles, including, but not limited to: <ul style="list-style-type: none"> <li>■ Posting notices upon unauthorised vehicles;</li> <li>■ Impounding unauthorised vehicles;</li> <li>■ Arranging for the towing away of unauthorised vehicles; and</li> </ul> </li> <li>4. If authorised, collect impounding charges on behalf of the Government Representative.</li> </ol> <p>Availability : 24 hours per day 365 days per year.</p> <p>Reliability : No unauthorized access.</p>

	Corrective Action : Persons : within 15 minutes. Vehicles : within 3 hours. Response Time : Within 15 minutes.
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**(END)**