



澳門特別行政區政府
Governo da Região Administrativa Especial de Macau
旅遊局
Direcção dos Serviços de Turismo

Written Consultation Process

Provision of Management Services for the Tourism Information Counters of the Macao
Government Tourism Office of the Macao Special Administrative Region in Hong Kong for the
year 2018

1. **Consultation Program**
2. **Terms and Conditions**
3. **Attachments I to IV**



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1. Consultation Program

1. General conditions of tenders

All legal persons from the Hong Kong Special Administrative Region who are engaged in marketing activities or human resources planning and management may concur.

2. Languages of the proposals

The proposals must be written in Chinese, Portuguese or English, they cannot contain any type of restrictive or exceptional clause.

3. Deadline for submission of proposals

- a) Tenders must be submitted by the tenders at the Service Desk of the Macao Government Tourism Office of the Macao Special Administrative Region, located at Alameda Dr. Carlos d Assumpção, no. 335-341, “Hotline” Building, 12th floor, Macau, within normal working hours, the submission period is until 17:45 of 24 of July of 2017, otherwise they will not be admitted.
- b) If the proposal is sent by mail, the date of receipt prevails and the tender will be solely responsible for the delays that may occur, the tender cannot present any claim in the event that the proposal received by Macao Government Tourism Office occurs after the expiration of the respective term.

4. Documents to be included in the proposal

- a) Declaration in accordance with the model Annex I (The signature must be notarized in the capacity and authorized for the purpose);
- b) Specifications of the prices of services (Vd. Annex IV);
- c) Certificate of commercial registration (photocopy);
- d) “*Annual Return*” issued by “*Companies Registry*” of the Hong Kong Special Administrative Region (photocopy);
- e) Curriculum of the Company, shall include the names of the companies and periods for which they have provided these services or similar services in the last five years, accompanied by photocopies of supporting documents issued by the same companies. (e.g. Notification of the award, contract, proof of payment and satisfaction);
- f) Curriculum of the manager of the working team;



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- g) Declaration of the number of employees with the corresponding academic qualification and professional experience in the working team (according to the model of Annex II);
- h) A statement of the number of training courses provided to employees (as per the model in Annex III);
- i) Any other documents which the tender considers relevant for the examination of the tender.

5. Criteria for assessment

The Macao Government Tourism Office of the Macao Special Administrative Region undertakes no obligation to award to the tender submitting the lowest price, applying the following selection criteria and consideration factors:

a) **Knowledge of Macao Tourism (15%)**

Form of consideration:

- I. Knowledge of the current situation of the Macao tourism industry and the tourism packages between Macau and its neighboring cities (0-5%)
- II. Knowledge of Macau's tourism resources and products (0-10%)

b) **Price (35%)**

$$\frac{\text{Lowest tendered price}}{\text{Price per proposal}} \times 100 \times 35\% = \text{Percentage of Price}$$

c) **Experience in providing these services or similar services (40%)**

Form of weighting:

➤ Proponents' experience (15%)

- i. Proof of the experience in providing these services or similar services in the last 5 years in the public services or private institutions of any territory (10%)
 - In 10 or more public services or private institutions 10%
 - In 7 to 9 or more public services or private institutions 7%
 - In 4 to 6 or more public services or private institutions 4%
 - In 1 to 3 or more public services or private institutions 1%
 - Never provided such service in public services or private institutions 0%



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Note: The duration of the provision of such service must be not less than 12 months and proven in the notice of award, contract or proof of payment submitted, under penalty if not considered.

- ii. Degree of satisfaction obtained in the provision of these services or similar services in the last 5 years in the public services or private institutions of any territory (5%)
- With 7 or more letters of recommendation issued by different public services or private institutions 5%
 - With 4 to 6 letters of recommendation issued by different public services or private institutions 3%
 - With 1 to 3 letters of recommendation issued by different public services or private institutions 1%
 - No letter of recommendation issued by public services or private institutions 0%

Note: The duration of the provision of such service must be not less than 12 months and proven in the letter of recommendation, under penalty if not considered

- Qualification and experience of the working team (25%)
 - Qualification and experience of the **team manager** (5%)
 - 1) Highest academic degree relative to the tourism industry (2%)
 - Qualified with a Masters or PhD degree (2%)
 - Qualified with a Bachelor's degree (1%)
 - No Bachelor's degree qualification (0%)
 - 2) Professional experience in leadership and coordination of work (3%)
 - With 10 or more years of professional experience in the leadership and coordination of the working team in the area of tourist information/ tourism service (3%)
 - With 5 to 9 years of professional experience in the leadership and coordination of the working team in the area of tourist information/ tourism service (2%)
 - With 1 to 4 years of professional experience in the leadership and coordination of the working team in the area of tourist information/ tourism service (1%)



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- Has no professional experience in the leadership and coordination of the working team in the area of tourist information/ tourism service (0%)
- Qualification and experience of team members (20%)
 - 1) Number of members in the working team holding academic qualifications related to the tourism industry (5%)
 - All 8 members of the working team with relevant academic qualification 5%
 - 5 to 7 members of the working team with relevant academic qualification 3%
 - 3 to 4 members of the working team with relevant academic qualification 2%
 - 1 to 2 members of the working team with relevant academic qualification 1%
 - None of the members of the working team with relevant academic qualification 0%

Note: The score is according to the declaration of the number of employees with the corresponding academic qualification and professional experience on the working team of the proposed tender to provide services to the Macao Government Tourism Office of the Macao Special Administrative Region in 2018.

- 2) Numbers of members in the working team with at least 3 years of professional experience in the consultation/tourism services, or dealing with complaints (15%)
 - All 8 members of the working team with relevant professional experience 15%
 - 5 to 7 members of the working team with relevant professional experience 12%
 - 3 to 4 members of the working team with relevant professional experience 8%
 - 1 to 2 members of the working team with relevant professional experience 3%
 - None of the members of the working team with relevant



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professional experience

0%

Note: The score is according to the declaration of the number of employees with the corresponding academic qualification and professional experience on the working team of the proposed tender to provide services to the Macao Government Tourism Office of the Macao Special Administrative Region in 2018.

d) **Training plan for employees (10%)**

Consideration factors:

I. Number of one-day visits to Macau provided to employees to personally experience the tourism products of Macau(5%)

- 4 or more times 5%
- 2 to 3 times 3%
- 1 time 1%

Note: The score is according to the declaration of the number of training courses provided to its employees.

II. Number of training courses on customer service techniques provided to employees held in the Hong Kong Special Administrative Region (5%)

- 4 or more times 5%
- 2 to 3 times 3%
- 1 time 1%

Note: The score is according to the declaration of the number of training courses provided to its employees.

6. Validity of the proposal

Tenders must indicate the proposed period of validity, but must not be less than 90 days from the first day of the deadline for the submission of tenders.

7. Proposal not accepted

The proposal will not be accepted in the following cases:



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- a) Not being a proponent indicated in number 1 of this Consultation Program;
- b) Due to the lack of indispensable data in the proposal, indicated in the Consultation Program (points a) to h) of number 4, with exception of the photocopies of the supporting documents indicated in point e));
- c) By submitting the proposal after the deadline;
- d) If tender, whose proposals are conditionally admitted, fail to deliver, within 24 hours, the missing data indicated in the Consultation Program;
- e) In the case of a conditional offer, or its contents differ from the Terms and Conditions;
- f) If the overall price of the proposal exceeds the maximum limit stipulated in paragraph 1 of Article 2 of the Terms and Conditions.

8. Reservation of the right to award

The contractor reserves the right not to award and withdraw this consultation if it is in the public interest.

9. Jurisdiction and applicable law

- a) In all omission in this written consultation, the applicable legislation in the Macao Special Administrative Region shall be observed, namely, Decree-Law no. 122/84/M, of December 15, as amended by Decree-Law no. 30/89/M, of May 15.
- b) All conflicts or disputes arising from this written consultation shall be submitted to the jurisdiction of the courts of the Macao Special Administrative Region, with waiver of the other applicable laws.

10. Prevailing Version

Portuguese and English versions are translated from the Chinese version. If there is any inconsistency or ambiguity between the versions, the Chinese version shall prevail.



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2. Terms and Conditions

Article 1. °(Terms of Service)

The provision of services, subject of this consultation, will last for 1 (one) year, from January 1, 2018 until December 31, 2018.

Article 2. °(Price of Service)

1. The total price of the services referred to in this consultation has a maximum limit of MOP 3,400,000.00 (three million and four hundred thousand Patacas) or HKD3,294,570.00 (three million, two hundred and ninety-four thousand, five hundred and seventy Hong Kong dollars);
2. In the specifications of the prices of services (see Annex IV), the unit price corresponding to each tourism information counter and each service involved, and the monthly price of 2018 and global price of 2018 should be included;
3. The proposed prices should be presented in Patacas (MOP) or Hong Kong dollar (HKD), if prices are presented in Hong Kong dollar, it will be calculated through the HKD1 = MOP1,032 exchange rate. The global price must be stated in numbers and in full, in case of divergence, the latter prevails.
4. The specifications of the prices of services (see Annex IV) must be signed by the tender and contain the company stamp.

Article 3. °(Obligations of the Successful tender)

1. The successful tender undertakes to carry out the management services of the tourism information counters of the Macao Government Tourism Office of the Macao Special Administrative Region in Hong Kong in 2018, including the following locations:
 - a) Counter A06 and the triangular deposits AA20 and AA22 at the Passenger Terminal Building at Hong Kong International Airport;
 - b) Shops located in Shun Tak Center, no. 336-337, 3rd floor, in Hong Kong.
2. The Successful tender undertakes to ensure a smooth daily operation of the locations mentioned above. The opening hours of the counters listed above are from Monday to



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Sunday, from 9 am to 8 pm, uninterrupted, including public holidays, unless subject to force majeure that requires the closure of such places;

3. The successful tender is obliged also to hire at least 8 (eight) employees under the existing labor law in Hong Kong, in order to maintain the normal functioning of the counters referred to in paragraph 1;
4. The successful tender is obliged to hire a new employee with the qualification and professional experience equivalent to the employee who is resigning to replace the latter, in order to guarantee the normal functioning of the counters referred to in paragraph 1, within a period of 7 (seven) days after Day of resignation;
5. In addition to the employees listed in paragraph 3, the successful tender is obliged yet to hire one (1) other employee to perform the role of the working team manager. This manager shall be responsible for representing the successful tender to manage the employees referred to in paragraph 3, including drawing up the map shifts and maintaining contact with the Macao Government Tourism Office of the Macao Special Administrative Region in relation to the work in question .
6. The successful tender shall ensure that his employees receive a salary not lower than that established in the Minimum Wage Ordinance in force, implemented by the Government of the Hong Kong Special Administrative Region;
7. The successful tender shall provide training to his employees and shall give them timely guidance and encouragement in order to increase the quality of services and enhance knowledge of Macau's tourism. The successful tender must also provide the employees with a one-day visit to Macau, at least once, to allow them to personally experience Macau's tourism products (in the case of a new employee, he/she must travel to Macau within the first three months of the day of entry) and have at least one training course on customer service techniques at the Hong Kong Special Administrative Region. The cost of the round trip between Hong Kong and Macau from the said visit and the costs of participation of the training shall be borne by the successful tender.



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8. The successful tender is obliged to submit a monthly and annual report of its employees, as well as the monthly and annual number of tourists received at the tourism information counters. The successful tender is also obliged to submit the respective map shift on a monthly basis, with an anticipation of 7 (seven) days in relation to the corresponding month.
9. The successful tender is obliged to ensure that the employees at the tourism information counters provide information and news concerning the tourism industry in Macau to tourists, and provide the tourist information to tourists provided by the Macao Government Tourism Office of the Macao Special Administrative Region.
10. The successful tender must provide summer and winter uniforms to his employees, its style and design must be approved in advance by the Macao Government Tourism Office of the Macao Special Administrative Region.
11. The successful tender is obliged to maintain and restore the properties existing in the locations referred to in paragraph 1 in the state in which they were received, unless subject to deterioration inherent in prudent use, in accordance with the purposes of the service;
12. The successful tender shall be responsible for all routine expenses, including electricity, cleaning, office stationery and hygiene and cleaning products, as well as expenses for the purchase of Macau newspapers, telephone charges, fax, IDD and internet, and express delivery costs, expenses resulting from simple maintenance (e.g. exchange of lamps), and any other current expenditure on the normal operation of the tourism information counters.
13. The successful tender and its employees must maintain regular and good contact with the Macao Government Tourism Office of the Macao Special Administrative Region and the owners of the tourism information counters during the routine operation.
14. The successful tender is obliged to clean the tourism information counters twice a day and clean the air conditioners once a year at the shops in Shun Tak Center, no. 336-337, 3rd floor, in Hong Kong.



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Article 4. °(Obligations of the Macao Government Tourism Office of the Macao Special Administrative Region)

1. The Macao Government Tourism Office of the Macao Special Administrative Region shall undertake to pay monthly expenses to the successful tender every month.
2. The Macao Government Tourism Office of the Macao Special Administrative Region shall pay the License Fee and Rates and Government Rent Tax of the Counters A06 and the Triangular Deposits AA20 e AA22 at the Passenger Terminal Building at Hong Kong International Airport, and the rent, condominium expenses and Government Rate Tax of the shops located at Shun Tak Center, no. 336-337, 3rd floor, in Hong Kong.

Article 5. °(Obligations of tenders)

1. The proponents must provide all the necessary clarifications for a proper assessment of the tenders;
2. Proponents are required to attend the interview to be held in Macau, according to the request of the Macao Government Tourism Office of the Macao Special Administrative Region, and all charges related to the interview shall be supported by its own proponents.

Article 6. °(Penalty)

1. If the successful tender does not meet the deadline stipulated in paragraph 4 of Article 3 - within seven (7) days from the day of resignation - to hire a new employee with qualifications and experience equivalent to the resigned employee, in order to replace it without prejudice to the normal operation of the tourism information counters, the successful tender would be charged a daily penalty, until the fulfillment of the contractual obligations or the termination of the contract, corresponding to 0.02 per cent of the value of the overall award, for each vacancy in question;
2. If the complaints raised by the tourists are due to reasons attributable to the working team of the successful tender, the successful tender must deliver the respective justification in writing to the contractor and a penalty corresponding to 0.1 percent of the value of the overall award will be applied, on every five complaints received;
3. The amount of the penalty referred to above shall be deducted from the first payment to be made to the successful tender after notification of the penalty being imposed by the Macao Government Tourism Office of the Macao Special Administrative Region;
4. If the amount of the payment referred to in the preceding paragraph is not sufficient to pay off the penalty, it shall be made in subsequent payments and, if necessary, from the



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guarantee provided.

Article 7. °(Right to Award)

The contractor reserves the right not to award and revoke this consultation if it is in the public interest.

Article 8. °(Guarantee Deposit)

1. The successful tender must provide a guarantee deposit corresponding to 4 (four) per cent of the global price of the contract, within 8 (eight) days, counted from the date of notification of the award, otherwise the adjudication will be considered without effect;
2. The guarantee deposit should be provided to the Macao Government Tourism Office of the Macao Special Administrative Region, in cash, cash order or certified check issued in favor of the "Tourism Fund", or by bank deposit on demand to the "Tourism Fund", in Banco Nacional Ultramarino of the Macao Special Administrative Region (Account no.: 8003911119);
3. All expenses arising from the provision of the guarantee deposit or its withdrawal are on the account of the successful tender.
4. The guarantee deposit is only available for collection after 31st of December 2018.

Article 9. °(Charge of Celebration of Contract)

All costs inherent to the contract, including seals and emoluments, are the responsibility of the successful tender.

Article 10. °(Termination of Contract)

1. The contractor may, at any time, terminate the contract with the successful tender, without being entitled to reimbursement of expenses incurred in the event of any of the following situations:
 - a) The successful tender fails to comply in good time or fails in any of the obligations to which it is bound;
 - b) The successful tender transfers to another party, without the prior consent of the contractor, the provision, in whole or in part, of the service that it is required to perform.
2. The successful tender who gives reasons for the rescission of the contract by the contractor, in accordance with the preceding paragraph, shall lose the guarantee deposit, without prejudice to actions that it deems necessary to establish for losses and damages.



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3. In addition to the situations referred to in paragraph 1, the successful tender shall forfeit the guarantee in favor of the contractor when the contract is terminated upon the successful tender's request.
4. The successful tender is responsible for the payment of services that the contractor is required to obtain from another party, for reasons attributable to it, to guarantee the provision of the service that is the subject of this consultation.

Article 11. °(Price of Contract)

No price increase shall be granted during the term of the contract.

Article 12. °(Mobility of Human Resources)

Workplaces are likely to change, during the term of the contract, and the Macao Government Tourism Office of the Macao Special Administrative Region may demand the successful tender to have their employees dislocate to another workplace when the circumstances so require, and as long as this does not affect the global price of the service.

Article 13. °(Applicable Law and Jurisdiction)

1. The successful tender shall be subject to the provisions of Decree-Law no. 122/84/M of 15 December, as amended by Decree-Law no. 30/89/M of 15 of May;
2. In all matters that are omitted in the present process of the Consultation Program and in the contract, the law in force in the Macao Special Administrative Region shall be applied;
3. All disputes arising from this consultation or contract shall be settled by the applicable laws of the Macao Special Administrative Region, to the exclusion of any other dispute.



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3. Attachments



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Attachment I

(Proposal Model)

_____ (Name of signee), in quality of _____ (quality in which it signs) of _____ (denomination of proponent), with head office at _____ (registered office of the tender), after taken knowledge of the written consultation referred to “Provision of Management Services of the Tourism Information Counters of the Macao Government Tourism Office of the Macao Special Administrative Region in Hong Kong for the year 2018”, hereby accepts, without any reservation, all the conditions established in the respective Consultation Program and Terms and Conditions, as well as, in case of omission, the applicable laws and regulations in force at the Macao Special Administrative Region, namely, the Decree-Law no. 122/84/M of 15 December, as amended by Decree-Law no. 30/89/M of 15 of May, obliging to execute the related service provision, at the prices indicated in the Proposal.

I further declare that in all matters pertaining to the acts of this written consultation and acquisition, until it is fully liquidated, it is subject to the judicial jurisdiction of the Macao Special Administrative Region, excluding the jurisdiction of the head office of the proponent.

_____ of _____ of 2017.

(Signature notarized in the capacity and empowered for its purpose)



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Attachment II

(Model of the declaration of the number of employees with the corresponding academic qualification and professional experience in the working team)

_____ (Name of signee), in quality of _____ (quality in which it signs) of _____ (denomination of proponent), with head office at _____ (registered office of the tender), after taken knowledge of the written consultation referred to “Provision of Management Services of the Tourism Information Counters of the Macao Government Tourism Office of the Macao Special Administrative Region in Hong Kong for the year 2018”, hereby declares that we shall provide _____ employees with at least 3 years of professional experience in the consultation/tourism service, or dealing with complaints and _____ employees holding academic qualifications related to the tourism industry, in case the contract is awarded to us.

_____ of _____ of 2017.

(Signature notarized in the capacity and empowered for its purpose)



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Attachment III

(Model for the declaration of the number of training actions provided to employees)

_____ (Name of signee), in quality of _____ (quality in which it signs) of _____ (denomination of proponent), with head office at _____ (registered office of the tender), after taken knowledge of the written consultation referred to “Provision of Management Services of the Tourism Information Counters of the Macao Government Tourism Office of the Macao Special Administrative Region in Hong Kong for the year 2018”, hereby declares that we shall provide _____ one-day visits to Macau to allow our employees to personally experience tourism products of Macau, and _____ training courses regarding customer service techniques provided to our employees, held at the Hong Kong Special Administrative Region, in case the contract is awarded to us.

_____ of _____ of 2017.

(Signature notarized in the capacity and empowered for its purpose)



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Attachment IV
(Model for the specifications of the prices of services)

		Counter A06 and the triangular deposits AA20 and AA22 at the Passenger Terminal Building of the International Airport of Hong Kong	Shops located in Shun Tak Center, no. 336-337, 3 rd floor, in Hong Kong
Monthly unitary price per service	(Please, indicate all unitary prices ¹)		
	...		
	...		
	...		
	...		
	...		
	...		
	...		
	...		
Subtotal of the monthly prices of each tourism information counter :			
Total monthly price:			
Global price of services in 2018: (In numbers) _____ (In full) _____			

The tender validity period is _____ days (not less than 90 days).
 _____ of _____ of 2017.

 (Signature of the tender and company stamp)

¹Please, indicate all unitary prices. In case of insufficient space, may perform amendments and add rows in the above table.