



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

**No. 3/DAF/2020**

## **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 years 2021 and 2022

- 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 proponents 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, Macao, and during normal operating hours (Monday to Thursday: 9:00 to 13:00; 14:30 to 17:45, Friday: 9:00 to 13:00; 14:30 to 17:30) on or before 17:45 of 18<sup>th</sup> of November of 2020, 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

Proposals must be enclosed in an opaque wrapper, with the following words written on the face of it: "Written consultation for the 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 years 2021 and 2022, no. 3/DAF/2020", indicating the name or corporate name of tenders and containing:

- a) Declaration in accordance with the model Attachment I (The signature must be notarized indicating that the signee has the required capacity and authorization for this purpose);
- b) Specifications of the prices of services (Vd. Attachment IV);
- c) Certificate of commercial registration (photocopy);
- d) "Annual Return" issued by "Companies Registry" of the Hong Kong Special Administrative Region (photocopy);



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- 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 from the proposal submission deadline, 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;
- g) Declaration of the proportion of employees with the corresponding academic qualification and professional experience in the working team (according to the sample of Attachment II);
- h) Declaration of the number of training courses provided to each employee yearly (as per the sample in Attachment III);
- i) Proposal including the service plan, organization profile, management criteria and attendance plan for the related tourism information centers;
- j) 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 with the lowest price, applying the following selection criteria and their respective proportions in the overall result to select the proposal:

### a) Price (35%)

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

### b) Service Plan (15%)

Service plan includes the following 3 factors: organization profile, management criteria and attendance plan, each equivalent to 5%, with the following evaluating formats:

- I. Organization profile: evaluated in accordance to the composition of the management team and the role and responsibilities of its respective members, with regards to each of their job duties/ descriptions.
- II. Management criteria: evaluated in accordance to the fiscalization plan, including the elaboration of respective guidelines in order to ensure quality, attendance and presentation of its employees, and the feasibility and practicality of this fiscalization plan.
- III. Attendance plan: evaluated in accordance to the attendance scheme developed for its employees, taking into consideration of its overall practicality and appropriateness, including the number of employees available for this tender



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service, the employees' roster, annual leave arrangement and the mechanism in monitoring their daily attendance and back-up plan due to sudden absences.

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

Form of weighting:

**I. Proponents' experience (15%)**

i. Proof of the experience in providing these services or similar services in the public services or private institutions of any territory in the last 5 years from the proposal submission deadline (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%

Note: The duration of the provision of such services must not be less than 12 months and must be proven by the notice of award, contract or proof of payment submitted, otherwise it will not be considered.

ii. Obtainment of “satisfactory” or “good” level in the provision of these services or similar services in the public services or private institutions of any territory in the last 5 years from the proposal submission deadline (5%)

- Submitted 7 or more letters of recommendation issued by different public services or private institutions 5%
- Submitted 4 to 6 letters of recommendation issued by different public services or private institutions 3%
- Submitted 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 was submitted 0%

Note: The duration of the provision of such services must not be less than 12 months and must be proven in the letter of recommendation, otherwise it will not be considered.



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II. Qualification and experience of the working team (25%)

i. 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 tourism 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 tourism 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 tourism information/ tourism service (1%)
- Has no professional experience in the leadership and coordination of the working team in the area of tourism information/ tourism service (0%)

ii. Qualification and experience of team members (20%)

1) Proportion of the members in the working team holding academic qualifications equivalent to tertiary level or above (5%)

- 61% or above of the working team possess the relevant academic qualification 5%
- 41% to 60% of the working team possess the relevant academic qualification 3%
- 21% to 40% of the working team possess the relevant academic qualification 2%
- 1% to 20% of the working team possess the relevant academic qualification 1%
- None of the members of the working team possess the relevant academic qualification 0%

Note: The score is given according to the Declaration of the proportion of employees with the corresponding academic qualification and professional experience in the working team submitted by the proponents.

2) Proportion of the members in the working team with at least 3 years of



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professional experience in the consultation/tourism services, or dealing with complaints (15%)

- |      |  |     |
|------|--|-----|
| iii. | 71% or above of the working team possess the relevant professional experience        | 15% |
| iv.  | 51% to 70% of the working team possess the relevant professional experience          | 12% |
| v.   | 21% to 50% of the working team possess the relevant professional experience          | 8%  |
| vi.  | 1% to 20% of the working team possess the relevant professional experience           | 3%  |
| vii. | None of the members of the working team possess the relevant professional experience | 0%  |

Note: The score is given according to the Declaration of the proportion of employees with the corresponding academic qualification and professional experience in the working team submitted by the proponents.

d) **Annual training plan for each employee (10%)**

Consideration factors:

- I. Number of visits to Macao provided to each employee yearly so as to personally experience the tourism products of Macao (5%)
- |                   |    |
|-------------------|----|
| ➤ 4 or more times | 5% |
| ➤ 2 to 3 times    | 3% |
| ➤ 1 time          | 1% |

Note: The score is given according to the Declaration of the number of training courses provided to each employee yearly submitted by the proponents.

- II. Number of training courses on customer service techniques provided to each employee held in the Hong Kong Special Administrative Region yearly (5%)
- |                   |    |
|-------------------|----|
| ➤ 4 or more times | 5% |
| ➤ 2 to 3 times    | 3% |
| ➤ 1 time          | 1% |

Note: The score is given according to the Declaration of the number of training courses provided to each employee yearly submitted by the proponents.



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## **6. Validity of the proposal**

Tenders should indicate in their proposal that the validity is till 31/12/2020.

## **7. Proposal not being accepted**

The proposal will not be accepted in the following situations:

- a) Tenders not being a proponent as indicated in Clause 1 of this Consultation Program;
- b) Lack of indispensable data in the proposal as indicated in the Consultation Program (points a) to i) of Clause 4, with exception of the photocopies of the supporting documents indicated in point e));
- c) Submission of the proposal after the proposal submission deadline;
- d) When the proposal is conditionally admitted, tender fails to deliver, within 24 hours, the missing data indicated in the Consultation Program;
- e) In the case of a conditional offer, or proposal's 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 Macao Government Tourism Office of the Macao Special Administrative Region reserves the right not to award and withdraw this consultation in the light of public interest.

## **9. Jurisdiction and applicable laws**

- 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 herewith shall be submitted to the exclusive jurisdiction of the courts of the Macao Special Administrative Region.

## **10. Prevailing Language**

This Written Consultation Process is available in Chinese, Portuguese and English. The Portuguese and English versions are translated from the Chinese version. In the event of any dispute or conflict between the three languages, 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 2 (two) years, from January 1, 2021 to December 31, 2022.

### Article 2. (Price of Service)

1. The total price of the services referred to in this consultation has a maximum limit of MOP7,000,000.00 (seven million Patacas) or HKD6,782,945.74 (six million, seven hundred and eighty-two thousand, nine hundred and forty-five Hong Kong dollars and seventy-four cents);
2. In the specifications of the prices of services (see Attachment IV), the unit price corresponding to each tourism information counter should be well stated, and including the monthly price of 2021 and 2022 respectively, the annual price of 2021 and 2022 respectively and the overall global price for 2021 and 2022;
3. The proposed prices should be presented in Patacas (MOP) or Hong Kong dollar (HKD). If prices are presented in Hong Kong dollar, exchange rate will be HKD1 = MOP1.032. The global price must be stated in numbers and in words. In case of divergence, the latter prevails.
4. The specifications of the prices of services (see Attachment IV) must be signed by the tender and chopped with company stamp.

### Article 3. (Service scope)

1. 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 for years 2021 and 2022, including the management of its personnel and facilities.
2. Service locations are as below:
  - a) Counter A06 and the triangular deposit AA22 at the Passenger Terminal Building at the Hong Kong International Airport;
  - b) Shops located in Shun Tak Center, no. 336-337, 3rd floor, in Hong Kong.
3. The operating hours of the above said information counters are from 9 am to 8 pm Monday to Sunday, uninterrupted during lunch hours and public holidays, unless due to event of force majeure that requires the closure of such places.





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4. In order to ensure normal functioning during the operation hours of the tourism information counters as referred to in Paragraph 2, it is required to assign sufficient manpower per counter, namely 1 (one) employee/shift for the counter as referred to in 2a) and 2 (two) employees/ shift for the counter as referred to in 2b).
5. The employees at the tourism information counters shall be responsible to provide tourists with information and news concerning the tourism of Macao, thus, should possess rich knowledge in the tourism of Macao. The employees shall also be responsible to display the tourism information provided by the Macao Government Tourism Office of the Macao Special Administrative Region for collection.
6. The management of the working team of the information tourism counters shall include the attendance of the employees, roster preparation and training courses arrangement, in order to ensure the service quality of the respective counters.
7. The submission of a monthly report, including the number of tourists received at the tourism information counters and their places of origin, as well as the attendance of the employees at the tourism information counters and their performance of work. Also, including the submission of the monthly roster plans of the employees 7 (seven) days in advance.
8. The working team includes 1 (one) employee to perform the role of the working team manager, who shall be responsible for maintaining contact with the Macao Government Tourism Office of the Macao Special Administrative Region.
9. To provide management services of the facilities of the tourism information counters, and shall be responsible for all daily routine expenses, including electricity, cleaning, office stationery and hygiene and cleaning products, as well as expenses for the purchase of Macao newspapers, telephone expenses, fax, internet and IDD, courier and express delivery costs, expenses resulting from simple maintenance (e.g. change of bulbs), and any other expenditure to ensure the normal operation of the tourism information counters.
10. The tourism information counters shall be cleaned twice a day and the air conditioners of the counter at Shun Tak Center, no. 336-337, 3rd floor, in Hong Kong shall be cleaned once a year.



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**Article 4. (Obligations of the Successful Tender)**

1. The successful tender is obliged to comply with the current labour law of Hong Kong when recruiting its employees.
2. The successful tender is obliged to ensure that all 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.
3. The successful tender is obliged to replace a departing employee with a new employee with equivalent qualification and professional experience within 7 (seven) days from the date of departure, in order to guarantee the normal functioning of the counters referred to in Paragraphs 2 and 4 of Article 3.
4. The successful tender is obliged to provide training to all employees and shall give them timely guidance and encouragement in order to increase the quality of services and enhance knowledge of Macao's tourism. The successful tender must also provide the employees with a visit to Macao, at least once a year, to allow them to personally experience Macao's tourism products (in the case of a new employee, he/she must travel to Macao within the first three months from the day of recruitment) and have at least one training course on customer service techniques at the Hong Kong Special Administrative Region yearly. The cost of the round trip between Hong Kong and Macao from the above said visit and the costs of participation of the training shall be borne by the successful tender.
5. The successful tender must provide summer and winter uniforms to all employees, its style and design are subject to approval by the Macao Government Tourism Office of the Macao Special Administrative Region.
6. The successful tender is obliged to maintain and return the assets existing in the locations referred to in Paragraph 2 of Article 3 in the state in which they were received, unless subject to deterioration inherent in prudent use, in accordance with the purposes of the service.



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7. 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 facilities where the tourism information counters are during the routine operation.
8. The successful tender shall be responsible for coordinating and monitoring the repair and maintenance of all facilities and equipments of the tourism information counters with the designated contractors.
9. If the Macao Government Tourism Office of the Macao Special Administrative Region requests, the successful tender is obliged to provide quotations from at least three companies registered in Hong Kong to the Macao Government Tourism Office of the Macao Special Administrative Region for each service relating to the repair and maintenance of all facilities and equipments of the tourism information counters (including all hardware facilities and multimedia equipments).

**Article 5. (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 timely the monthly service fees to the successful tender every month.
2. The Macao Government Tourism Office of the Macao Special Administrative Region shall pay the License Fee, Rates, Government Rent Tax of the counter A06 and the triangular deposit AA22 at the Passenger Terminal Building at the Hong Kong International Airport, and the rent, condominium expenses, Rates of the counter located at Shun Tak Center, no. 336-337, 3<sup>rd</sup> floor, in Hong Kong.

**Article 6. (Obligations of Proponents)**

The proponents must provide all the necessary clarifications for a proper assessment of the tenders.

**Article 7. (Penalty)**

1. If the successful tender does not meet the deadline stipulated in Paragraph 3 of Article 4 - within seven (7) days from the day of departure - to hire a new employee with qualifications



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and experience equivalent to the departing employee, the successful tender will 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 any complaints raised by the tourists are due to reasons attributable to the working team of the successful tender, the successful tender will be charged a fine corresponding to 0.1 percent of the value of the overall award will be applied, on every 5 (five) complaints received, except in duly justified cases in writing and accepted by the Macao Government Tourism Office of the Macao Special Administrative Region;
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 guarantee provided.

**Article 8. (Right to Award)**

The Macao Government Tourism Office of the Macao Special Administrative Region reserves the right not to award and revoke this consultation in the light of public interest.

**Article 9. (Guarantee Deposit)**

1. The successful tender must provide a guarantee deposit corresponding to 4 (four) per cent of the value of the overall award, within 8 (eight) days, counted from the date of notification of the award, otherwise the award 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, cashier 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 31<sup>st</sup> of December 2022.

**Article 10. (Charge of Celebration of Contract)**

All costs inherent to the contract, including stamp duty and handling charge, are the responsibility of the successful tender.



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**Article 11. (Termination of Contract)**

1. The Macao Government Tourism Office of the Macao Special Administrative Region 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 Macao Government Tourism Office of the Macao Special Administrative Region, 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 termination of the contract by the Macao Government Tourism Office of the Macao Special Administrative Region, 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.
3. In addition to the situations referred to in Paragraph 1, the successful tender shall forfeit the guarantee in favor of the Macao Government Tourism Office of the Macao Special Administrative Region when the contract is terminated upon the successful tender's request.
4. The successful tender is responsible for the payment of services that the Macao Government Tourism Office of the Macao Special Administrative Region 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 12. (Price of Contract)**

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

**Article 13. (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 do require, and as long as this does not affect the global price of the service.

**Article 14. (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;



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3. All disputes arising from this consultation or contract shall be settled exclusive by the applicable laws of the Macao Special Administrative Region.



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### **3. Attachments**



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## Attachment I

### (Proposal sample)

**(This sample serves as reference only, tenders need to elaborate or type their own declaration)**

\_\_\_\_\_ (Name of signee), in quality as \_\_\_\_\_ (quality in which it signs) of \_\_\_\_\_ (denomination of proponent), with head office at \_\_\_\_\_ (registered office of the tender), after taking 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 years 2021 and 2022”, 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 December 15, as amended by Decree-Law no. 30/89/M of May 15, obliging to execute the related service provision, at the prices indicated in the Proposal, and to proceed timely the payment of the deposit equivalent to 4% of the awarded tender amount once the service is awarded to us.

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 exclusive jurisdiction of the Macao Special Administrative Region.

\_\_\_\_\_ of \_\_\_\_\_ of 2020.

\_\_\_\_\_  
(Signature notarized with the capacity and authorization for its purpose)





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**Attachment II**

**(Sample of the declaration of the proportion of employees with the corresponding academic qualification and professional experience in the working team)**

**(This sample serves as reference only, tenders need to elaborate or type their own declaration)**

\_\_\_\_\_ (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 taking 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 years 2021 and 2022”, hereby declares that we shall provide \_\_\_\_\_ employees holding academic qualifications equivalent to tertiary level or above, among the total number of \_\_\_\_\_ employees in the working team, equivalent to \_\_\_\_\_%; and \_\_\_\_\_ employees with at least 3 years of professional experience in the consultation/tourism service, or dealing with complaints among the total number of \_\_\_\_\_ employees in the working team, equivalent to \_\_\_\_\_%, in case the service is awarded to us.

\_\_\_\_\_ of \_\_\_\_\_ of 2020.

\_\_\_\_\_  
(Signature notarized with the capacity and authorization for its purpose)



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**Attachment III**

**(Sample for the declaration of the number of training courses provided to each employee yearly)**

**(This sample serves as reference only, tenders need to elaborate or type their own declaration)**

\_\_\_\_\_ (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 taking 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 years 2021 and 2022”, hereby declares that we shall provide \_\_\_\_\_ visits to Macao to allow each of our employees in the working team to personally experience yearly the tourism products of Macao, and \_\_\_\_\_ training courses yearly regarding customer service techniques provided to each of our employees in the working team, held in the Hong Kong Special Administrative Region, in case the contract is awarded to us.

\_\_\_\_\_ of \_\_\_\_\_ of 2020.

\_\_\_\_\_  
(Signature notarized with the capacity and authorization for its purpose)



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**Attachment IV**

**(Sample for the specifications of the prices of services)**

		Counter A06 and the triangular deposit AA22 at the Passenger Terminal Building of the International Airport of Hong Kong		Shops located in Shun Tak Center, no. 336-337, 3 <sup>rd</sup> floor, in Hong Kong	
Monthly price		2021	2022	2021	2022
	January				
	February				
	March				
	April				
	May				
	June				
	July				
	August				
	September				
	October				
	November				
	December				
Subtotal of the annual prices of each tourism information counter:					
Total annual price:		2021			
		2022			
Global price of services in 2021 and 2022: (In numbers) _____ (In full) _____					

The validity of proposal is till 31/12/2020.  
 \_\_\_\_\_ of \_\_\_\_\_ of 2020.

\_\_\_\_\_  
 (Signature of the tender and company stamp)