

**INFORMATION TO BE INCLUDED IN THE PROPOSAL**  
**(SHOS FOR EX-MI AT LOK WAH SOUTH ESTATE, KWUN TONG)**

1. Applicants are required to demonstrate experience, commitment, capacity and innovation in delivering the service, in a manner, which ensures continual achievement of performance standards, service improvement and quality assurance. Applicants are required to submit a proposal **with not more than 30 pages including Appendixes.** (For English version, font size 12, single-line spacing with all margins set at 3cm) (For Chinese version, font ‘新細明體’ size 13, single-line spacing with all margins also set at 3cm) under seal containing all the **qualitative information** as required in the Service Specification on supported hostel service. Merits will be given to the information provided with agreeable rationale such as good justifications, evidence-based data or findings of researches / studies, if applicable.

2. The following information should be included in your proposal:

2.1 **Operation** of the supported hostel service refers to the design and approach of service delivery ensuring the service will be operated satisfactorily on a day-to-day basis. Areas to be covered are as follows:

- (a) General care and supervision as listed in paragraph 7.1 (a) to (h) of the Service Specification;
- (b) Training through professional service as listed in paragraph 7.2 (a) to (g) of the Service Specification so as to help the service users better integration into the community;
- (c) Crisis management and contingency arrangement as stipulated in paragraph 24 and 25 of the Service Specification; and
- (d) Family member / guardian involvement (for example: means or mechanism by which family members/ guardians can provide input into service operation and development etc.).

2.2 **Management support** refers to the ability to manage human resources, service quality and finance matter. Areas to be covered are as follows:

- (a) human resources management for this 20-place SHOS (for example: staffing structure showing respective role and responsibility as well as communication flow between management and frontline staff, availability of skilled personnel and adequate staff resources for deployment, staff supervision and appraisal system, and staff development programs etc.). For information, the existing notional staff scale for a supported hostel for ex-mentally ill persons with a standard capacity of 20 places is 4.5 staff. They are :  
1 Social Work Assistant, 2 Welfare Worker, 1 Ward Attendant and 1/2 Workman II
- (b) service quality management (for example: outcome measures and respective target level of attainment as stipulated in paragraph 27 of the Service Specification, service-specific research and development, continuous quality improvement measures to meet and exceed service users' and the Government's expectation, and corrective and preventive mechanisms/actions of non-conformance, etc.); and
- (c) finance management (for example: policy and approach in handling fee charging, budgeting planning mechanism and auditing, etc.).

2.3 Any other **value-added proposals** in delivering supported hostel service including, but not limit to, the following items:

- (a) enhanced service outputs (for examples: enhanced rate of enrolment, enhanced rate of successful discharge, and shortened processing time for case admission, etc.).
- (b) provision of extra types of services on top of the scope of service as listed in paragraphs 7.1 and 7.2 in the Service Specification; and
- (c) innovative mode of service delivery to support or help the service users to live independently and re-integrate into the community.

2.4 **Relevant experience** refers to the specific experience in residential care service for ex-mentally ill persons or any other relevant experience in

rehabilitation services undertaken in the past three years:

- (a) experience in providing residential care services for ex-mentally ill persons (for examples: number, distribution and performance of the services for ex-mentally ill persons currently in operation, any innovative measures in service delivery in the past, and ability to meet performance standards etc); and
- (b) any other relevant experience in community support services for ex-mentally ill persons (for examples: number, distribution and performance of the rehabilitation services currently in operation, any innovative measures in service delivery in the past, and ability to meet performance standards, etc.).

**2.5 Coordination and interfacing strategies** refer to the ways in dealing with related parties/organizations to achieve integration and continuity of service. Areas to be covered are as follows:

- (a) mechanisms for coordination and interfacing with relevant parties (for examples: procedures and work plan on advice-seeking and problem-solving with referring caseworkers, CRSRehab and other government representatives in a timely manner, etc.).
- (b) mechanisms for collaboration and communication with related organizations ( for examples: developing an effective public relation strategy in the neighbourhood and forming strategic alliance with other helping professions like medical specialties to enable the realization of rehabilitation policy as well as individual rehabilitation plan, etc.).

**2.6 Design of the layout plan** refers to the design of the layout plan in the most cost effective way and that can suit the intended mode of operation. Applicant should study and evaluate carefully the Schedule of Accommodation provided by SWD and to include the following:

- (a) 1:100 scaled layout drawings to illustrate how they intend to fit out the existing premises to meet the service needs;
- (b) brief comparison of the “SWD proposed” and “NGO proposed” Schedules

of Accommodation with appropriate justifications to validate their deviation intent; and

(c) illustrated sketches / diagrams on any value-added suggestions.

**2.7 Implementation of the project** refers to the plan and mechanism that can ensure the quality of works, timeliness, and resource management and control in implementing the project. Areas to be covered include the following:

(a) organisation / mechanism and time-table for monitoring the project works as mentioned in paragraph 10 of the Service Specification; and

(b) plan / mechanism for orchestrating the implementation of services to meet the target commencement period with time table.

**OPERATION SUMMARY OF SUPPORTED HOSTEL  
FOR EX-MENTALLY ILL PERSONS  
AT LOK WAH SOUTH ESTATE, KWUN TONG KOWLOON**

<u>Majority Items</u>	<u>Descriptions</u>
Applicant	A mandatory requirement that the non-governmental organisation (NGO) applicant should be a bona-fide non-profit making agency providing subvented community support services and/or residential services for ex-mentally ill persons.
Duration of the project	36 months including a preparation period of 2 months prior to the commencement of service operation to allow for staff recruitment, purchase of furniture and equipment, and case processing for admission etc.
Commencement date of the project	October 2007
Target service users	Ex-mentally ill persons who can live semi-independently with a fair amount of assistance from hostel staff in daily activities.
Capacity	20 places
Minimum Annual enrolment rate	98%
Discharge rate	15% successful discharge rate each year
Control mechanism	Successful applicant would sign a funding and service agreement with

the Social Welfare Department (SWD) for a period of 36 months.

Operational cost HK \$0.98 million per annum in 2007-08 (at January 2007 price level) with rent and rates to be reimbursed on an actual cost basis.

Premises The Government will supply the premises bare-shelled without fittings and fixtures. The NGO operator is responsible to fit out the premises. A grant capped at \$2,564,100 from Lotteries Fund will be provided for fitting-out works.

Furniture and equipment A grant capped at \$269,300 from Lotteries Fund will be provided for the purchase of furniture and equipment.

Fee charging Fee level to be determined by SWD and fee income will be retained by the Operator to meet the cost of the service.

Staffing structure Registered social worker should be included

Note:

1. If no suitable Operator is found after the assessment of applicants, SWD reserves the right to re-invite proposal from NGOs.
2. Given the time-defined nature of the project, SWD will not accept any funding liability for staff engaged by the NGO of this project.
3. The subvention allocation will be subject to civil service pay adjustment, if

any, and also adjusted annually in line with the Government-wide Price Adjustment Factor announced by SWD.

*Social Welfare Department*  
*March 2007*