

Information to Be Included in the Proposal

1. Applicants of the Transitional Care and Support Centre for Tetraplegic Patients (TCSC) are required to demonstrate capability, commitment, innovation, knowledge and experience in delivering the service, in a manner which ensures continual achievement of performance standards, service improvement and quality assurance. Applicants are required to submit proposals in **not more than 50 pages** (including annexes, font size at 12 and in 6 hard copies and 1 soft copy) in sealed envelope **by hand, on or before 9 March 2007 (Friday) 5:00p.m** to the following address:

Rehabilitation and Medical Social Services Branch
(Attn : Mr. Charles LEUNG)
Social Welfare Department
Room 901, Wu Chung House
213 Queen's Road East, Wan Chai
Hong Kong

2. The following information should be provided and additional information on the merits of the proposal is encouraged -

2.1 Operation of the service refers to the approach, design and mode of service delivery to ensure the service will be operated satisfactorily on a day-to-day basis. Areas to be covered include the following: –

- (a) the means by which the objectives and advantages as mentioned in paragraph 4 can be achieved;
- (b) the means by which the service as listed in paragraphs 5 to 6 under Scope of Services are to be delivered;
- (c) model and approach for managing individual training and support plans;
- (d) plan and strategies for providing training and support services for the caregivers/family members of service users;

- (e) logistic arrangement for providing the daily care to residents especially the provision of meals and laundry service; and
- (f) service entry and exit arrangement as mentioned in paragraphs 16 to 18.

2.2 Management and clinical support refers to the ability to manage human resources and to ensure the clinical service quality. Areas to be covered include the following –

- (a) human resources management, e.g. staffing structure showing respective role and responsibility, agency's back-up, staff communication and supervision, etc.;
- (b) service quality management including clinical services, e.g. outcome measures and respective target level of attainment, quality assurance and improvement, professional support and supervision, etc.;
- (c) mechanism and proposed objective measurable tools for the mid-term and final evaluation on the cost-effectiveness of the project;
- (d) fee-charging arrangement, e.g. fee-charging principle, handling of fees reduction and waiving mechanism, etc.; and
- (e) crisis management and contingency plan as stipulated in paragraphs 25 to 26.

2.3 Co-ordination and interfacing strategies refers to the ways in achieving effective communication and feedback mechanism with referrers (HA medical/allied health professionals), and maximization of agency's/community resources and smooth and effective service delivery. Areas to be covered include the following –

- (a) mechanism for communication, coordination, collaboration, interfacing and alliance with relevant parties and organizations,

especially the hospitals/clinics of Hospital Authority, to facilitate the development of service protocol and effective referral procedure; and

- (b) strategies and operation design with details for mobilizing agency's and community resources and facilities to provide services to its service users and their caregivers/ families.

2.4 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 include the following –

- (a) 1:200 scaled layout drawings to illustrate how they intend to modify and convert the existing premises to perform their new functions use the existing premises to meet the service needs; and
- (b) illustrated sketches/diagrams on any value-added suggestions.

2.5 Implementation of the project refers to the plan and mechanism that can ensure the quality of works, timeless and resource management and control in implementing the project. Areas to be covered include the following –

- (a) organization/mechanism and time-table for monitoring the project works; and
- (b) staff recruitment plan and cash-flow projection for the capital and recurrent expenses.

2.6 Any other value-added proposals in delivering the services for the benefit of service users and/or their families.

2.7 Knowledge and experience in operating rehabilitation services and related services for severely disabled persons.

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