

Summary of Questions & Answers in the Briefing Session of The Hotline and Outreaching Service Team (HOST)

1. At what point of time should the applicant apply for the Lotteries Fund for the fitting-out of premises?

The Operator is required to arrange an existing fitted out premises for the operation of the HOST. The Operator may apply for a minor Lotteries Fund (LF) grant (i.e. no more than \$ 0.4 million) for the necessary minor renovation for the identified premises after the award of contract.

2. Is the HOST required to perform the outreaching duties relating to the cold spells?

Yes. During its operating hours, the HOST is required to perform outreaching as required to the needy cases relating to the cold spells. Though the annual contract sum has included the cost for the purchase of necessary items, including the warm items, for service delivery, SWD may provide blankets, subject to the availability of stock, for the Operator to distribute to the needy cases.

3. What is the total number of calls handled by the SWD Hotline in past year and the call distribution at different time slots?

During the period from April 2007 to March 2008, there are a total of 226 714 calls received by the Interactive Voice Processing System of SWD Hotline. The call distribution are as follows:

(a) During 9:00am – 5:00pm : 72%

(b) During 5:00pm-12:00 midnight : 23%

(c) During 12:00 midnight to 9:00am of the next day : 5%

4. What are the major types of cases requiring the outreaching service by the HOST?

The HOST is required to perform outreaching duties to all needy cases, except those as listed out at paragraph 8(b)(1)(i)-(vi) of the Service Specification. Examples of such cases include family disputes requiring immediate intervention, emergency placements for street sleepers and other needy cases, and support for singleton elders such as delivery of warm items and escort to hospital, etc.

5. What is the estimated number of cases requiring outreaching service by the HOST?

On average, there are about 10 cases per month, other than the cases as listed out at paragraph 8(b)(1)(i)-(vi) of the Service Specification, requiring outreaching services during the period from April 2007 to March 2008. It should be noted that the actual number of cases requiring outreaching service by the HOST is largely dependent on the effectiveness of the HOST on case screening and assessment.

6. What are the quality aspects for proposal vetting?

The proposal submitted by applicant **must** include the information for **all** the items as listed out at the Annex of the Service Specification. The assessment of vetting committee will be based on the quality aspects including knowledge and relevant experience of the agency, reliability of hotline system, staffing arrangement, flexibility in meeting changing situations, coordination and interfacing strategies, implementation plan of the project, management support, value-added proposals, and other merits of the proposals.

7. Is there a need for the applicant to upgrade its hotline system to meet the requirements as stated in the Service Specification at the time of submission of proposal(s)?

At the time of submitting the proposal, the applicant should demonstrate in the proposal that its hotline system to be used for the HOST does meet all the minimal requirements as stated in paragraph 16 of the Service Specification. In this connection, there is no additional resource for any procurement / upgrading of the hotline system for meeting the requirements.

8. Is there any guideline for the HOST to follow in particular its interfacing with other hotlines / service units?

After the award of contract, SWD will work jointly with the Operator of the HOST to develop the guidelines or protocol for the collaboration with other service organizations including other subvented hotline service. SWD will also work jointly with the Operator to establish a formal referral mechanism with concerned organizations in dealing with cases of various natures as appropriate and a protocol in handling complaints lodged by the callers.

END