



# Briefing Session

Invitation for Proposals to  
Operate a New  
Integrated Family Service Centre  
in Kwu Chun Estate,  
Kwu Tung, Sheung Shui


**Family and Child Welfare Branch  
Social Welfare Department  
12 June 2026**

# Mandatory Requirements



## **Bona-fide non-profit making organisation**

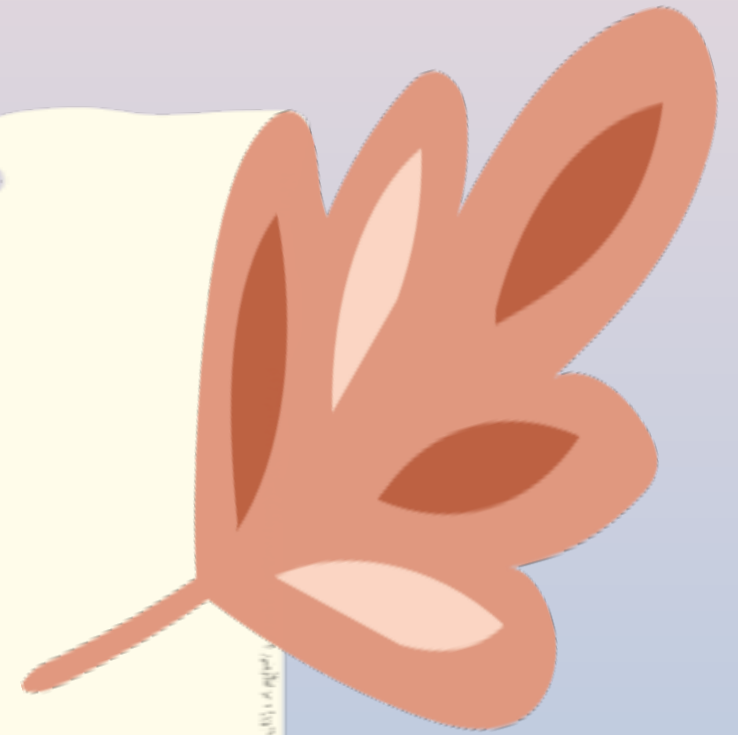
with a tax-exemption status 88 of the Inland Revenue Ordinance (Cap. 112) as at the date of submission of proposal.

- Each applicant organisation is allowed to **submit one proposal** only.
  - Joint application is **not** allowed.
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# Mandatory Requirements (Cont'd)

**Applicant Organisations not  
receiving subvention from SWD**

Supporting documents are required (Note 2 on page 5)






# Mandatory Requirements (Cont'd)

## National Security

The Government reserves the right to **disqualify** an applicant organisation/successful applicant organisation on the grounds that - the applicant organisation/successful applicant organisation has engaged, is engaging, or is reasonably believed to have engaged or be engaging **in acts or activities that are likely to cause or constitute the occurrence of offences endangering national security** or otherwise the exclusion is necessary in the interest of national security, or is necessary **to protect the public interest of Hong Kong, public morals, public order or public safety.**



# Funding and Service Agreement

## Duration of Service Agreement

- ◆ Lump Sum Grant (LSG) subvention for a time-defined period of **five years (i.e. 60 months)**

## Target Operation Date

**2 July 2027.**

## Preparation Period

- ◆ A preparation period of **2 months** with provision of staff of **1 Social Work Officer and 1 Assistant Social Work Officer** prior to the target commencement date



# Background Information



## ◆ Northern Metropolis

- Hong Kong's strategic development
- Major hub for Hong Kong to integrate into the overall development of our country .


## ◆ Kwu Tung North (KTN) New Development Area (NDA)

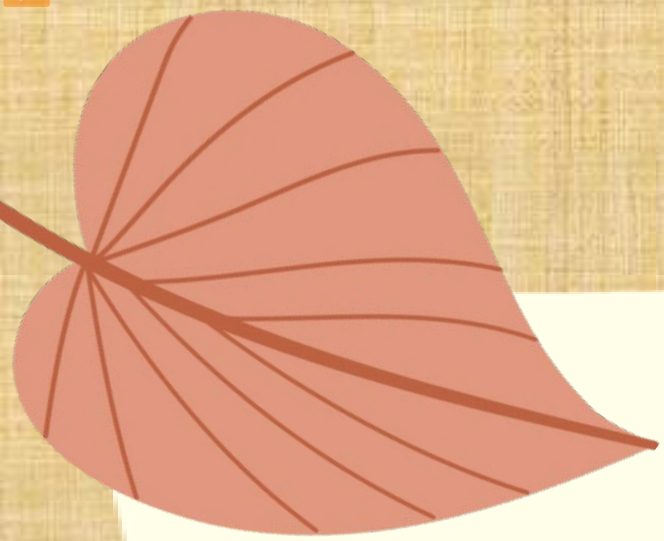
- 1st NDA project
- Total population of about 140 000
- Population intake for the first batch of public housing : around August 2026.





# Target Service Users

- ◆ Individual and families living within geographical boundary as mentioned in para. 16 of service specifications or otherwise specified by the SWD.
  - ◆ May include **cross-boundary families** , consisting of Hong Kong residents living at the KTN NDA and their families residing in the Great Bay Area (GBA).
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# Service Objectives

- ◆ To support and strengthen the family as a unit
- ◆ To provide early intervention for supporting and assisting individuals and families in disadvantaged circumstances



# Service Nature and Content

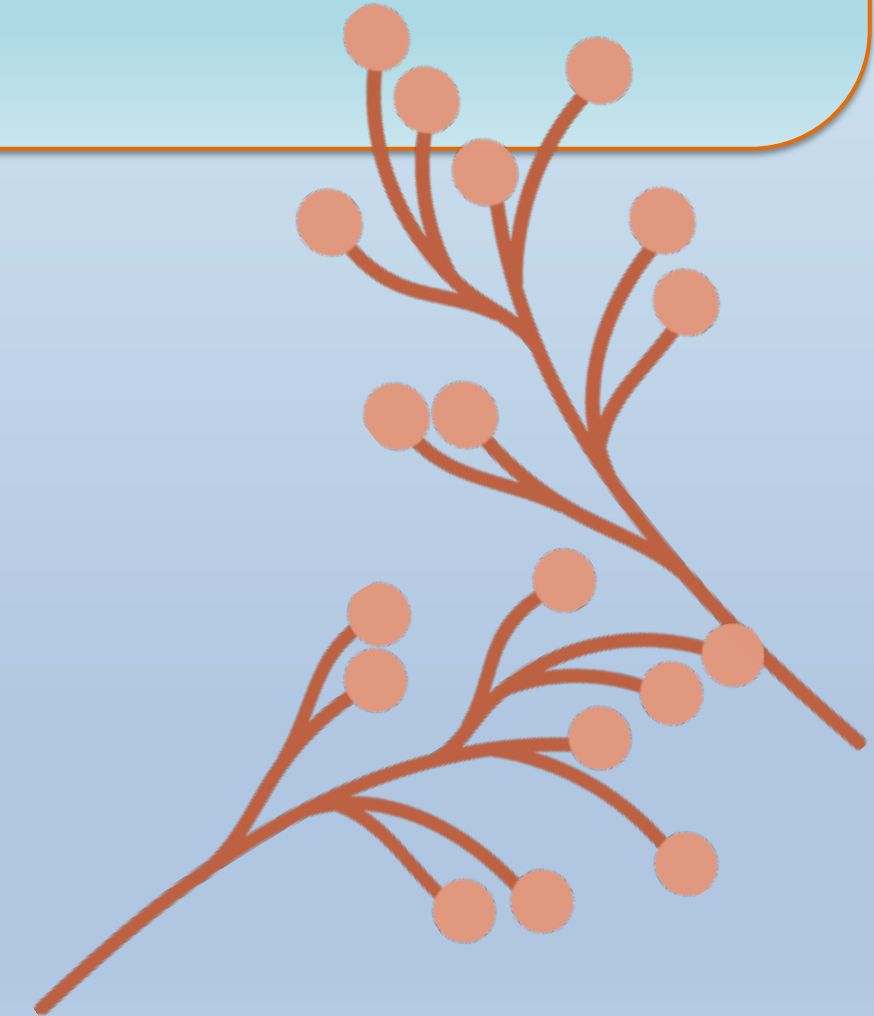
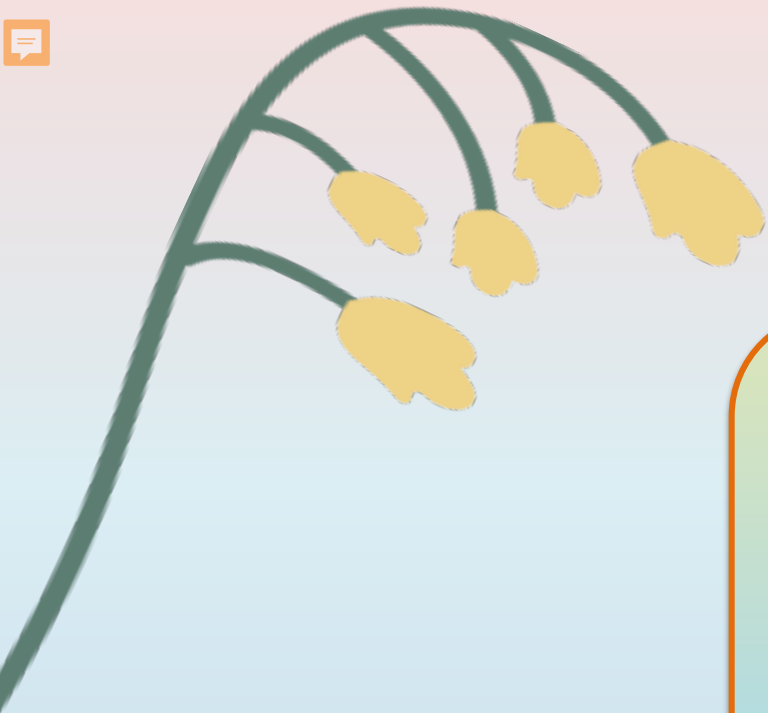
**(A)** a continuum of services with preventive, supportive and remedial functions through three major components -

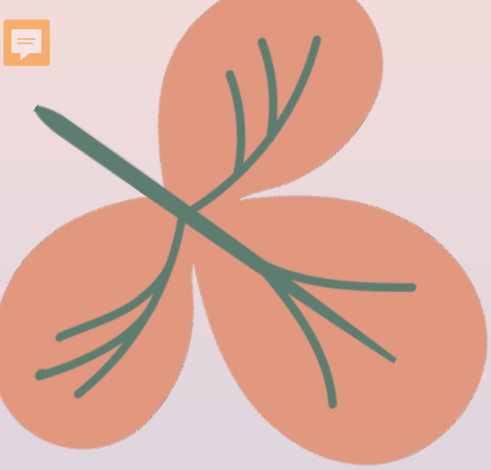
**(B)** family aide service under the supervision of social workers to facilitate casework intervention

**Family  
Resource  
Unit**

**Family  
Support Unit**

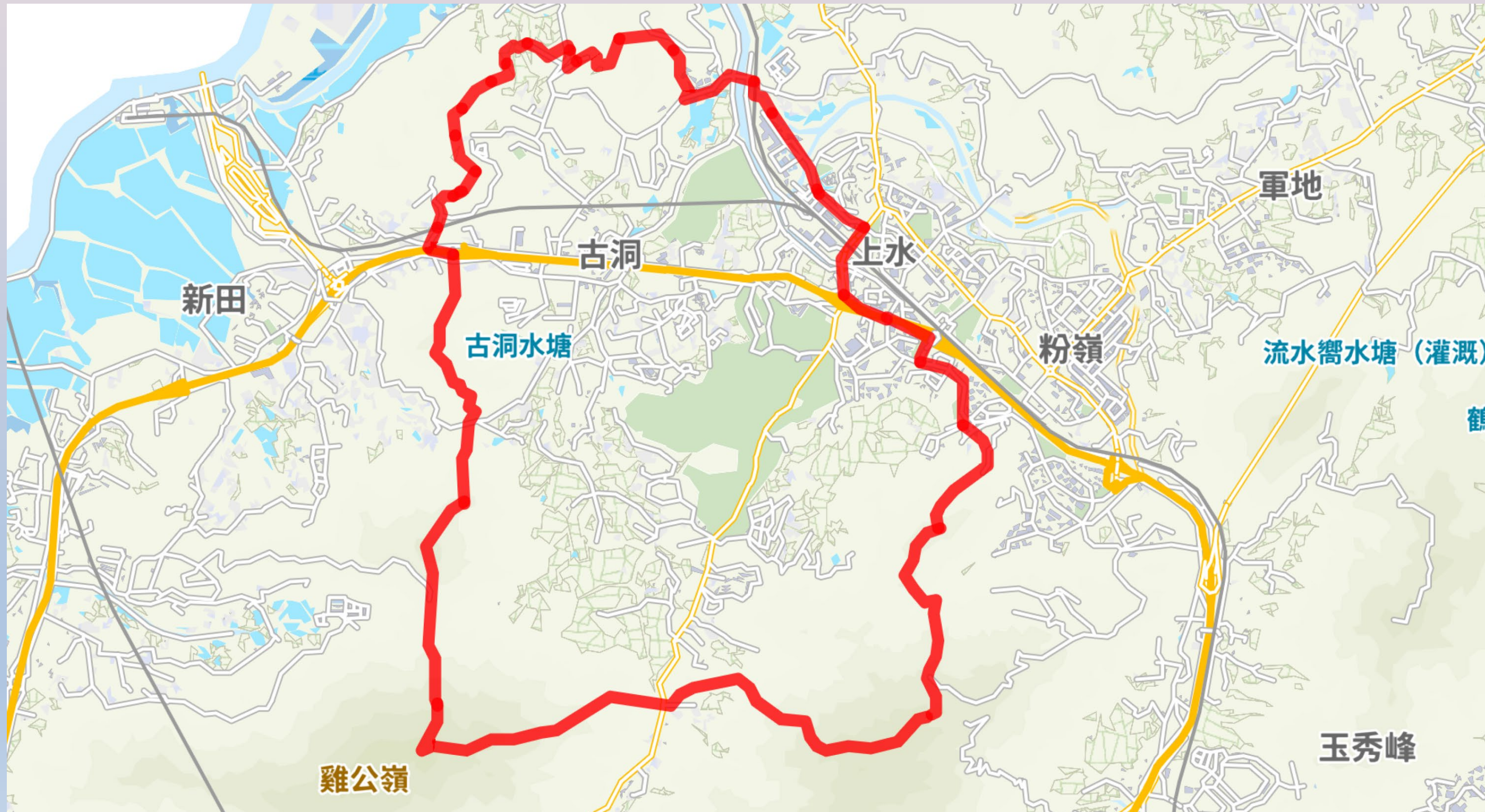
**Family  
Counselling  
Unit**





# Geographical Service Boundary of the IFSC in Kwu Chun Estate

*\*SWD reserves the right to re-demarcate the service boundary as and when required.*



- ◆ Service operator shall develop a public relations strategy to inform stakeholders in the community and neighbours of the IFSC about the Service.
- ◆ Maintain close collaboration, networking and partnership with community stakeholders and related.

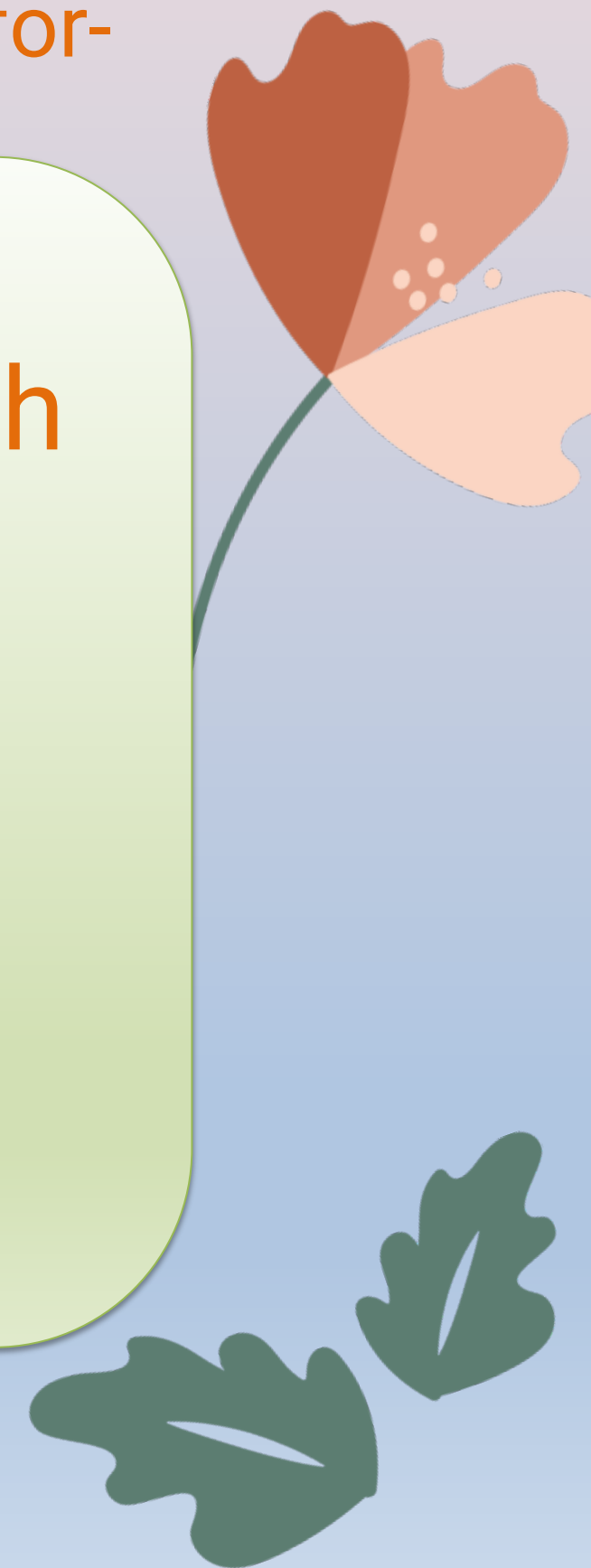


## Public Relationship, Strategic Networks & Partnerships

# Entry, Exit and Need Assessment

Operator is required to have a clear operation manual and protocol for-

- ◆ Entry to and exit from service in compliance with SQS 10 as agreed by the SWD
- ◆ Drawing up criteria for assessing service needs and evaluating service effectiveness.



# Entry, Exit and Need Assessment (Cont'd)

Operator is required to have a clear operation manual and protocol for-

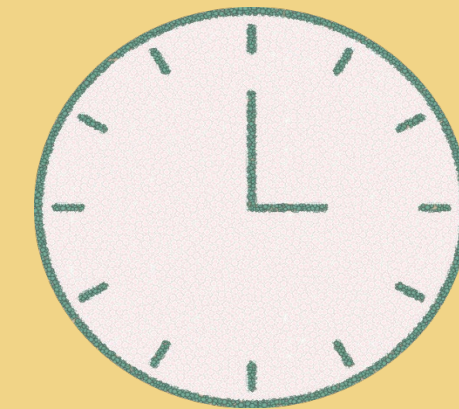
- ◆ Upon receipt of intake/ referral of a case, the Service Operator shall contact the service user(s) or related person(s) for case assessment within 10 working days;
- ◆ The needs of individuals and families should be reviewed regularly;
- ◆ Plan and conduct groups and programmes in response to the needs of the service users as appropriate;
- ◆ Exercise flexibility in making appropriate and timely arrangements for serving urgent cases or handling special tasks.



# Service Performance Standards

## Essential Service Requirements

- ◆ at least **16 social workers** (excluding **two supervisors**) who are registered social workers in the IFSC;
- ◆ supervisors must be **registered social workers** and possess a **recognised degree in social work**;
- ◆ IFSC shall be operated for not less than **14 sessions** in a week, which may be adjusted as agreed by the SWD.



# Service Performance Standards

## Service Output

Service Output Standard (OS)	Service Output Indicator	Agreed Level
1	Number of new/ reactivated cases receiving intensive counselling/ brief counselling/ supportive casework in a year	604
2	Number of therapeutic / support/ educational/ developmental/ mutual-help groups in a year.	47
3	Number of educational / developmental programmes in a year.	67
4	Number of cases with training programmes conducted by Family Aide in a year	25 cases

## Service Outcome

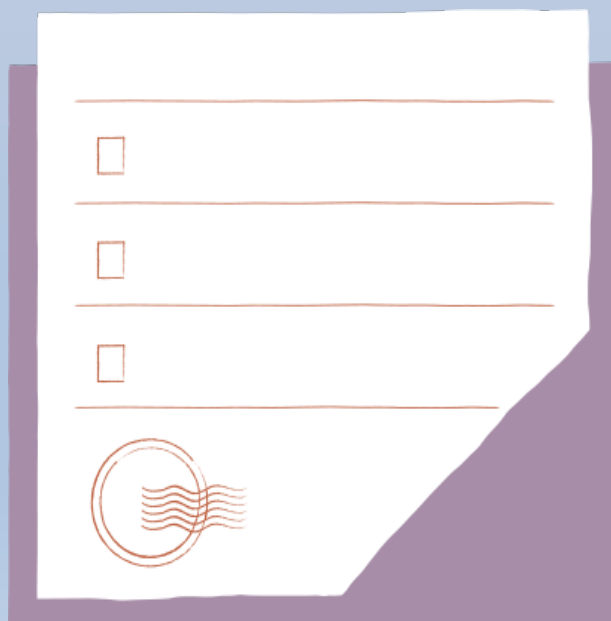
Service Outcome Standard (OC)	Service Outcome Indicator	Agreed Level
1	Percentage of service users indicating satisfaction after receiving the Service in a year.	75%
2	Percentage of service users showing improvement in a year.	75%

## Additional service output/ outcome measure(s)

- ◆ The additional output/ outcome measure(s) and the expected level of attainment once accepted will **form an integral part of the FSA.**

## Service Quality Standards

- ◆ Service Operator shall meet the requirements of the 16 Service Quality Standards (SQSs).



# Control Mechanism

- ◆ Comply with the requirements/ commitments set out in this Service Specifications, the FSA, the latest LSG Subvention Manual, circulars and relevant correspondences issued by the SWD
- ◆ SWD shall monitor the operation of the Service through quarterly review of service statistics; announced or unannounced visits; assessment of SQS implementation and user satisfaction survey.
- ◆ SWD will seek mutual agreement with the Service for change of service performance standards within the agreement period.
- ◆ The Service Operator is required to submit to the SWD quarterly statistics returns on the service output requirements and the additional/new items as pledged in the proposal.
- ◆ SWD reserves the right to suspend or terminate the FSA with the Service Operator before the expiry date should the Service Operator be found unable to deliver the agreed level of service, or the continuation of service by the Service Operator will put the service users or public interest in jeopardy.

# Control Mechanism (Cont'd)

SWD may **immediately terminate** the FSA upon the occurrence of any of the following events –

- a) *Service Operator has engaged or is engaging in acts or activities that are likely to constitute or cause the occurrence of offences endangering **national security** or which would otherwise be contrary to the interest of national security;*
- b) *the continued engagement of the Service Operator or the continued performance of the FSA is **contrary to the interest of national security**; or*
- c) *SWD reasonably believes that any of the events mentioned above is about to occur.*

# Premises, Fitting & Furnishing



## Location:

1/F, Chun Sin House, Kwu Chun Estate,  
Kwu Tung, Sheung Shui, N.T.

(IFA of 947m<sup>2</sup>)

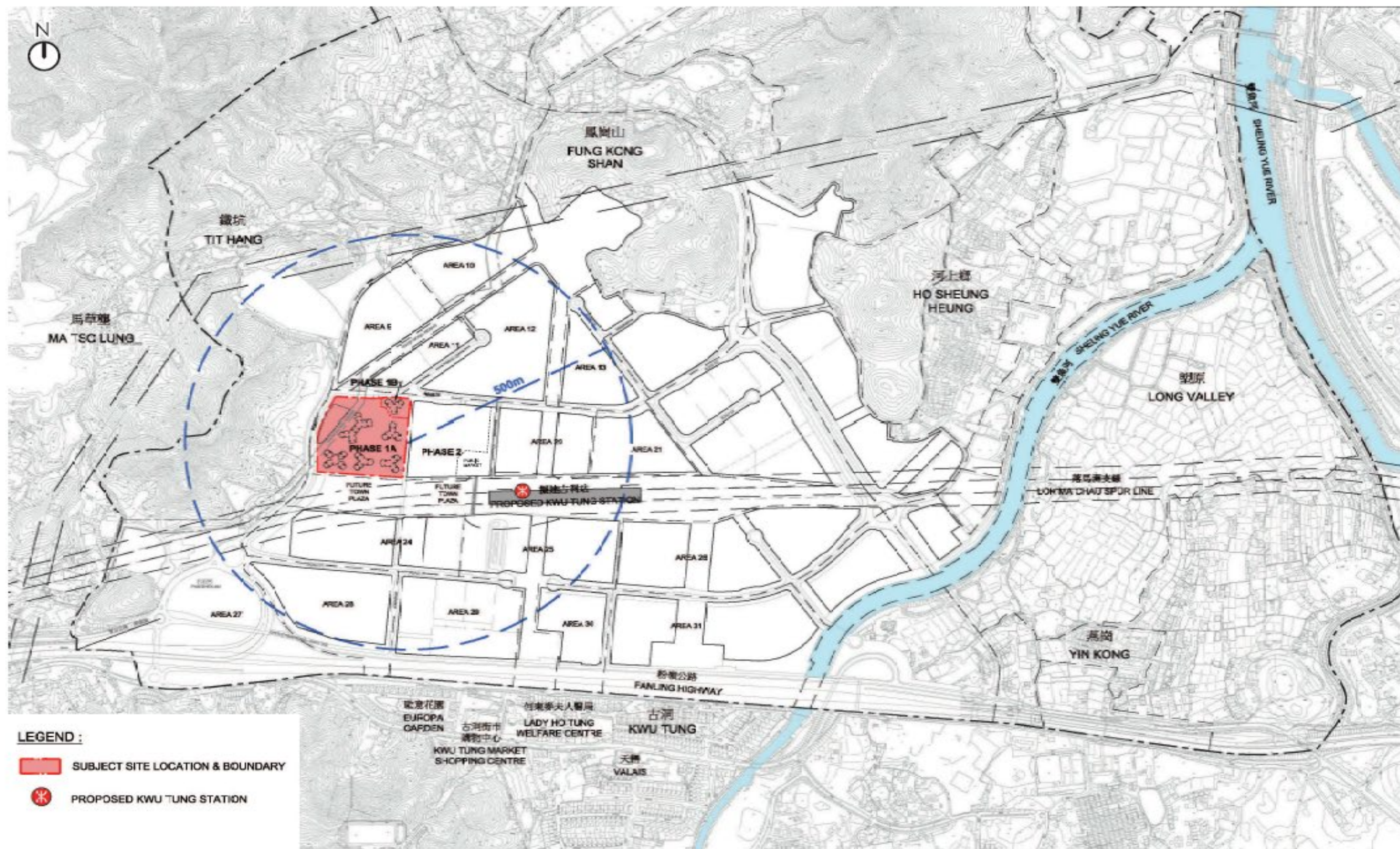
- ◆ A lump sum grant from Lotteries Fund (LF) not exceeding **\$14,718,000** will be provided for fitting-out works .
- ◆ Service Operator will be responsible for the fitting-out works of the premises in compliance with the relevant statutory requirements, Schedule of Accommodation (SoA) and Technical Schedules (TS) to the satisfaction of the SWD.
- ◆ **Location map, layout plan & SoA**  
(Annex 4-6 of the Service Specifications)
- ◆ **TS**  
(Annex 7-9 of the Service Specifications)

# Premises, Fitting & Furnishing (Cont'd)

Another LF grant for purchasing furniture and equipment (F&E) based on the standard and particular requirements of the service will be provided subject to consideration of Lotteries Fund Advisory Committee.



# Location Map



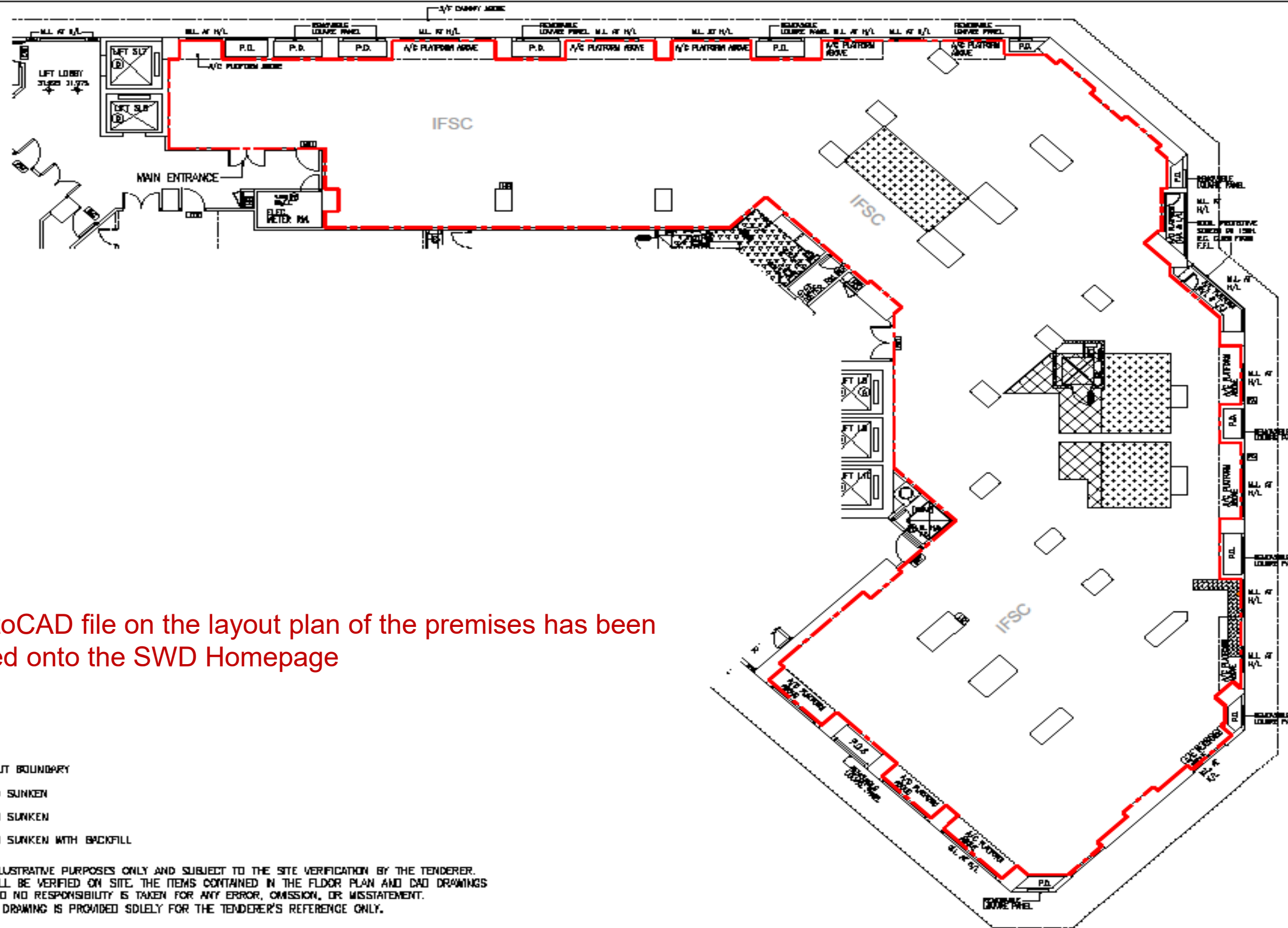
Address of the IFSC: 1/F, Chun Shin House, Kwu Chun Estate, Kwu Tung, Sheung Shui, N.T.

Public Housing Development At Kwu Tung North Area 19 Phase 1A And Phase 1B







ALKF+

# Layout Plan



\*\* The AutoCAD file on the layout plan of the premises has been uploaded onto the SWD Homepage

LEGEND / NOTES:


-  FITTING-OUT BOUNDARY
-  450mm(D) SUNKEN
-  500mm(D) SUNKEN
-  500mm(D) SUNKEN WITH BACKFILL

1. THIS PLAN IS FOR ILLUSTRATIVE PURPOSES ONLY AND SUBJECT TO THE SITE VERIFICATION BY THE TENDERER.
2. ALL DIMENSIONS SHALL BE VERIFIED ON SITE. THE ITEMS CONTAINED IN THE FLOOR PLAN AND CAD DRAWINGS ARE APPROXIMATE AND NO RESPONSIBILITY IS TAKEN FOR ANY ERROR, OMISSION, OR MISSTATEMENT.
3. INFORMATION IN THIS DRAWING IS PROVIDED SOLELY FOR THE TENDERER'S REFERENCE ONLY.

PROJECT TITLE:

INTEGRATED FAMILY SERVICE CENTRE (IFSC) AT 1/F, BLOCK 6, KWU TUNG NORTH AREA 19 PHASE 1A & 1B

SCALE:

1:200 (A3) 

DATE:

NOV 2025

DRAWING TITLE:

EXISTING LAYOUT PLAN

# IFSC in Kwu Chun Estate



Outside the IFSC



# IFSC in Kwu Chun Estate (Cont'd) 1



Inside the IFSC



# IFSC in Kwu Chun Estate (Cont'd) 2



Inside the IFSC



# IFSC in Kwu Chun Estate (Cont'd) 3



Inside the IFSC

# IFSC in Kwu Chun Estate (Cont'd) 4



Inside the IFSC

# Tenancy & Maintenance

Service Operator shall:

- ◆ Enter into tenancy agreement with and on terms to be specified by the relevant authorities for the premises for the operation of the IFSC.
- ◆ Be responsible for the internal repair of the premises and shall comply with other maintenance requirements as laid down in the tenancy agreement
- ◆ Properly manage and maintain all premises, services, facilities, installations, furniture, equipment, fittings, and fixtures exclusively serving IFSC to ensure they remain safe, healthy, and free from obstructions, nuisances, and hazards (including structural and fire hazards) for the benefit of service users, staff and visitors.
- ◆ Take up the management and maintenance (M&M) responsibility of the common areas and/or facilities, if required.



- ◆ Operator shall provide the IFSC Service free of charge.
- ◆ Service Operator is required to observe the relevant guidelines as laid down in the latest LSG Subvention Manual and also subsequent correspondences issued by the SWD on fees and charges.



# *Fees and Charges*



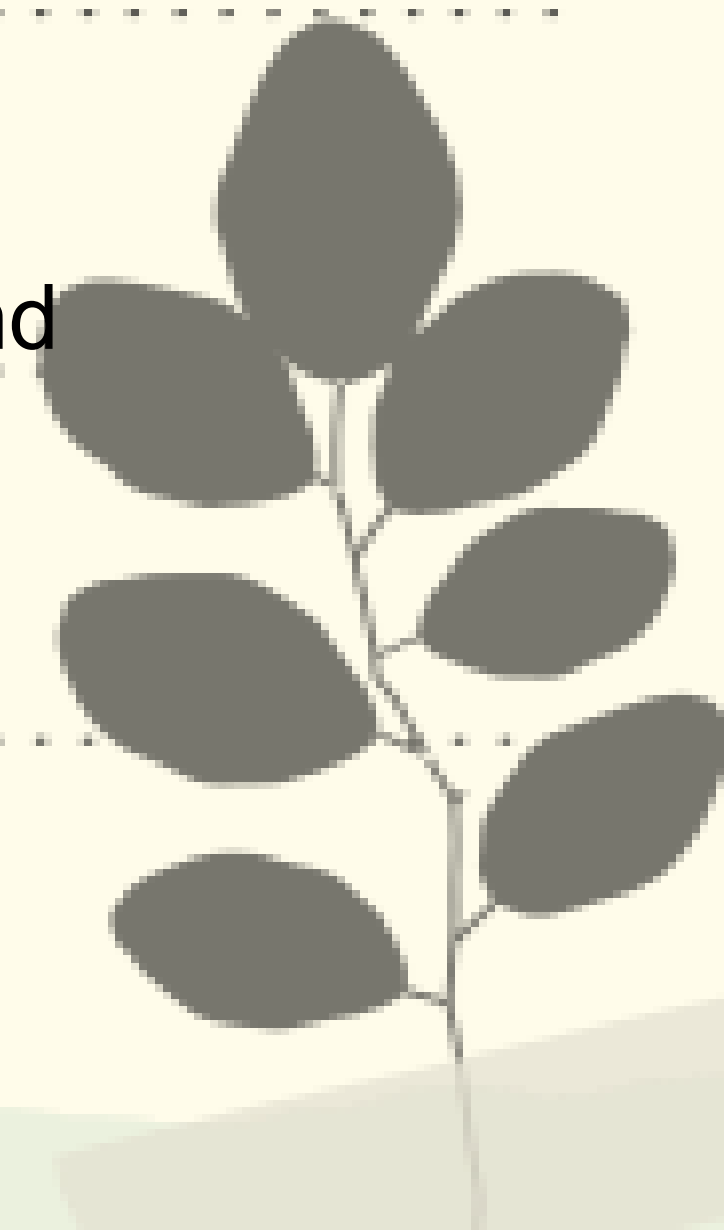


# Subvention



社會福利署資助服務  
Subsidised Service by the Social Welfare Department

- ◆ Annual subvention for operating the IFSC of about **\$15.436** million which has included a reduction of 7% Productivity Enhancement Programme (PEP).
- ◆ Rent, Government rent and rates as well as management and maintenance fees in respect of the premises recognised by the SWD for delivery of the Service will be reimbursed separately on an actual cost basis with prior approval of the SWD.
- ◆ Preparatory cost for 2 months will the provision of 1 SWO and 1 ASWO with total amount of **\$296,000** will be provided.





## **Payment Arrangement, Internal Control & Financial Reporting Requirements**

- ◆ The payment of subvention will be made on a monthly basis.
- ◆ The Service Operator is responsible for maintaining an effective and sound financial management system, including budget planning, projection, accounting, internal control and auditing.
- ◆ The Service Operator is required to submit the Annual Financial Reports (AFRs) with the auditor's management letter and signed by two authorised representatives of the NGO in accordance with the requirements as stipulated in the latest LSG Subvention Manual.

# Insurance

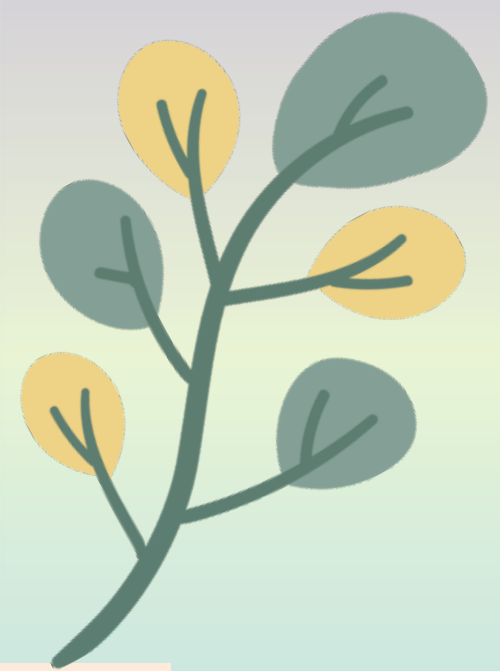

It is mandatory for the Service Operator to procure insurance for the Service in respect of the Employees' Compensation Insurance (ECI) and Public Liability Insurance (PLI).





# Crisis Management and Contingency Plan

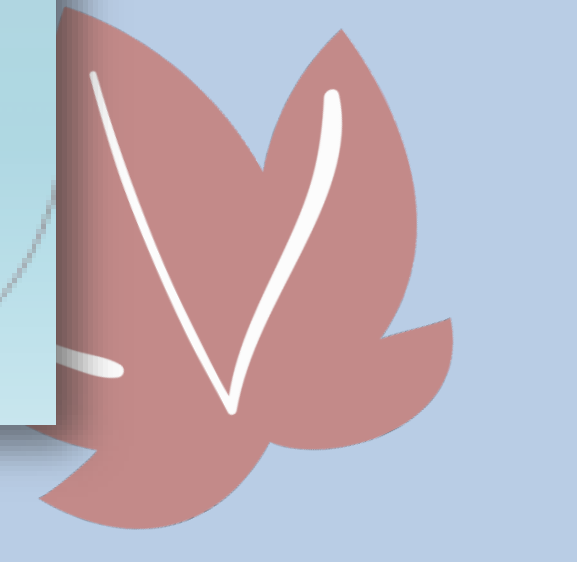
- ◆ Operational guidelines for crisis management as well as a contingency plan specifying the strategies to **ensure continuation of service.**
- ◆ **SWD should be informed** as soon as possible when the contingency plan is activated and an alternative mode of service is provided.

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- ◆ Any back-up service provided shall meet all the requirements of this Service Specifications.
  - ◆ No additional allowance or compensation in any form will be payable by the LF or the Government in activating the contingency plan.
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# Implementation Schedule

<u>Date</u>	<u>Task</u>
29 May 2026	Announcement of Invitation for Proposals
9 & 12 June 2026	Site Visit and Briefing Session
6 July 2026	Closing of submission of Proposals
July to August 2026	Vetting of Proposals
October 2026	Announcement of Results
October 2026	Implementation of Fitting-out works by the Service Operator
May-June 2027	Preparation period by the Service Operator
July 2027	Commencement of Service



# Assessment of Applications



- ◆ A Vetting Committee will be set up by SWD to assess the proposals.
- ◆ Assessment will be based on the quality aspects of the proposals
- ◆ SWD reserves the right not to proceed with the vetting of a proposal submitted by an applicant should the applicant **fail to** :
  - meet ALL the mandatory requirements;
  - use the Prescribed Proposal Form;
  - comply with the format requirement;
  - make late submission of the proposal or submission by means other than specified.
- ◆ Only proposals attaining the passing mark of 60% of the total scores will be considered for the award of the Services.



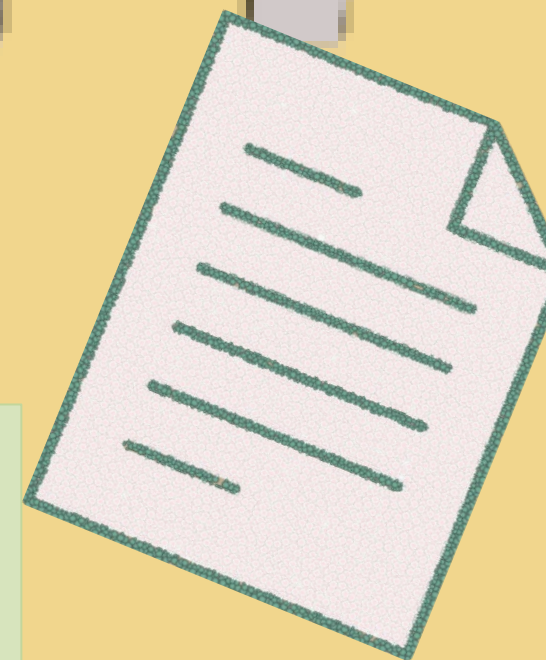
# Assessment Criteria

	Assessment Areas	Maximum Scores
(1)	Track Record, Experience and Capacity	15
(2)	Service Philosophy and Design	35
(3)	Operation and Management	49
(4)	Design of Layout Plan	7
(5)	Echoing/Supporting Government Policy	10
(6)	Innovative Initiatives and Value-added Items	4
	<b>Total:</b>	<b>120</b>

# Prescribed Proposal Form (PPF)

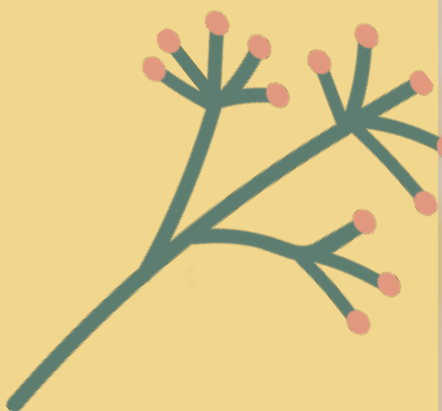
**ONE** Proposal Form by using the Prescribed Proposal Form (PPF), either in English or in Chinese, which may be downloaded from SWD website

([https://www.swd.gov.hk/en/whatsnew/ifpeoi/detail\\_ifsc2026/form\\_0/](https://www.swd.gov.hk/en/whatsnew/ifpeoi/detail_ifsc2026/form_0/))



# Prescribed Proposal Form (PPF)

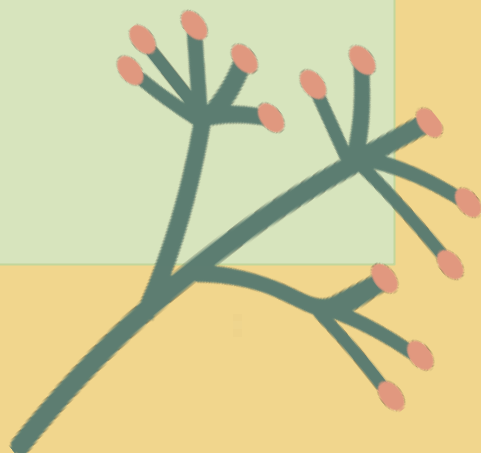
Except for the scaled layout drawing mentioned in item 4.1 of PART III of Annex 10 for which 1 page of A3-size layout plan is allowed, the PPF shall be typed and printed on **A4-size** paper, legible character spacing, and **single-line spacing** either in **English** with a font size of 12 in Times New Roman or in **Chinese** with a font size of 12 in 新細明體.



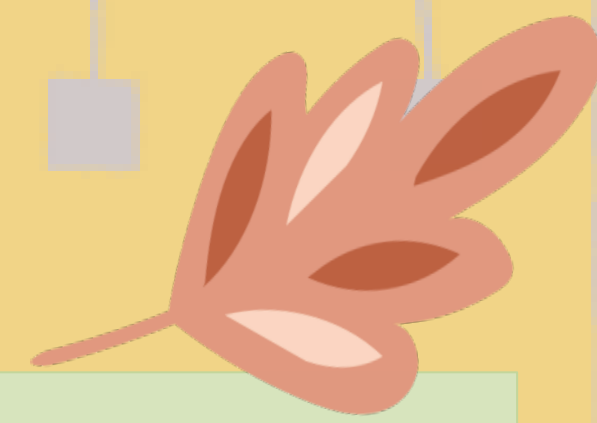
# Prescribed Proposal Form (PPF)



- Part III of the PPF shall NOT be more than **20 PAGES** in total, including textual content, tables, diagram/ charts/ picture/ photo/ scanned copy/ PDF/ Excel, etc in a readable format and in whatever forms of presentation such as attachments, annexes and appendices.
- The page limit is not applicable to Part I, II, IV or V, nor to any documents attached to prove compliance with all the eligibility criteria, experience in providing relevant services in Hong Kong, activities/ programmes organised and conducted in echoing/supporting government policy, if applicable.



# Prescribed Proposal Form (Cont'd)



- An applicant organisation and its Proposal Form must meet **ALL** the mandatory requirements set out in paragraph 3 to 5 of the Service Specifications. A Proposal Form will not be considered further for failure to comply with any of the mandatory requirements.
- The PPF must be **completed in full**, with input to each and every item on the form (mark “✓” against  , “Nil” or “Not Applicable” as appropriate; if not, the items shall be regarded as void).



# Prescribed Proposal Form (Cont'd)



- The vertical spacing of the boxes in PPF may be expanded to suit the presentation, but **the format and content (e.g. width of the boxes and margins) of the PPF shall not be amended or deleted.**
- The PPF should be properly page-numbered and indexed, and put in a binder.
- Information provided in the box under the specified quality aspect in Part III of the PPF will only be assessed in that respective aspect. SWD **will not assess any information beyond the specified number of pages** mentioned above, or any information contained in pages which deviates from the prescribed format of this PPF.



# Submission of Applications

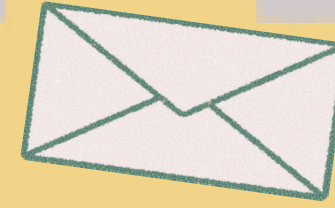


- The completed PPF should be signed by a person who is authorised to fully represent the organisation with the organisation chop;
- Submitted the **original copy plus 12 printed copies and one soft copy** (USB flash drive in Microsoft Word 2010 or above version), to the following address by handing in a sealed envelope marked **CONFIDENTIAL - “Application as Service Operator of IFSC in Kwu Chun Estate”**.



Director of Social Welfare  
[Attn: Senior Social Work Officer (Family) 2]  
Family and Child Welfare Branch  
Social Welfare Department  
Room 721, Wu Chung House  
213 Queen's Road East,  
Wan Chai, Hong Kong

# Submission of Applications





- In the event of any discrepancy between the soft copy and the hard copy, the hard copy shall prevail.
- Deadline of submission:  
**5:00p.m. on  
6 July 2026 (Monday)**
- Late submissions or submissions not sent by hand shall **NOT** be accepted for assessment.





# Remarks

- In case a black rainstorm warning signal or tropical cyclone warning signal no. 8 or above is hoisted or extreme conditions is announced by the Government between 2:00 p.m. and 5:00 p.m. on the closing date, the closing time for submission of proposal will be automatically extended to 5:00 p.m. on **the first ensuing working day (excluding Saturday) without further announcement.**
  - There will neither be disclosure of marks, nor any appeal mechanism.
- 




Q & A

Session



# Enquiries



**Perry CHEUNG,**  
Senior Social Work Officer  
Family and Child Welfare Branch  
Social Welfare Department  
**Tel. No.: 2892 5170**

**Edith YEUNG,**  
Social Work Officer  
Family and Child Welfare Branch  
Social Welfare Department  
**Tel. No.: 2892 5186**



Website  
<https://www.swd.gov.hk/tc/whatsnew/latestnew/>





Thank you!

