**Prequalification Questionnaire for Prospective Contractor**

**General Instructions**

The responses to Section 1 to 5 below by applicants for prequalificationshall provide complete, true, accurate and up to date information required to enable the MTR Corporation Limited (the Corporation) to prequalify a company (the Applicant) to tender for the Contract(s) as described in the Prequalification Questionnaire.

When completing this Prequalification Questionnaire, Applicants shall be aware of the following conditions:

1. The Corporation shall treat all responses in this Prequalification Questionnaire as confidential and undertakes not to disclose the responses to others (with the exception of the Corporation's financial, legal and insurance advisors and the Government of Hong Kong Special Administrative Region, as appropriate, during the prequalification and the tender assessment period).
2. Completion of the Prequalification Questionnaire shall not bind the Corporation to invite an Applicant to submit a tender and no reasons shall be given for the exclusion of unsuccessful Applicants.
3. The composition of the list of tenderers shall rest entirely with the Corporation and its decisions shall be final.
4. In the event that the applicant has or may have a conflict of interest which may affect its judgment in relation to the contract or its ability to properly discharge the works or services to be delivered (including dealings with third parties), then the applicant shall immediately notify the Corporation as to the nature of the conflict or potential conflict of interest and thereafter shall discuss and agree with the Corporation what action is necessary to resolve the conflict.
5. The Applicant shall not, and shall ensure that its directors, employees, agents and subcontractors shall not, offer or give any advantage as defined in the Prevention of Bribery Ordinance (Cap. 201) to any employee or agent of the Corporation. Any breach of or non-compliance of this condition by the Applicant shall, without affecting its liability for such breach or non-compliance, result in its application not being considered.

**Submission of Information for Prequalification**

**Guide for Submission**

Please fill in all cells highlighted in yellow.

**Submitted by**

|  |  |
| --- | --- |
| **Company name:** |  |
| **Contact person:** |  |
| **Title:** |  |
| **Telephone No.:** |  |
| **Email address:** |  |
| **Date:** |  |
| **Authorized Signature :**  |  |

**Section 1**

**Expression of Interest**

1. ELEMENTS (“ELE”) is an upscale shopping mall and is looking for qualified service providers who are determined to provide top-end services benchmarking with six-star hospitality standards.
2. ELE are currently adopting a body-shopping contract approach with manpower level at one hundred and twenty-nine (129) of Cleaning Staff. Under the contract, Contractor shall provide services including recruitment of cleaning personnel, staffing arrangement, backup and ad hoc staff arrangement, as well as to provide administrative support etc.
3. On top of the current approach, ELE considers another approach of providing comprehensive cleaning service for the mall operation.
4. The Contract Period for the tender package in paragraph 5 below is for a period of three (3) years tentatively from 1 December 2025 to 30 November 2028.
5. Applicants are welcome to express interest to both or any packages by selecting “Yes” in the table below as appropriate, and submit the required information and documents.

|  |  |
| --- | --- |
| **Package** | **Intention to Bid** |
| Package A : Provision of Cleaning Personnel and Miscellaneous Cleaning Service (Body Shopping) | Yes / No\* |
| Package B : Provision Comprehensive Cleaning Services | Yes / No\* |

 *\* please delete as inappropriate*

1. Successful applicants will be invited to tender for the respective package(s).

**Section 2 – Company Profile**

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Detailed Information** | **Index No.** | **Submitted****(Yes/No)** |
| Company Profile | *(Please submit company profile in the form of appendix with Index No. 1.)* | 1 |  |
| Year of company establishment | Established in \_\_\_\_\_\_\_\_\_\_\_*(Please submit copy of Business Registration Certificate in the form of appendix with Index No. 1.)* | 1 |  |
| Organization Chart and number of employees | *(Please submit organization chart in the form of appendix with Index No. 1.)* | 1 |  |
| Name of related companies e.g. holding, sister companies, subsidiaries |  |  |  |
| Number of direct employee for cleaning services | *\_\_\_\_\_\_\_\_\_\_staff*  |  |  |
| No. of direct Admin & HR staff for handling recruitment and payroll  | *\_\_\_\_\_\_\_\_\_\_staff*  |  |  |
| Audited Financial Statements for last 3 Years. | *(Please provide the document in the form of appendix with Index No. 1)* | 1 |  |

**Section 3.1 – Job Reference in the Past 5 years (Index 2)**

| **Item** | **Job Reference on Cleaning Services in the past 5 years (since 2020)****with more than 70 headcounts**  |
| --- | --- |
| 1 | **Luxury Shopping Mall / Hotel**  |
|  | Name of Client |  |
|  | Location of Services |  | Service Size: \_\_\_\_\_\_\_\_\_sq ft |
|  | Contract Period |  |
|  | Number of Cleaning Personnel |  | Type:□ Body Shopping Service□ Comprehensive Service |
|  | Contract Value (HK$) |  |
| Client’s commendation (if any)  | Submitted in the form of Appendix by referring to Section & Item Nos.  |
| 2 | **Luxury Shopping Mall / Hotel**  |
|  | Name of Client |  |
|  | Location of Services |  | Service Size: \_\_\_\_\_\_\_\_\_sq ft |
|  | Contract Period |  |
|  | Number of Cleaning Personnel |  | Type:□ Body Shopping Service□ Comprehensive Service |
|  | Contract Value (HK$) |  |
| Client’s commendation (if any)  | Submitted in the form of Appendix by referring to Section & Item Nos.  |
| 3 | **Luxury Shopping Mall / Hotel**  |
|  | Name of Client |  |
|  | Location of Services |  | Service Size: \_\_\_\_\_\_\_\_\_sq ft |
|  | Contract Period |  |
|  | Number of Cleaning Personnel |  | Type:□ Body Shopping Service□ Comprehensive Service |
|  | Contract Value (HK$) |  |
| Client’s commendation (if any)  | Submitted in the form of Appendix by referring to Section & Item Nos.  |

| **Item** | **Job Reference on Cleaning Services in the past 5 years (since 2020)****with more than 70 headcounts**  |
| --- | --- |
| 1 | **Shopping Mall/Travel Industry** |
|  | Name of Client |  |
|  | Location of Services |  | Service Size: \_\_\_\_\_\_\_\_\_sq ft |
|  | Contract Period |  |
|  | Number of Cleaning Personnel |  | Type:□ Body Shopping Service□ Comprehensive Service |
|  | Contract Value (HK$) |  |
| Client’s commendation (if any)  | Submitted in the form of Appendix by referring to Section & Item Nos.  |
| 2 | **Shopping Mall/Travel Industry** |
|  | Name of Client |  |
|  | Location of Services |  | Service Size: \_\_\_\_\_\_\_\_\_sq ft |
|  | Contract Period |  |
|  | Number of Cleaning Personnel |  | Type:□ Body Shopping Service□ Comprehensive Service |
|  | Contract Value (HK$) |  |
| Client’s commendation (if any)  | Submitted in the form of Appendix by referring to Section & Item Nos.  |
| 3 | **Shopping Mall/Travel Industry** |
|  | Name of Client |  |
|  | Location of Services |  | Service Size: \_\_\_\_\_\_\_\_\_sq ft |
|  | Contract Period |  |
|  | Number of Cleaning Personnel |  | Type:□ Body Shopping Service□ Comprehensive Service |
|  | Contract Value (HK$) |  |
| Client’s commendation (if any)  | Submitted in the form of Appendix by referring to Section & Item Nos.  |

| **Item** | **Job Reference on Cleaning Services in the past 5 years (since 2020)****with more than 50 headcounts , below 70 headcounts** |
| --- | --- |
| 1 | **Luxury Shopping Mall / Hotel**  |
|  | Name of Client |  |
|  | Location of Services |  | Service Size: \_\_\_\_\_\_\_\_\_sq ft |
|  | Contract Period |  |
|  | Number of Cleaning Personnel |  | Type:□ Body Shopping Service□ Comprehensive Service |
|  | Contract Value (HK$) |  |
| Client’s commendation (if any)  | Submitted in the form of Appendix by referring to Section & Item Nos.  |
| 2 | **Luxury Shopping Mall / Hotel**  |
|  | Name of Client |  |
|  | Location of Services |  | Service Size: \_\_\_\_\_\_\_\_\_sq ft |
|  | Contract Period |  |
|  | Number of Cleaning Personnel |  | Type:□ Body Shopping Service□ Comprehensive Service |
|  | Contract Value (HK$) |  |
| Client’s commendation (if any)  | Submitted in the form of Appendix by referring to Section & Item Nos.  |
| 3 | **Luxury Shopping Mall / Hotel**  |
|  | Name of Client |  |
|  | Location of Services |  | Service Size: \_\_\_\_\_\_\_\_\_sq ft |
|  | Contract Period |  |
|  | Number of Cleaning Personnel |  | Type:□ Body Shopping Service□ Comprehensive Service |
|  | Contract Value (HK$) |  |
| Client’s commendation (if any)  | Submitted in the form of Appendix by referring to Section & Item Nos.  |

| **Item** | **Job Reference on Cleaning Services in the past 5 years (since 2020)****with more than 50 headcounts , below 70 headcounts** |
| --- | --- |
| 1 | **Shopping Mall/Travel Industry** |
|  | Name of Client |  |
|  | Location of Services |  | Service Size: \_\_\_\_\_\_\_\_\_sq ft |
|  | Contract Period |  |
|  | Number of Cleaning Personnel |  | Type:□ Body Shopping Service□ Comprehensive Service |
|  | Contract Value (HK$) |  |
| Client’s commendation (if any)  | Submitted in the form of Appendix by referring to Section & Item Nos.  |
| 2 | **Shopping Mall/Travel Industry** |
|  | Name of Client |  |
|  | Location of Services |  | Service Size: \_\_\_\_\_\_\_\_\_sq ft |
|  | Contract Period |  |
|  | Number of Cleaning Personnel |  | Type:□ Body Shopping Service□ Comprehensive Service |
|  | Contract Value (HK$) |  |
| Client’s commendation (if any)  | Submitted in the form of Appendix by referring to Section & Item Nos.  |
| 3 | **Shopping Mall/Travel Industry** |
|  | Name of Client |  |
|  | Location of Services |  | Service Size: \_\_\_\_\_\_\_\_\_sq ft |
|  | Contract Period |  |
|  | Number of Cleaning Personnel |  | Type:□ Body Shopping Service□ Comprehensive Service |
|  | Contract Value (HK$) |  |
| Client’s commendation (if any)  | Submitted in the form of Appendix by referring to Section & Item Nos.  |

**\*\*Note: Please attach client’s complimentary letter in the form of appendix with Index No. 2, if any**

***(Please insert page and table beyond this page for more job reference when necessary)***

**Section 3.2 – Body Shopping Management (Index 2)**

| **Item** | **Body Shopping Management experience in the past 5 years (since 2024)** |
| --- | --- |
| 1 | Name of Client |  |
|  | Location of Services |  |
|  | Contract Period |  |
|  | Number of Cleaning Personnel |  |
|  | Contract Value (HK$) |  |
|  | Client’s commendation (if any)  | Submitted in the form of Appendix by referring to Section & Item Nos.  |
| 2 | Name of Client |  |
|  | Location of Services |  |
|  | Contract Period |  |
|  | Number of Cleaning Personnel |  |
|  | Contract Value (HK$) |  |
|  | Client’s commendation (if any)  | Submitted in the form of Appendix by referring to Section & Item Nos.  |
| 3 | Name of Client |  |
|  | Location of Services |  |
|  | Contract Period |  |
|  | Number of Cleaning Personnel |  |
|  | Contract Value (HK$) |  |
|  | Client’s commendation (if any)  | Submitted in the form of Appendix by referring to Section & Item Nos.  |

**Section 3.3 – Job Reference with MTR Corporation (Index 2)**

|  |
| --- |
| **Job Reference with MTR Corporation** **(**please list out the job details below) |
| **1** |  |
| **2** |  |
| **3** |  |

***(Please insert page and table beyond this page for more job reference when necessary)***

**Section 4 – Management and Service team**

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Detailed Information** | **Index No.** | **Submitted****(Yes/No)** |
| Manpower Resources of the Company | *(Please provide the information below and attach C.V & other related information in the form of appendix with Index No. 4, if any)* | 4 |  |

| **1** | **Service Team In-charge** |
| --- | --- |
|  | Name of Employee |  |
|  | Position |  |
|  | Year of Relevant Experience |  |
|  | C.V. to attach (Y/N) |  |
|  | Name of Employee |  |
| Position |  |
| Year of Relevant Experience |  |
| C.V. to attach (Y/N) |  |

| **2** | **Service Team – Account Manager** |
| --- | --- |
|  | Name of Employee |  |
|  | Position |  |
|  | Year of Relevant Experience |  |
|  | C.V. to attach (Y/N) |  |
|  | Name of Employee |  |
| Position |  |
| Year of Relevant Experience |  |
| C.V. to attach (Y/N) |  |

***(Please insert page and table beyond this page for more key personals when necessary)***

**Section 5 – Quality Management System**

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Detailed Information** | **Index No.** | **Submitted****(Yes/No)** |
| **Safety Management** |
| Safety Policy | *(Please provide related documents in the form of appendix with Index No. 5)* | 5 |  |
| Safety Management Plan / Manual | *(Please provide related documents in the form of appendix with Index No. 5)* | 5 |  |
| Safety Management System (e.g. ISO 45001) | *(Please provide related documents including ISO certificate in the form of Index No. 5)* | 5 |  |
| Safety Records of Past 2 Years | *(Please provide related documents in the form of appendix with Index No. 5, if any)**(e.g. fatal accident, reportable accident, dangerous occurrence, safety related prosecution, etc.)*  | 5 |  |
| **Environment Management** |
| Environmental Management Policy | *(Please provide related documents in the form of Index No. 6)* | 6 |  |
| Environmental Management System(e.g. ISO 14001) | *(Please provide related documents including ISO certificate in the form of Index No. 6)* | 6 |  |
| **Quality Management** |
| Quality Management System includingISO 9001 certificates or equivalent | *(Please provide related certificates in the form of appendix with Index No. 7, if any)* | 7 |  |

**Section 6 – Supplier Code of Practice**

Applicant is required to comply with the Corporation’s Supplier Code of Conduct.  This provides an ethical and behavioural framework for contractor doing business with the Corporation.

|  |
| --- |
| **Supplier Code of Practice** |
| This Supplier Code of Practice (the **“Code”**) provides an ethical and behavioural framework for the Corporation’s suppliers/ contractors/ consultants (herein collectively referred to as a **“Supplier”**) in Hong Kong and overseas. All Suppliers are required to comply with the Code when doing business with the Corporation. Suppliers shall communicate with their workforce (including directors, officers, employees, contractors and consultants) to ensure that they comply with the Code.  The Corporation reserves the right, upon reasonable notice, to conduct Supplier audits to verify compliance with the Code.  The Corporation also reserves the right to request certification from a Supplier that the workforce has read, understood and acknowledges compliance with the Code. Any violation of the Code shall be considered a material breach of the contract/order by the Supplier. |
| 1 | **Ethical Standards** The Supplier shall uphold high ethical standards in all aspects of its operation, including:* Compliance with all applicable laws and regulations
* Maintenance of confidentiality
* Anti-bribery and corruption (including the soliciting or accepting of advantages)
* Open and fair competition
 |
| 2 | **Human and Labour Rights**The Supplier shall support the principles of the United Nations Universal Declaration of Human Rights, the International Labour Organization Declaration of Fundamental Principles and Rights at Work, the OECD Principles of Corporate Governance,the United Nations Global Compact and shall comply with relevant laws and regulations in their respective countries in the following areas:* Child Labour
* Forced Labour
* Anti-Slavery and Human Trafficking
* Health and Safety
* Wages and Working Hours
* Discrimination
* Discipline
* Freedom of Association
 |
| 3 | **Environment**The Supplier shall manage and minimize the environmental impact of their business and commit to continuously improving their environmental management and monitoring systems to comply with all applicable laws and regulations and keep pace with best practices. |
| 4 | **Supply Chain Management**The Supplier shall ensure full compliance with the Code by its own suppliers, subcontractors and other business partners. |

On behalf of the management and staff, I confirm full compliance with this Ethical Code of Conduct.

### (to be signed by the Chairman, CEO, Human Resources Director or a member of Senior Management)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Signature: |  |  | Date: |  |
| Name / Title: |  |  | Company: |  |
| And |  |  |  |  |
| Signature: |  |  | Date: |  |
| Name / Title: |  |  | Company: |  |

**Section 7 – Questionnaire and Document To Be Submitted**

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Detailed Information** | **Index No.** | **Submitted****(Yes/No)** |
| Corporate Responsibility Questionnaire | *(Please complete and sign the document as attached below in the form of appendix with Index No. 8)*  | 8 |  |
| Environmental Management Questionnaire | *(Please complete and sign the document as attached below in the form of appendix with Index No. 9)* | 9 |  |
| Disclose Potential Conflict Interest, if any | *(Please disclose any potential conflict of interest that may have for taking up this Contract and provide details in the form of appendix with Index No. 10)* | 10 |  |