

Tender Invitation
Provision of Social Support Services
Targeted for
Pneumoconiosis/Mesothelioma patients and/or Carers

Tender Queries & Responses

Q1: In 2024, the Social Support Services Programme recorded a total of 2 238 visits involving 331 patients and carers. What is the breakdown of patients and carers by district?

A1: Out of the 331 patients and carers served, approximately 15% resided on Hong Kong Island, 30% in Kowloon, and 55% in the New Territories.

Q2: There are currently over 300 patients receiving services. Will these cases be taken over by the new service providers?

A2: The conditions of the patients will be assessed, and appropriate cases will be referred to the new service provider(s) for follow-up. Additionally, since multiple service providers may be awarded the tender, if a new provider offers services only in specific regions, cases will be allocated accordingly based on geographic coverage.

Q3: Is an outing or participation in activities with a patient considered a visit?

A3: The service requirements primarily focus on home and hospital visits, with each visit lasting no less than an hour.

Q4: The service requirements include escorting patients to medical appointments or hospital admissions. However, as each visit must last no less than an hour, does this imply that such escort services are not counted as a visit?

A4: The service requirements mainly focus on home and hospital visits. Service provider is encouraged to assist patients in accessing free or low-cost escort services through social welfare applications.

Q5: Is subcontracting of social worker services or the engagement of part-time social workers to deliver services acceptable?

A5: Service providers may deliver services through subcontracting. Please refer to section 3.4 of the tender document.

The engagement of part-time social workers for the services is also acceptable. Please indicate the details in the technical proposal.

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