

## **Schedule 4**

### **Detailed Service Requirements**

#### **1. Description of the Services**

In accordance with Clause 1 in Part 3 – Special Conditions of Contract, the Contractor is required to provide the following services at the HKWP throughout the Contract Period:

- (a). Ticket Selling;
- (b). Collection of fees and charges;
- (c). Preparation and compilation of all returns and records; and
- (d). Handling and answer enquiries.

#### **2. Ticket Selling**

- (a). The Contractor shall provide efficient and effective ticket selling services for visitors of HKWP. On-site ticket selling service shall be provided at the ticket selling counters of the Ticket Office of HKWP. The Contractor shall also provide advance booking service for group and individual visitors by administering the on-line bookings received via the HKWP website (<http://www.wetlandpark.com>).
- (b). The ticketing system (i.e. the computer system, including the hardware and software and its repair and maintenance, for issuing tickets, calculating charges and keeping relevant records and statistics) and the tickets will be provided by the Government. In performing the Services the Contractor shall strictly follow and adopt (a) operation procedures of the ticketing system; and (b) operation and accounting procedures for collection of fees and charges, in both cases from time to time as prescribed by the Government (the latest version prior to the issue of the Tender Documents are set out at Annex E). The ticketing system allows for payment by cash, cheque and electronic money including EPS and Octopus, when applicable.
- (c). Types of tickets include HKWP admission tickets, including but not limited to single-entry tickets, multi-entry tickets, family pass, temporary tickets and ticket coupons.
- (d). The Contractor shall operate and manage the ticket selling counters at Ticket Office of the HKWP throughout the hours mentioned in the first row of the table in Clause 2(e) below and throughout such hours deploy at least 1 Supervisor and 3 Tellers on Mondays, and Wednesdays to Saturdays, at least 2 Supervisors and 5 Tellers on Sundays and public holidays, to man the Ticket Office for ticket selling and fees collection (including car-parking fees). The Contractor shall deploy one Staff on Tuesday (except public holiday) throughout the same hours at the Ticket Office for cash collection by bank for deposit.

- (e). The Contractor is required to meet the following performance targets throughout the Contract Period –

<b>Performance Indicator</b>	<b>Target</b>
Manning the ticketing office and ticket-selling counters	Manned from 9:30am – 5:30pm on opening days of HKWP
Unauthorised admission	0%
Availability of ticket in ticketing office and system	All the time
Handling time for each transaction	No longer than 30 seconds per transaction
Minimum queue time for visitor to buy a ticket	20 minutes on Saturdays, Sundays and public holidays

### **3. Collection of Fees and Charges**

- 3.1 The Contractor shall be responsible for collection of fees and charges at the HKWP, including but not limited to admission fees, car-parking fees, permit fees and other Government revenue items, on behalf of the Government. The Contractor shall be liable to safe custody of cash and valuables; handling of keys; and shall follow the procedures, instructions and regulations given by the Government from time to time.

The Contractor is required to –

- (a). collect government fees and charges, including admission fees of the HKWP, car-parking fees, permit fees and other Government revenue items at the ticket selling counters of the Ticket Office (collectively “Government Revenue”);
- (b). deposit the Government Revenue collected to Government’s bank account in accordance with Clause 3.2 of this Schedule (“Government Account”);
- (c). follow proper operation and accounting procedure for ticket selling and revenue collection from time to time specified by the Government;
- (d). conduct all necessary checking and reconciliation of amount paid by electronic money, i.e. credit cards, EPS or Octopus whichever is applicable, and in the event of any discrepancy, claim for the difference on behalf of the Government from the electronic payment service provider; and
- (e). keep, and submit to the Government, where required, proper records of all transactions (including ticket selling and revenue collection) in accordance with Clause 4 of this Schedule.

### 3.2 Payments to Government's Account

- (a). The Contractor shall at all times cause all Government Revenue which are received or collected by, or otherwise in the possession or under the control of, the Contractor to be deposited in the Government Account on the next Business Day after receipt, collection, possession or the assumption of control, of such amount (as the case may be). That Contractor shall in the meantime make all proper and adequate arrangements for the security of cash, cheques, credit card chits and other amounts and credits awaiting processing and/or deposit.
- (b). All amounts from time to time paid or payable into the Government Account shall be and be deemed to be the sole property of the Government.
- (c). All donations, grants, gifts or other such income received by the Contractor in connection with the HKWP shall immediately be accounted for and paid to the Government.
- (d). Under no circumstances whatsoever may the Contractor deduct from or set-off the Government Revenue or any part thereof to satisfy any money or indebtedness which may be payable or otherwise due by the Government to the Contractor under this Agreement or otherwise.

## **4. Preparation and compilation of all returns and records**

### 4.1 Transaction Reports

The Contractor shall prepare and compile all transaction reports on ticket selling and fees collection at the HKWP and submit to the Government Representative in accordance with the time and in the format specified in Annex E (or such revised timing and format from time to time prescribed by the Government).

### 4.2 Contractor to Keep Accounts, Books, Invoices, etc.

- (a). Without limiting the Contractor's obligations under this Agreement, the Contractor shall at all times throughout the Contract Period plus 24 months keep and maintain at the HKWP or at any other place approved by the Government full and accurate books of account and records relating to the Government Revenue in respect of each Financial Year including the transaction reports referred to in Clause 4.1(a) and all items referred to in sub-Clauses (b) and (c) below (collectively "Books and Records").
- (b). The Contractor shall ensure that each transaction generating Government Revenue shall be recorded on serially numbered invoices or receipts and/or cash register tapes or electronically or in any other way recommended from time to time for control purposes by the auditor of the Government.

- (c). Without prejudice to the generality of sub-Clause (a), the Contractor shall keep at the HKWP or at such other place as the Government may approve throughout the Contract Period plus 24 months all invoices, receipts, dockets, statements, cash register slips, statements, invoices, delivery dockets, accounts rendered, demands, computer records and all other evidence of any kind relating to Government Revenue.
- (d). If the Contractor defaults in keeping or making available any of the items mentioned in Clause 4.1, the Government shall be entitled at the Contractor's expense to make or cause to be made an audit of the Contractor's books of account and all other records kept by the Contractor and to make enquiries of any source relating to the same or to any possible dealings with the Contractor.
- (e). On or before expiry of three (3) months after each Financial Year, the Contractor shall submit to the Government financial statements (containing such details to the satisfaction of the Government including the information set out in Clause 4.2(f)) in respect of the Government Revenue received, receivable, and/or collected, or otherwise in the possession or under the control of the Contractor in that Financial Year duly audited by a firm of certified public accountants (practising) registered under the Professional Accountants Ordinance (Cap. 50 of the Laws of Hong Kong) and acceptable to the Government, and certified by a director of the Contractor as true and complete.
- (f). Within seven (7) Business Days after the end of each month of the Contract Period, the Contractor shall submit to the Government Representative a monthly report on the Government Revenue together with all necessary supporting documents and information as the Government may request, all of which duly certified by the Contract Manager as true and complete, containing the following information:
  - (i). the total amount of Government Revenue deposited into the Government Account in the month to which such report relates;
  - (ii). the total amount of Government Revenue received or receivable in the same month broken down into two sub-categorises:
    - (1). the amount of Government Revenue collected and received in the same month and which has been deposited into the Government Account also in that month;
    - (2). the total amount of Government Revenue received or receivable in the same month but which have not been deposited into the Government Account in that month, specifying because (a) the collection of which is pending further processing due to any modes of payment other than cash, or (b) it has been deposited or is pending deposit on the first business day of the subsequent month in accordance with the deadline

stipulated in Clause 3.2(a), or (c) any other causes beyond the control of the Contractor with supporting evidence;

- (iii). justifications with supporting documentary evidence (where applicable) of the difference between the sums reported under (i) and (ii)(1) above (if any) after taking in account the amount of Government Revenue received in the preceding months but only deposited into the Government Account this month under the circumstances mentioned in (ii)(2) above;
- (iv). a breakdown of the amount of the Government Revenue into difference categories based on the attributable sources, and another breakdown based on the different modes of payment or discharge of the Government Revenue; and
- (v). such other details and particulars as the Government may request.

#### 4.3 Government May View and Audit Accounts

- (a). The Government shall be entitled at all times during the Contract Period and any time within twenty-four (24) months after the end of the Contract Period to require from the Contractor original or copy of any financial information relating to the Government Revenue including without limitation all Books and Records;
- (b). the Government and any person authorised by it shall have the right at the HKWP or any other relevant location to check and tabulate the amount of Government Revenue in relation to any period or periods, if the Government so requires;
- (c). the Government and any person authorised by it shall have the right at any time and from time to time to inspect, to take copies of, and audit, all the books of account, statements, invoices, documents, records, returns, papers, files, sales slips, dockets, cash register slips, credit card chits and statements, agreements, bank deposit slips, bank statements, computer records and other evidence of the Contractor relating in any way to Government Revenue wherever located including without limitation all Books and Records; and the Contractor at the request of the Government shall make the same available for such inspection, copying (in whole or in part) or audit at the HKWP or at such other place as the Government may require;
- (d). the Government shall be entitled to interview staff of the Contractor, any person who is a present or past director, controller or auditor of, or is or was at any time employed by the Contractor in relation to all financial matters and to give explanation of any of the items and materials mentioned in sub-Clause (b) above; the Contractor shall give assistance to the Government concerning such interviews;

- (e). the Government will on a monthly basis reconcile the amount of Government Revenue actually paid into the Government Account by the Contractor (as shown in bank statements issued in relation such Account) in that month, with the monthly reports submitted by the Contractor pursuant to Clause 4.2(f), or with documentary evidence in relation to or showing the Government Revenue which should have been deposited in accordance with Clause 3.2(a) in the same period, including without limitation, information produced by the ticketing system of HKWP, and the number of permits actually issued by the Government under Cap. 208A (“Reconciliation”). The Contractor shall give all necessary assistance to the Government for conducting such Reconciliation including provision to the Government of such document and information concerning the Government Revenue as the Government may request;
- (f). if:
- (i). the Government causes an audit or enquiry to be made pursuant to this clause, which reveals that the amount of Government Revenue which the Contractor should have deposited into the Government Account in relation to any period is higher than the amount of Government Revenue for the same period actually deposited by the Contractor into the Government’s Account, or
  - (ii). the amount of Government Revenue which the Contractor should have deposited into the Government Account in respect of a Financial Year or any month of the Contract Period (as the case may be) as shown in the audited financial statements presented by the Contractor to the Government pursuant to Clause 4.2(e) or in the monthly report submitted to the Government under Clause 4.2(f), as the case may be, is higher than the amount of Government Revenue for the same period actually deposited by the Contractor into the Government’s Account, or
  - (iii). a Reconciliation conducted by the Government in respect of any month of the Contract Period reveals that the amount of Government Revenue which should have been deposited into the Government Account in accordance with Clause 4.2(a) is higher than the amount of Government Revenue actually deposited by the Contractor into the Government’s Account in the same period, and unless the Contractor justifies such difference to the satisfaction of the Government,

then without prejudice to the Government’s other rights and claims, the Contractor shall forthwith pay to the Government the difference, plus interest at the rate equal to the rate per annum as announced by The Hongkong and Shanghai Banking Corporation Limited from time to time to be its prime lending rate for Hong Kong Dollars, accruing from the period commencing from the date which such amount should have

been deposited into the Government Account and ending on the date of actual payment, such interest shall accrue on a daily basis and in a year of 365 days, and the cost of incurred by the Government for such audit or enquiry in the case of (i); and

- (g). the provisions of (e) and (f) above do not limit any other right of the Government in respect of any default by the Contractor.

## 5. Handling and answer enquiries

- (a). The Contractor is required to answer public enquiries on fees collection and ticket selling of the HKWP. The enquiries includes but not limited to those enquires lodged through internet, telephone, letter, in person or referred by Government hotline (1823).
- (b). The Contractor shall handle and respond to all enquiries with appropriate remedial and follow up actions, and complete records shall be kept for all these matters.
- (c). In respect of customer care and enquiries handling, the Contractor is required to meet the following targets throughout the Contract Period –

Performance Indicator	Target
Responding to customer enquiries	Within the next working day
Full reply to written enquiries	Within 3 weeks from lodging of complaint
Maintaining proper records for all enquiries and corresponding remedial actions	All the time throughout the Contract Period

## 6. Details of Manpower Requirements

### 6.1 Manpower Requirements

- (a). The Contractor should provide suitable staff for provision of the required Services:

Post	Minimum No. of staff required		
	Monday, Wednesday to Saturday	Sundays and Public Holidays	Tuesdays (except public holidays)
Supervisor	1	2	1
Tellers	3	5	0

## 6.2 Minimum Requirements on Qualification and Experiences of Supervisors and Tellers

- (a). Supervisor:
- Secondary 5 graduated with five subjects at Grade E/ Level 2 or above including Chinese Language and English Language (Syllabus B) in the Hong Kong Certificate of Education Examination;
  - Professional training on accounting, book-keeping, financial management at Certificate level or equivalent;
  - Two (2) year's experience in ticket selling, fee collection or shroff office operation at supervisory level;
  - Good knowledge of English and Chinese computer application (such as MS Word, Excel); and
  - Being permanent residents of the HKSAR.
- (b). Teller:
- Secondary 5 graduate;
  - 1 year's experience at ticket office or shroff office;
  - able to read and write Chinese and English; speak fluent Cantonese and simple English; and
  - Being permanent residents of the HKSAR.

## 6.3 Duties of Supervisors and Tellers

- (a). Supervisor:
- Overseeing all fees collection, ticket selling, booking and processing, on-line ticket booking;
  - Administer revenue collection and preparation of accounting records;
  - Supervise and monitor performance of Tellers on service provided;
  - Deposition of Government revenue collected and stock-taking of all government revenues collected;
  - Safe-keeping of all Government valuables required for the provision of required service;
  - Handling public enquiries;
  - Liaise with Government Representative on submission of records and returns; and
  - Any other duties as assigned by the Government Representative.
- (b). Teller:
- Ticket selling and annual pass processing;
  - Handling public enquiries;
  - Operation of the Ticketing Operation System for revenue collection and ticket selling;
  - Cash handling;
  - Compilation and printing of reports and records on fees collection and ticket selling;
  - Printing and preparation of tickets and multi-entry passes;
  - Conduct visitor statistic through Ticketing Operation System; and
  - Any other duties as assigned by the supervisor.

**7. Service Hours**

The service hours of the Ticket Office is given below:

Mondays, Wednesdays to Sundays:	9:30am – 4:00pm (for selling of admission tickets and collection of Government fees and charges.)  9:30 am – 5:30pm (for collection of car-parking fee)
Tuesdays (except public holidays):	Closed

**8. Place of Work**

The place of work is Ticket Office of Hong Kong Wetland Park, Wetland Park Road, Tin Shui Wai, New Territories.

**9. Supervision**

All Staff shall follow all directions and instructions issued by the Executive Assistant and Clerical Supervisor of the HKWP. All Staff should observe the office discipline practices of the Government and take office instructions from his/her supervisors of the Government. The Government will conduct surprise inspection to the reconciliation of cash receipts, sales of tickets and other accounting document related to ticket selling and revenue collection at Ticket Office from time to time that the Government considers necessary.

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