

Tender Details

Reference : TD 423/2020

Procuring Department : Transport Department

Subject : Tender for Contract for Provision of Toll Tags and Toll Collection Services at Government Tolled Tunnels and Tsing Sha Control Area installed with Free-flow Tolling System (“FFTS”)

Description : The successful tenderer will be required to undertake the following duties:

- (i) to issue different types of toll tags, including: (i) the toll tag that is specific to a vehicle (“VTT”); (ii) the toll tag that is specific to a vehicle toll class (“TT”); and (iii) the two-piece device which comprises a holder (antenna) and a detachable card as a facilitation measure for toll splitting between vehicle owner and drivers;
- (ii) to provide account management for FFTS (i.e. FFT Accounts) where the users of FFTS may set up payment means (e.g. auto payment accounts, stored-value account associated with TT), make payment in arrears through designated channels, check transaction records and make query on the transaction via the web and mobile applications;
- (iii) to collect tolls on behalf of the Government by providing and maintaining different electronic payment means;
- (iv) to provide customer service which includes: handling enquiries, complaints and disputes; providing different service-related channels, e.g. call centre, customer service centres, service kiosks, service outlets, etc.; issue notification to the registered vehicle owners or its authorised agent or FFT Account holders via mobile application, SMS or email in relation to tolling matter; and arrange publicity for promoting the use of toll tag and the registration of the FFT Accounts;
- (v) to manually process video footages/photo images to identify the vehicles if their vehicle registration marks cannot be recognised by the Automatic Number Plate Recognition;
- (vi) to manage and operate the backend system and field equipment of FFTS;

(vii) to provide, manage and maintain the sub-systems/databases including the payment systems, the FFT Account database, toll tag issuing system, stored-value account system, customer hotline system and complaint record system; and

(viii) to collect evidence for toll evasion cases; issue the surcharge notice for unpaid toll and surcharge to the registered vehicle owner; and submit evidence or acting as a witness for Transport Department to bring the cases to the magistrate.

The duration of the contract shall be six (6) years commencing on a date the Government of the Hong Kong Special Administrative Region shall specify by notice.

Contact : Miss Pauline TSE,
Senior Transport Officer,
Business Management Section,
Transport Department,
14th Floor, South Tower,
West Kowloon Government Offices,
11 Hoi Ting Road, Yau Ma Tei, Kowloon.

Tel No. (852) 3842 5868
Fax No. (852) 2877 5768

Closing date/time : 12:00 noon on Friday, 30 July 2021 (Hong Kong time)

Tenders must be deposited in the tender box as specified in this tender notice (“Specified Tender Box”) before the tender closing time. Late tenders or tenders not deposited in the Specified Tender Box will not be accepted. If tropical cyclone signal No. 8 or above is hoisted, or a black rainstorm warning signal or “extreme conditions after super typhoons” announced by the Government is/are in force at any time between 9:00 a.m. and 12:00 noon on 30 July 2021 (Friday), the tender closing time will be postponed to 12:00 noon (Hong Kong time) on the first working day after the tropical cyclone signal No. 8 is lowered, or the black rainstorm warning signal or the “extreme conditions after super typhoons” announced by the Government has/have ceased to be in force. In case of blockage of the public access to the location of the Specified Tender Box at any time between 9:00 am and 12:00 noon (Hong Kong time) on 30 July 2021 (Friday), the Government will announce extension of the tender closing time until further notice. Following removal of the blockage, the Government will announce the extended tender closing time as soon as practicable. The above announcements will be made via press releases on the website of Information Services Department (<http://www.info.gov.hk/gia/general/today.htm>).

Submission of Tenders/Applications : Tenders must be clearly marked with the tender reference and the subject of the tender on the outside of the envelope (but should not

bear any indication which may relate the tender to the tenderer) addressed to the Chairman, Central Tender Board, and placed in the Specified Tender Box situated at the Lobby of the Public Entrance on the Ground Floor of East Wing of Central Government Offices, 2 Tim Mei Avenue, Tamar, Hong Kong **before 12:00 noon on Friday, 30 July 2021** (Hong Kong time).

Remarks : Forms of tenders and further particulars are obtainable during office hours from 11 June 2021 (Friday) from Business Management Section of Transport Department at 14/F, South Tower, West Kowloon Government Offices, 11 Hoi Ting Road, Yau Ma Tei, Kowloon (Tel: 3842 5868; Fax: 2877 5768).

The Government of the Hong Kong Special Administrative Region does not bind itself to accept the tender with the highest overall score or any tender, and reserves the right to negotiate with any tenderer about the terms of the offer.

To facilitate the preparation of tenders, a tender briefing session will be arranged on 24 June 2021 (Thursday) for prospective tenderers. For tenderers who are interested in participating in the tender briefing session, please contact Business Management Section of Transport Department (Tel.: 3842 5872; Fax: 2877 5768) on or before 22 June 2021 (Tuesday).

Details of the award of this contract will be published on the Internet at http://www.gld.gov.hk/eng/services_2_c.htm.