

16 May 2023

Dear Sir / Madam,

**Tender Reference No. HKTOEM/2023/001**  
**Invitation to Tender for the Hospitality Service Provider**  
**for the Prudential Hong Kong Tennis Open 2023**

You are invited to submit a tender for the Hospitality Service Provider for the Prudential Hong Kong Tennis Open 2023 as specified in the tender documents.

1. Your tender proposal should be submitted, in copies specified in the tender, in **two separate sealed envelopes** no later than **12:00 noon on 5 June 2023** (Hong Kong time). Late tenders will **NOT** be considered.
2. The tenderer shall deposit two **separate** sealed envelopes with labels as specified below into the tender box located at the office of **Hong Kong Tennis Open Event Management Limited (“HKTOEM”) - Room 1021, 1 Stadium Path, So Kon Po, Causeway Bay, Hong Kong** **no later than 12:00 noon on 5 June 2023** (Hong Kong time). Late tenders will **NOT** be considered.
  - a. Label with “Technical Proposal for Hospitality Service Provider for the Prudential Hong Kong Tennis Open 2023”
  - b. Label with “Fee Proposal for Hospitality Service Provider for the Prudential Hong Kong Tennis Open 2023”

Please note that the envelope labelled with “Technical Proposal” shall **NOT** include any pricing details. Failure to do so will render the tender null and void. Tenders submitted after the above time or tenders deposited at places other than that stated above will **NOT** be considered.

3. The tenderer shall provide the completed “Company information” in Annex 3 of the tender invitation in the Technical Proposal, containing basic information of the interested tenderer.
4. In the event of Typhoon Signal No. 8 or above, or Black Rainstorm Warning is hoisted on the tender closing date, the closing time will be automatically postponed to 12:00 noon of the next working day.

5. Neither HKTOEM nor its related party is bound to accept any proposal it may receive.
6. It should be noted that HKTOEM will not be responsible for the reimbursement of any cost incurred by you for the preparation of the submission
7. HKTOEM may request site visit(s) at the hotel(s) listed in the proposal within 1-2 weeks after the closing of the tender. HKTOEM will contact those interested and shortlisted tenderers for site visit arrangement after the tender closes on 5 June 2023.
8. All tender documents can be downloaded from the Hong Kong, China Tennis Association (HKCTA) website: <http://www.tennishk.org/en/about-us/tender-information>.
9. For queries regarding this tender invitation and/or tender process, please contact Ms. Andrea Chan at 2794 1791 or via email: [procurement.hkto@tennishk.org](mailto:procurement.hkto@tennishk.org).

Yours sincerely,



Chris Lai  
Chief Executive Officer

Encl.

**Tender Reference No. HKTOEM/2023/001**  
**Invitation to Tender for the Hospitality Service Provider for**  
**the Prudential Hong Kong Tennis Open 2023**

**Please adhere the following labels on separate sealed envelopes of your submitted tender.**

**“Confidential”**

**Technical Proposal**

Hong Kong Tennis Open Event Management Limited  
The Tender Box  
Room 1021, 1 Stadium Path,  
So Kon Po, Causeway Bay, Hong Kong

Ref: No.: HKTOEM/2023/001

Hospitality Service Provider for the Prudential Hong Kong Tennis Open 2023

Name of Tenderer: \_\_\_\_\_

**Closing Time and Date: 12:00 noon on 5 June 2023**

**“Confidential”**

**Fee Proposal**

Hong Kong Tennis Open Event Management Limited  
The Tender Box  
Room 1021, 1 Stadium Path,  
So Kon Po, Causeway Bay, Hong Kong

Ref: No.: HKTOEM/2023/001

Hospitality Service Provider for the Prudential Hong Kong Tennis Open 2023

Name of Tenderer: \_\_\_\_\_

**Closing Time and Date: 12:00 noon on 5 June 2023**

# Tender Documents for Hospitality Service Provider for the Prudential Hong Kong Tennis Open 2023

## **Employer**

Hong Kong Tennis Open Event Management Ltd (“HKTOEM”), a subsidiary of Hong Kong Tennis Association  
Room 1021,  
1 Stadium Path, So Kon Po,  
Causeway Bay,  
Hong Kong

May 2023

## 1. Introduction

With the intention to build the status of Hong Kong as an international city and events hub, HKSAR acquired from the Women's Tennis Association (WTA), the international governing body of women's tennis professionals, an international series license to enable Hong Kong to run a professional sports tournament annually since 2014.

Hong Kong Tennis Open Event Management Limited ("HKTOEM"), a subsidiary of the Hong Kong, China Tennis Association ("HKCTA"), has thus been established to own and organise the Hong Kong Tennis Open ("PHKTO", the "Tournament" or the "Event"). Since its inaugural tournament in 2014, PHKTO has been receiving its operating funding primarily through the support of HKSAR Government, its title sponsor, Prudential Hong Kong Limited, and various co-sponsors. The Event has become a key sporting event known by Hong Kong citizens as well as internationally renowned.

The Tournament will be held at Victoria Park Tennis Stadium, Causeway Bay from **7-15 October 2023** with total prize money of US\$250,000. It is part of the WTA Autumn Asian Swing which culminates at the season ending WTA Finals.

## 2. The 2023 Tournament

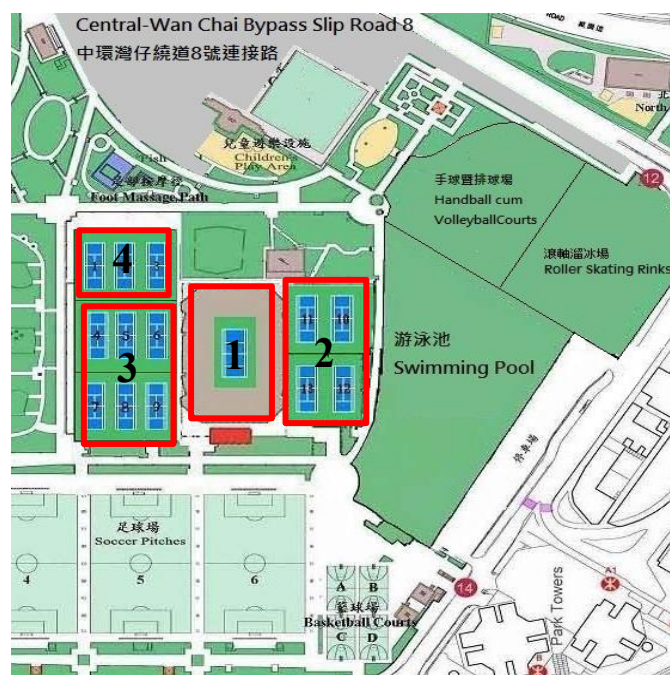
The Tournament will be staging its 6<sup>th</sup> edition in 2023, and first since its 2018 edition which was awarded 'WTA International Tournament of the Year,' beating out 32 other events in the same tier globally. The Tournament is positioned as a lifestyle and sporting event that is community focused, health-conscious, action packed and sustainable, while showcasing some of the world's best women's tennis players.

The focus of this year's event is the celebration of the return of PHKTO after five years and Hong Kong's return to the forefront of the world stage. It will have a vibrant party/carnival theme to encourage everyone in the community to get involved either by watching the matches or visiting the activity-filled Tournament Village. The key aim is to leverage the Event to promote tennis to all in a fun and engaging way, delivering an even more spectacular event than its last award-winning edition.

Similar to previous editions, the Tournament will be held at the Victoria Park Tennis Stadium, in which the main stadium and two additional show courts will be used to play matches, as well as courts allocated as practice courts. Matches to be held at the Centre Court will be free of charge for the period from 7-9 October with paid ticketing starting from 10–15 October 2023, and houses a maximum of 3,600 spectators. Matches held at the two show courts for the first few days will be free for admission and both courts together can house 500 – 600 spectators. (See rough floor plan below)

Apart from the core tournament activities at the stadium, the Tournament Village will be built adjacent to

the stadium which will provide food, beverages, activities and entertainment to ticket holders and the general public, with a separate marquee for VIP/Hospitality guests. Admission to this entertainment zone is free. The Village will embrace the party/carnival theme with performances and live entertainment during the tournament week. The intimate location of the Village, just steps away from the Centre Court stadium will provide the tournament with a more convenient and connected guest and fan experience.



- 1 – Centre Court
- 2 – Show Courts
- 3 – Tournament Village and VIP/Hospitality Marquee
- 4 – Practice Courts

The tentative tournament schedule is as follows:

7 October (Saturday) – 8 October (Sunday)	Singles Qualifying (24 draw – 18 matches)
9 October (Monday) – 15 October (Sunday)	Singles Main Draw (32 draw – 31 matches)
9 October (Monday) – 15 October (Sunday)	Doubles Main Draw (16 draw – 15 matches)

Matches for Main Draw are likely to be played between 2pm and 11pm with details to be finalized.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<b>STARTING TIME</b>	3 pm	3 pm	3 pm	3 pm	2 pm	2 pm	2 pm
<b>No. of Singles Matches</b>	8	8	4	4	4	2	1
<b>No. of Doubles Matches</b>	2	2	4	3	2	1	1
<b>Total No. of Matches</b>	<b>10</b>	<b>10</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>3</b>	<b>2</b>
<b>No. of courts to be used</b>	3	3	2	2	2	1	1

For more information about the tournament and the schedule of play in 2018, please visit the official website: <http://www.hktennisopen.hk>.

### 3. Our Value Proposition

PHKTO's long-term goal is to continuously promote tennis to Hong Kong people through staging a professional tournament in the city as a symbolic event whilst also engaging the community in a mass-public event that encourages the adoption of an active and healthy lifestyle to all. Through a series of PHKTO related activities and the tournament itself, we aim to increase people's interest and awareness towards tennis as a healthy lifestyle option, thus increasing our spectator fan base and ultimately develop grassroots and even professional players in the community.

### 4. Target Audience

The key target audience includes the following:

4.1 Primary target: spectators who buy tickets to watch the tournament. They are likely amateur players participating in tennis in various private clubs and sports clubs, or sports enthusiasts. Mostly in the age range of 30 – 65.

4.2 Secondary target: General public, focusing on young families. The tournament village is open to all. We aim to encourage parents to bring along children (aged 3 – 15) and promote healthy outdoor activities to primary / secondary school students.

### 5. Purpose of the Tender

The purpose of the Tender is to solicit proposals to establish a contract with a qualified Hospitality Service Provider ("Company") for providing the hospitality services (including but not limited to hotel accommodations for players and officials) for the Tournament. This tender document sets out all the requirements and selection criteria to be used.

### 6. Tender and Proposal Contents

Tender and proposal submitted should include the followings:

- a. Company's staff resources
  - i. Company profile, background and expertise;
  - ii. Details of servicing team for hospitality service for the Tournament
- b. Whether Company fulfills all requirements of HKCTA/HKTOEM set out in Section 8. Company is expected to provide reference photos:
  - i. all hotel rooms to be provided as mentioned in the proposal;
  - ii. hotel facilities including gym, executive lounge, breakfast area, check-in counter, parking area reserved for the official cars, welcome desk area for players

- c. Details of special terms and conditions, including cancellation policy and minimum guaranteed room nights, if any, to be specified in the **Fee Proposal**
- d. Details of tourist packages to be tailor-made for the Tournament
- e. Details of promotional supports for before, during and after the matches;
- f. Any proposal of an agreement for 1, 2 or 3 years is welcomed, but not obligatory. Proposal for longer agreement term with price discount offer is also welcomed.

## 7. Entitlements as Hospitality Service Provider

Company will have the following entitlements:

- a. Designated as the “Official Partner” of the Tournament;
- b. The right to advertise its status as the “Official Partner” of the Tournament;
- c. The right to use tournament logos in its advertising and promotional materials in connection with the Tournament;
- d. Company name and/or logos in promotional activities/materials, including official website, social media;
- e. Company can request for other brand exposure opportunities and/or free complimentary tickets as a barter deal for reduction in cost and/or supporting for the following activities:
  - a. joint promotional activities via Company’s various channels and database and packages targeting visitors;
  - b. Press Conference which HKTOEM is considering to hold at the official hotel in the week of 4<sup>th</sup> September with the capacity of 100 persons (Please propose the venue for our consideration. In case a rental fee is required for the venue, please include in the fee proposal accordingly.);
  - c. Players’ Party which HKTOEM is considering to hold in the official hotel’s ballrooms on 8<sup>th</sup> October. It will be in the form of cocktail for guests of around 300 persons or a sit-down dinner for guests of around 150 persons (In case a rental fee is required for the venue, please include in the fee proposal accordingly.).

Note:

Please indicate any such proposal in your fee proposal. Standard sponsorship packages information will be provided upon written request via email: [procurement.hkto@tennishk.org](mailto:procurement.hkto@tennishk.org).



**8. Requirements:** Company should include the following table in their proposal indicating whether they can fulfill such requirements or not and provide detailed proposal:

Descriptions	Requirements	Fulfilled?(Y/N)																																																																
1. Hotel Room	<p>Estimation of hotel rooms/day. According to previous years, around 300 standard room nights were on guest own accounts while others were on HKTOEM account, total room nights required is within 800. Should you propose different rates for HKTOEM and their guests, please indicate it in the Fee Proposal.</p> <table><tr><td>Estimation:</td><td>5-Oct</td><td>6-Oct</td><td>7-Oct</td><td>8-Oct</td><td>9-Oct</td><td>10-Oct</td><td>11-Oct</td><td>12-Oct</td><td>13-Oct</td><td>14-Oct</td><td>15-Oct</td><td>16-Oct</td><td>17-Oct</td><td>18-Oct</td><td>19-Oct</td></tr><tr><td></td><td>Thu</td><td>Fri</td><td>Sat</td><td>Sun</td><td>Mon</td><td>Tue</td><td>Wed</td><td>Thu</td><td>Fri</td><td>Sat</td><td>Sun</td><td>Mon</td><td>Tue</td><td>Wed</td><td>Thu</td></tr><tr><td>Executive Suites</td><td>0</td><td>0</td><td>4</td><td>8</td><td>8</td><td>8</td><td>8</td><td>8</td><td>8</td><td>8</td><td>4</td><td>1</td><td>1</td><td>1</td><td>1</td></tr><tr><td>Queen/Twins</td><td>25</td><td>75</td><td>95</td><td>105</td><td>105</td><td>105</td><td>100</td><td>80</td><td>60</td><td>25</td><td>25</td><td>1</td><td>1</td><td>1</td><td>1</td></tr></table> <p><i>Note: The above is only an estimation based on previous experience and the actual no. of rooms required on each day is subject to change and according to final confirmation from HKTOEM.</i></p>	Estimation:	5-Oct	6-Oct	7-Oct	8-Oct	9-Oct	10-Oct	11-Oct	12-Oct	13-Oct	14-Oct	15-Oct	16-Oct	17-Oct	18-Oct	19-Oct		Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Executive Suites	0	0	4	8	8	8	8	8	8	8	4	1	1	1	1	Queen/Twins	25	75	95	105	105	105	100	80	60	25	25	1	1	1	1	
Estimation:	5-Oct	6-Oct	7-Oct	8-Oct	9-Oct	10-Oct	11-Oct	12-Oct	13-Oct	14-Oct	15-Oct	16-Oct	17-Oct	18-Oct	19-Oct																																																			
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Queen/Twins	25	75	95	105	105	105	100	80	60	25	25	1	1	1	1																																																			
2. Proximity from venue	<ul style="list-style-type: none"><li>Within 15 minutes travelling from Victoria Park Tennis Stadium</li></ul>																																																																	
3. Guest Services	<ul style="list-style-type: none"><li>Dedicated Check-in counter</li><li>24 hours access to Gym</li><li>In-room Internet</li><li>Provision of simple sight-seeing guide</li><li>Concierge service to guests including local, guided tours (on guest account but it could be of very short notice due to tight match schedules)</li></ul>																																																																	
4. Executive Lounge	<ul style="list-style-type: none"><li>Free access to Executive Lounge for VIPs (e.g. coach/parents or marquee players).</li></ul>																																																																	
5. Breakfast	<ul style="list-style-type: none"><li>Breakfast on actual consumption basis. May be on guest own bill or on HKTOEM account (Advance confirmation with HKTOEM authorized personnel is required.)</li></ul>																																																																	
6. Player Welcome Desk	<ul style="list-style-type: none"><li>Dedicated welcome desk, for HKTOEM staff stationing at Lobby with HKTO backdrop, for players to seek assistance for any</li></ul>																																																																	

	tournament related matters. Hotel to provide electricity, internet connections, etc.	
<b>7. Parking for official Limousine</b>	<ul style="list-style-type: none"> <li>• Provision of parking slots for Official Limousines to standby for VIPs (e.g. Marquee Players and WTA guests, etc.). Please state how many parking slots will be allocated.</li> </ul>	
<b>8. Promotional Supports</b>	<ul style="list-style-type: none"> <li>• As official partner of HKTO2023, Official hotel is expected to provide strong promotional support for the event to raise the event awareness and hence attendance, to both local and overseas visitors;</li> <li>• Hotel room with HKTO2023 tickets packages to be designed and promoted to local and overseas visitors via hotel's promotional platforms. Complimentary tickets can be provided to support this effort;</li> <li>• Distribution of promotional materials to hotel guests before as well as during the event days.</li> </ul>	

## 9. Tender Selection Criteria

The selection of the winning proposal will be based on the respective applicants' scores out of 100 for the following areas:

Price:	50%
Proximity to Venue	10%
Hotel Facilities	10%
Convenience of Accommodation	10%
Services to Players/VIPs	10%
Promotional Support	5%
Ability to Attract Local and Overseas Visitors	5%

The criteria that will be used to assess the Price will be as follows:

- a) Room rate
- b) Room upgrade
- c) offer complimentary or discounted costs for venue and/or catering for press conference(s) and players' party

The criteria that will be used to assess the Proximity to Venue will be as follows:

- a) Distance of hotel from event venue

The criteria that will be used to assess the Hotel Facilities will be as follows:

- a) Quality of hotel facilities, including gym, hotel room, etc.

The criteria that will be used to assess the Convenience of Accommodation will be as follows:

- a) Time taken for travelling between hotel and Victoria Park
- b) Convenience to shopping areas

The criteria that will be used to assess the Services to Players/VIPs will be as follows:

- a) Any value added service to players and VIPs to enhance their experience during their stay such that, in the long run, Tournament can be players' first choice in the same level of event in Asia

The criteria that will be used to assess the Promotional Support will be as follows:

- a) Any promotional support help increasing the awareness of the Tournament, including using existing platforms of Company (and/or its partners and affiliates);

The criteria that will be used to assess the Ability to Attract Local and Overseas Visitors will be as follows:

- a) Any packages or promotional campaign to be developed to attract visitors to Hong Kong and/or attending the event

## **10. Others**

### **a. Offering Gratuities**

- a) Company shall not, and shall procure that his employees, agents and sub-contractors shall not, offer an advantage as defined in the Prevention of Bribery Ordinance, (Cap 201) in connection with the tendering and execution of the Hospitality Service Provider contract.
- b) Failure to so procure or any act of offering advantage referred to in (a) above committed by Company or by an employee, agent or sub-contractor of the tenderer shall, without affecting the Company's liability for such failure and act, will result in its tender being invalidated.

### **b. Anti-Collusion**

- a) Company shall not communicate to any person or entity other than HKTA and HKTOEM the amount of any tender, adjust the amount of any tender by arrangement with any other person, make any arrangement with any other person about whether or not he or that other person should or should not tender or otherwise collude with any other person in any manner whatsoever in the tendering process. Any breach of or noncompliance with this sub-clause by Company shall, without affecting the Company's liability for such breach of rules and laws or non-compliance, invalidate the tender.
- b) Sub-clause (a) of this Clause shall have no application to the Company's communications in strict confidence with his own insurers or brokers to obtain an insurance quotation for computation of tender price and communications in strict confidence with his consultants / sub-contractors to solicit their assistance in preparation of tender submission.
- c) Company shall submit to HKTOEM a duly signed warranty in the form set out in Annex 2 to the effect that he understands and will abide by these clauses. The warranty shall be signed by a person authorized to sign the contract on Company's behalf.
- d) Any breach of any of the representations and/or warranties by Company may prejudice Company's future standing as a HKTA and its affiliate's contractor.

### **c. License**

- a) Hospitality Service Provider shall secure and pay for any such licenses and comply fully with any and all applicable laws, ordinances and regulations for the services provided under the Hospitality Service Provider agreement.

- b) Hospitality Service Provider shall be liable to all damage to any property in the event venue arising from the provision of offsite catering service due to the negligence of the tenderer or its employees.
- c) The tenderer agrees to be liable to any damages or injury suffered by third parties arising from the supply of contaminated or bad food.

d. Insurance

- a) Hospitality Service Provider shall take out and maintain adequate public liability insurance with a reputable insurance company to cover all of its liabilities under ordinances, statute or at common law in respect of personal injury to or death of any person and loss of damage to property, whether real or personal, as a result of the provision of the services under the Hospitality Service Provider agreement with a minimum limit of HK\$50 Million per incident.
- b) Hospitality Service Provider shall take out and maintain Employee's Compensation Insurance to cover all of its liabilities under the ordinance, statute or at common law for all persons employed by Hospitality Service Provider in the provision of services under the Hospitality Service Provider agreement.

## **11. Expression of Interest**

Company shall submit to the Hong Kong Tennis Open Event Management Limited, in the Technical Proposal, a duly signed Expression of Interest in the form set out in Annex 1 to confirm that the information provided in all the submitted documents are true, complete, accurate and not misleading.

## **12. Terms & Conditions**

All tender applications satisfying the requirements of this request for proposals will be evaluated to establish which of the applicants' proposals would best fulfill the needs of the HKTOEM and the Event. This tender document, however, does not commit the HKTA nor HKTOEM to award a contract, to pay any costs incurred in the preparation of the tender application or a contract for the goods and/or services offered. HKTOEM reserves the right to accept or reject any or all tender applications received as a result of this tender document, to negotiate with all qualified tenderers or to cancel this tender, if it is in the best interests of the HKTOEM to do so. The decision of the HKTOEM shall be final.

**Annex 1: Expression of Interest (Please attach to the Technical Proposal.)**

\_\_\_\_\_ wishes to register interest and apply to be a  
(insert name of organization)

supplier of the Prudential Hong Kong Tennis Open 2023. I confirm that the information given in the submitted proposal documents are true, complete, accurate and not misleading.

Authorized Signature with Company Chop: \_\_\_\_\_

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

## **Annex 2 – Warranty (Please attach to the Technical Proposal.)**

To: Hong Kong Tennis Open Event Management Limited

Dear Sir/Madam,

### **Warranty**

1. By submitting a proposal, the applicant represents and warrants that in relation to the proposal for Hospitality Service Provider for the Prudential Hong Kong Tennis Open 2023:
  - i. it has not communicated and will not communicate to any person or entity other than the Hong Kong, China Tennis Association and Hong Kong Tennis Open Event Management Limited the amount of any proposed price;
  - ii. it has not fixed or will not fix the amount of any proposed price by arrangement with any person;
  - iii. it has not made and will not make any arrangement with any person as to whether it or that other person will or will not submit a proposal; and
  - iv. it has not otherwise colluded and will not otherwise collude with any person in any manner whatsoever in the request for proposal process.
2. In the event that the applicant is in breach of any of the representations and/or warranties in Clause (1) above, the Hong Kong Tennis Open Event Management Limited shall be entitled to, without compensation to any person or liability on the part of the Hong Kong, China Tennis Association and Hong Kong Tennis Open Event Management:
  - i. reject the proposal submitted;
  - ii. if the Hong Kong Tennis Open Event Management Limited has accepted the proposal, withdraw its acceptance of the proposal; and
  - iii. if the Hong Kong Tennis Open Event Management Limited has entered into the contract with the applicant, terminate the contract.
3. The applicant shall indemnify and keep indemnified the Hong Kong, China Tennis Association and Hong Kong Tennis Open Event Management Limited against all losses, damages, costs or expenses arising out of or in relation to any breach of any of the representations and/or warranties in Clause (1) above.

4. Clause (1) shall have no application to the applicant's communications in strict confidence with its own insurers or brokers to obtain an insurance quotation for computation of the proposed price, or with its professional advisers, and consultants or sub-contractors to solicit their assistance in preparation of proposal submission. For the avoidance of doubt, the making of a bid by a bidder to the Hong Kong Tennis Open Event Management Limited in public during an auction will not by itself be regarded as a breach of the representation and warranty in Clause (1)(i) above.
5. The rights of the Hong Kong Tennis Open Event Management Limited under Clauses (2) to (4) above are in addition to and without prejudice to any other rights or remedies available to it against the applicant.

Authorized Signature & Company Chop: \_\_\_\_\_

Name of Person Authorized to Sign (in Block Letters): \_\_\_\_\_

Name of Applicant in English (in Block Letters): \_\_\_\_\_

Date: \_\_\_\_\_



**Annex 3: Company Information (Please attach to the Technical Proposal.)**

- 1 Name of Company (English) : \_\_\_\_\_  
(Chinese) : : \_\_\_\_\_
- 2 Registered Office : \_\_\_\_\_  
\_\_\_\_\_  
  
Postal Address : \_\_\_\_\_  
(If different from above) \_\_\_\_\_
- 3 Web-site : \_\_\_\_\_
- 4 Business Registration Certificate No. : \_\_\_\_\_  
(Please attach a copy)
- 5 Date of Commence of Business : \_\_\_\_\_
- 6 Contact Person  
(a) Name : \_\_\_\_\_  
(b) Title & Department : \_\_\_\_\_  
(c) Direct Line : \_\_\_\_\_  
(d) Fax no. : \_\_\_\_\_  
(e) Email address : \_\_\_\_\_

**Signed for and on behalf of the Company :**

Signature and Company Chop : \_\_\_\_\_  
  
Name in Block Letters : \_\_\_\_\_  
  
Position : \_\_\_\_\_  
  
Date : \_\_\_\_\_