

Categorization of Services and Suppliers

I think the current categorization of service and suppliers can still be maintained but we hope the upper limit of the project amount can be raised higher, say \$3 million dollars.

If Hong Kong Government wish to promote the HK IT SMEs to explore the overseas outsourcing market, the SMEs should be given more opportunities to bid for this kind of project to build up their project profile to increase their competence; otherwise, the Hong Kong IT SMEs would always be restricted on minor projects and its growth would be limited.

If Hong Kong Government wishes to encourage more Hong Kong IT SMEs to obtain higher certification level of mainland China Certified System Integrator, they also need this kind of opportunity to build up their profile to achieve higher certification.

I would suggest on certain occasions the companies in minor group can bid with the suppliers in major group on projects with estimated project amount below, say \$3 million dollars.

Selection of Contractor and Contractor Consideration

Though we know there is a marking scheme in each assignment selection process, the suppliers do not have the proper feedback on their scores. The feedback on the scores of each criteria is important that we know what to improve in new assignment proposal and keep on improve ourselves. Feedback is one of the important elements in any quality management system.

Others

Most of the SOA-QPS assignments are provision of manpower. It is hard to say it is a quality professional service. We bid these assignments purely based on provision of manpower and the management of these staff will go the management staff of the user department. On certain occasions, we have to take up management responsibility to manage and prioritize the user's request but this kind of effort is not included in our budget.

If we wish to promote the IT service level of HK IT SMEs, we should consider changing the current mode from provision of man-power to a kind of provision of managed service for a particular departmental unit. Even the Government positions Hong Kong as a Financial Centre, it still requires a strong IT infrastructure to build up a strong base of IT talent and service management level to support the operation and development of this financial centre.

I also hope there should be a price adjustment mechanism to cope with the inflation rate; otherwise, it is difficult for the IT firms to retain their staff. An IT staff may not see their future and leave the IT industry. The end result you cannot retain good IT staff to support the government departments. Both the suppliers and government department would suffer.