

FEEDBACK ON ITPSA REVIEW

JOS is glad to provide the feedback and comments regarding the ITPSA review. The comments and suggestions below come not just from a Bulk contractor of ITSD but also from the view point of the IT industry as a whole.

Based on the issues stated in the ITPSA consultation paper, below are the comments and some suggested solution.

A. Participation by Suppliers

Issue

Whether there is room for increasing the number of contractors.

Comments/Suggested Solutions

- In practice, most of the government departments have the tendency to select the stringent group for their designated projects. So combining basic and stringent groups could, in effect, serve the purpose of enlarging the pool of contractors. Therefore, we suggest not subdivide each category into basic & stringent.
- After, combining the basic & stringent groups, there will in 8 vendors for category A, 5 vendors for category B & C and 6 vendors in category D. We consider this quite sufficient and don't see there is any further room for each category to expand.

B. Length of Contracts

Issue

Whether current contract duration is the optimal duration for the arrangement of the ITPSA

Comments/Suggested Solutions

- The current duration of 48 months (30+18) seems optimal. Shortening it will not be cost effective as more frequent biddings would incur more administrative costs for both the government

departments and service providers

- From our past experience, 30 months' contract duration is a suitable time to allow service providers to leverage experience gained over multiple assignment briefs.

C. Selection of Contractors and Quality Consideration

Issue

The feasibility of inclusion of additional quality criteria or expansion of existing criteria to enhance quality assurance of contractors.

Comments/Suggested Solutions

- Project quality can be assured and cut-throat pricing can be avoided if the supply of qualified/accredited personnel is stipulated in the assignment briefs
- In addition to the inclusion of qualitative criteria at the time bulk tender submission, we suggest to have the same requirement at the time of evaluation of assignment briefs .

D. Categorisation of Services and Suppliers

Issue:

Views on the current categorisation and grouping of contractors arrangement

Comments/Suggested Solutions

- Current basic & stringent category definition are not clear to government departments.
- Therefore, there is a tendency for government departments to designate projects as stringent.
- Suggest not to subdivide contractors into basic & stringent groups; or
- A clearer definition and more detailed guidelines regarding these 2 groups should be given to the government departments.

E. Categorisation of Human Resources

Issue

Views on the current human resources categorization structure

Comments

- We support the position of ITSD regarding the staff categories based on the general IT qualification and the length of relevant working experience.
- We also agree that certain degree of flexibility should be built into the system to cater for projects requiring specialist or new skills.

F. Sub-contracting

Issue

Whether the current sub-contracting arrangement should be upheld or even expanded.

Suggested Solutions

- We share the general recommendation of the industry that the sub-contracting mechanism should be maintained. The government's continued non-intervention policy in this area is much welcomed.
- We suggest to allow sub-contractors to claim reference on the responsible projects.

G. Country of Origin of Workforce

Issue

Views on the present workforce policy of the government

Comments

- We support the government's present workforce policy.

H. Managing Conflict of Interest

Issue

Views on the government's current policy adopted in managing conflicts of interests amongst service and product providers.

Comments

- We support the current measures of government adopted in maintaining an open and fair environment for suppliers.

I. Supplier Registration System

Issue

Views on the existing supplier registration systems

Comments/Suggested Solutions

- We fully support ITSD's intention to enhance its list of registered suppliers and the supplier reference database in government projects. This provides useful information to and creates a more transparent environment for IT service providers.

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