

11 APR 2012

Office of the Government Chief Information Officer
The Hong Kong SAR Government.
Attention: Mr. Paul P K PANG

Dear Mr. PANG,

Feedback on SOA-QPS2 Review

With reference to the **Consultation on the Standing Offer Agreement for Quality Professional Services 2 (SOA-QPS2) in the Government of the HK SAR** issued by your office, dated 15 MAR 2012, our company, China Communications Services Corporation Limited, would like to make the following comments.

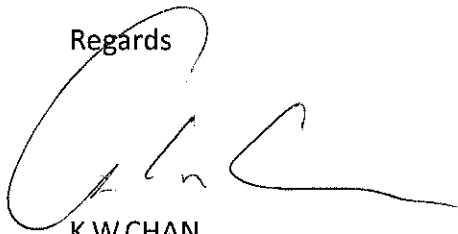
- a. Categorisation of Services and Suppliers – our company suggest to include a new service category on “Business Strategy Study” for B/Ds to carry out ISSS services, and also a new service category on “Independent Testing” for system implementation projects’ UAT planning, design and execution;
- b. Participation by Suppliers – we believe that there should not be more than 9 contractors in each service categories, and if possible, 6 contractors would be optimal;
- c. Length of Contracts – we support the current arrangement of 48 months contract;
- d. Bidding Performance –
 - i. Proposal submission – we suggest that bidding performance should not be affected when Work Assignment participation rate or higher than 50%;
 - ii. CPAR – we suggest that OGCIO should act as the mediator whenever there is dispute on the CPAR rating, or the disputed item should not be counted on the contractor’s General Technical Sub-Score calculation; and
 - iii. General Technical Sub-Score – the “calculation” and “result” of the sub-score should be more transparent in order to facilitate contractors’ self-improvement.
- e. Categorisation of Human Resources –
 - i. We support the current arrangement on Professional Staff Categorisation;
 - ii. WAB Professional Staff requirement – we notice that a lot of B/Ds is

putting too much specific; product oriented; B/D experience related requirement into WAB Professional Staff requirement which may eventually turn out to dis-qualify almost all except one QPS contractors, and causing unfair competition; and

- iii. Staff replacement – we suggest that the replacement staff requirement should be tied up with the specification on WAB, not the out-going staff, which will make the replacement process more easy to handle.
- f. Sub-contracting – we have no comments on this issue;
- g. Timing for Proposal Submission – we have no comments on this issue. However, we suggest that OGCIO should set up and a standard practice for WAB issuing and proposal submission, e.g. WAB issue through email with MS Word softcopy, standard proposal template for all B/Ds, email/electronic proposal submission, etc. In order to maximize the SOA-QPS contractors' operation efficiency and minimize any effort/resource wastage;
- h. Payment for Services – we suggest that OGCIO should enforce B/Ds to accept the “effort-based” regular payment approach in order to support the cashflow of local SME;
- i. Continuity of Project Staff – we believe that as long as project schedule and service quality are not affected, staff continuity should not be an issue to B/Ds; and
- j. Project Delay – we believe that project delay should have multiple causes. Contractor may not usually be the only one causing project delay. We suggest OGCIO should develop a more comprehensive approach to monitor progress and performance of ALL the parties, including users, etc., involved within a project in order address the root cause of project delay.

Should you need any clarifications on the above comments, please feel free to contact Mr. K.W.CHAN on (852)2369-3710, fax (852)2369-2821, or email kwchan@chinaccsi.com.

Regards



K.W.CHAN

China Communications Services Corporation Limited