

Feedback on SOA-QP2 Review

Office of the Government Chief Information Officer
The Government of the Hong Kong Special Administrative Region



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Francis Cheng

Tel: 25133355

Email: Francis.Cheng@dimensiondata.com

Feedback on SOA-QPS2 Review

Prepared by Dimension Data China/Hong Kong Ltd
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Introduction

In response to the OGCIO SOA-QPS2 consultation document dated 15th March 2012, we are pleased to provide the following comments and suggestions.

1. Categorization of Services and Suppliers

By participating in SOA-QPS2, DD believes that the categorization of Services and Suppliers is designed appropriately to serve the b general requirements.

- 1.1 Infrastructure as Service - DD believes that QPS has great demand for professional and quality services. DD has vast project management and execution experiences in delivering network and system support services to the Government, banks ,enterprises & Multi National Corporations; most of these services were delivered through our proprietary platform known as the Global Service Operating Architecture (GSOA) via our global service centers (GSC and our Hong Kong Shared Service Centre (HK SSC) located at Tai Koo Shing, Hong Kong

In order for DD to improve & maintain quality standards of service, we rely on the latest technology and up-to-date infrastructure set-up. DD readily provides this professional service to the government. We propose on the exception from ceiling price, suppliers are allowed to include the infrastructure cost for the service.

Under the current QPS2, ceiling price and requirement of staff is heavily emphasized on the ratio of the project cost; DD hopes to reflect to OGCIO to review and revise the model in the next coming contract.

2. Participation by Supplier

- 2.1. Communication medium for tender release from the b/ds to bidders - To request for a more consistent communication approach on the request for submission of tender.

DD has noticed some b/ds uses email while some uses printed letters to be sent to the various service providers for participations. There are valid concerns that by using conventional mails, bidders could miss the submission unintentionally.

With a more consistent & standardized communication method, hopefully it will resolve & ease the submission process

- 2.2. Format of tender received for bidding – With regards to the document format of the RFP document as received, DD hopes the files allows copying and pasting of the contents into the template for the later submission. This is because, most of the compliance contents as listed needs to be reiterated in the submitted document.

In order for a fair and prompt response from the bidders, DD has previously highlighted and feedback on this request to the requesting agency.

- 2.3. The current arrangement on proposal submission requires hard copies of Technical and Price proposals with Compact Disc attached. DD suggests OGCIO to speed up the arrangements on e-submission of responses to Assignment Briefs in order to align with the Government's Environmental Protection Vision.

3. Length of Contracts

DD believes that the current length of contracts for SOA-QPS2 is the minimum to justify the investment for bidding the project, set up of Program Management Offices and the required infrastructure. OGCIO may evaluate the quality of service and consider extension of contract period for saving of the bidding resources.

4. Bidding Performance

One of the SOA-QPS2 bidding performances KPI ties directly to the participation rate; it is oblivious that not all the suppliers can meet all the service requirements of the WAB. Especially the lead time and specific requirements for the bid becomes an indirect advantage to the incumbent service provider.

DD is concerned that to achieve the bidding performance, external suppliers could submit a bid of lower quality or even price out from a reasonable offer in order to meet the above criteria.

This becomes wastage of Supplier's resources to prepare the proposal and the b/d will spend time on evaluation of the proposal.

Therefore the reasons, DD recommends and suggest deregulations of this particular rule to control and to allow bidders not to bid, instead with good written reason.

5. Categorization of Human Resources

DD believes the current categorization of Human Resources in SOA-QPS2 is set appropriately

Over the past two years, DD has experienced difficulties to offer service within the ceiling rate of staff.

In SOA-QPS2, the Human resources charge rates (as a service) may be bundled as part of a total cost (i.e. with the tools or facilities for the staff to deliver the service; for example Helpdesk Service with call logging system from supplier's service desk, this will be the opportunity cost for the service etc). In the current pricing policy, the supplier disallowed to reflect this cost with the labor rate to prevent it from exceeding the ceiling price.

DD suggests that the facilities cost can be quoted on top of the labor rate and supplier may offer service exceeding the ceiling rate.

6. Sub-contracting

DD believes the current practice in SOA-QPS2 is set appropriately.

7. Timing for Proposal Submission

DD has previously indicated that the forecast issued through Government has been unpredictable. This has indirectly affected the ongoing work and resource allocations to support the presales arrangements. (i.e. as indicated in the Government quarterly project RFP release dates, DD interprets the timeline and prepares the necessary resources to conduct the presales tasks.etc) As highlighted, most of the listed schedule does not adhere to the timeframe as listed.

There are valid concerns on complex projects requirements under Service Category 2. If the service providers are not the incumbent service provider, the preparation of the proposal may take longer time.

A better forecast issued allows pre-sales engagement with the b/d to better understand of the issues and requirements, the service provider hopes to have sufficient time to prepare and introduce the best solution to improve the service approach and quality.

8. Payment of Services

DD appreciates OGCIO to encourage the b/ds to simplify the payment schedule and improve the suppliers' cash flow management.

9. Continuity of Project Staff

Stability of project staff depends on job satisfaction, the well prepared workflow and support infrastructure will help the project staff to work in a supportive environment.

DD hopes to highlight this with OGCIO to review the supplier selection criteria and adopt necessary change.

10. Project Delay

Project delay may be avoided if the transition plan is well prepared and executed. The current QPS2 does not cater for cost of transition; DD proposes the transition to be counted as a service requirement in the WAB of a sizable project.

End of feedback from Dimension Data China/Hong Kong Ltd.