



香港中華總商會

The Chinese General Chamber of Commerce

於香港註冊成立的擔保有限公司

Incorporated in Hong Kong and limited by guarantee

香港干諾道中 24-25 號 4 字樓

4/F, 24-25 Connaught Road, Central, Hong Kong

Tel : 2525 6385 Fax : 2845 2610

E-mail : cgcc@cgcc.org.hk Web Site : http://www.cgcc.org.hk

Our ref.: (B)08-1-1

Office of the Government Chief Information Officer
6/F., North Point Government Offices
333 Java Road
Hong Kong
(Attention: Mr Kenneth C K Yeung)

(By post & by fax: 2574 3670)

7 January, 2008

Dear Sir,

Consultation on the Standing Offer Agreement for Quality Professional Services (SOA-QPS)

Thank you for your email dated November 30, 2007 inviting this Chamber to comment on the captioned consultation. Our views on the issue are as follows:

1. Categorization of Services and Suppliers

If the grouping remains the same (i.e. Major and Minor), we would suggest increasing the limit of work assignment in Minor Works Group to HK\$4 million for Cat 1 and HK\$600,000 for Cat 4.

2. Participation by Suppliers

We believe that there is not much benefit for both the Industry players and the Government to increase the number of contractors of SOA/QPS within each service categories. If it maintains to have six contractors in Cat 1 and Cat 3, we would suggest OGCI to consider removing the "Must-Bid" policy that each supplier must bid for each work assignment.

3. Length of Contracts

The existing SOAs are valid for 42 months. We would suggest the next one to be 48 months.

4. Selection of Contractors and Quality Consideration

The existing general quality score of each Contractor and specific quality score of each Work Assignment are not transparent. OGCI should publish the score of each Contractor on an open basis so that each Contractor can understand their relative ranking within their own Group. Currently the general quality score are reviewed on a half-yearly basis. We would suggest shortening it to quarterly review in order to promote quality awareness.

To promote the importance of quality in each Work Assignment and to encourage good performers, we would suggest increasing the quality/price ratio to 50:50 from the existing 30:70 ratio.

5. **Categorization of Human Resources**

No comment.

6. **Sub-contracting**

A full assessment on the quality of sub-contractors should be done before sub-contractors can be registered. Two-level or more levels of sub-contracting should not be allowed, which should be closely monitored by OGCIO during work assignment period.

7. **Contractor Liability**

We agree to set cap on per-project basis. However, we suggest OGCIO to consider setting a general maximum liability to be cap at 2 times of the contract amount.

8. **Timing for Proposal Submission**

Most of the work assignments allow 10 to 15 working days for proposal preparation and submission, which is enough in most cases. However, some Departments sometimes need a long time for proposal evaluation (in some cases even longer to 90 calendar days). It introduces difficulties to all contractors who have submitted proposals and hold up the resources. We would suggest OGCIO should set clear guidelines on proposal evaluation period and provide more active assistance to help the Department to finish the evaluation as soon as possible.

9. **Payment for Services**

Although stage fee or regular payments were introduced by OGCIO, they are not widely accepted by the Department. In some cases the Department still insists 100% payment upon completion of project. Obviously this is unreasonable to service providers, but more importantly, it discourages stage acceptance and it is no good to all parties when problems can only be found at the final stage of the project. We would suggest OGCIO provides a clearer guideline to Department on stage payment and promote the value of stage payment and how it contributes to the success of the project.

Thank you for your kind attention.

Yours sincerely,



Ng Cheung Shing
Chairman
Information & Technology Sub-committee
The Chinese General Chamber of Commerce