

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

Prepared by:

NCSI (Hong Kong) Limited

(Current SOA-QPS Contractor for Service Categories 2, 3 and 4 Major Groups)

Introduction

This paper is to respond to the **Consultation on the Standing Offer Agreement for Quality Professional Services (SOA-QPS) in the Government of the Hong Kong Special Administrative Region** issued on 30 November 2007.

NCSI's Comments

1. Categorisation of Services and Suppliers

There have been tremendous improvements in the current categorisation of Services and Suppliers as compared with the ITPSA. We suggest retaining the status quo for the new contract and thus we have no comments on this.

2. Participation by Suppliers

In this highly competitive environment, pre-selected contractors still may not have a chance to get the assignments awarded. From the SOA-QPS theme page, it is easily found that some contractors are not awarded in certain service categories. We believe that the current number of contractors under each of the service categories-groups is already large enough.

3. Length of Contracts

We have no comments on the contract duration. We suggest that apart from having the option of early exit in the last 12 months of the validity period, there should be an option to extend the validity period for 12 to 18 months. This could help minimize the burden of the contractor in setting up of the programme management systems and the preparation of the tender proposal for a new contract.

4. Selection of Contractors and Quality Consideration

The current weighting of 70% in price assessment and 30% in technical assessment is in line with most of the Government tenders. However, we feel that the 60% in general quality of contractor of the overall quality assessment is way too high. We believe that the success of the project largely depends on the quality of the project team members. As such, we suggest lowering the percentage of the

general quality of contractor while increasing that for the project team members being proposed for the project.

5. *Categorisation of Human Resources*

We have no comments on this categorisation of human resources.

6. *Sub-contracting*

We have no comments on this sub-contracting policy.

7. *Contractor Liability*

We agree in principle to set two different caps on important subjects (such as infringement of IP rights, death, etc) and individual projects. However, it may be too resources demanding to analyse the project risk of every awarded project. Our suggestion to OGCIO is to set a cap of two or three times of the total contract value of the awarded project as the contractor liability while retaining the unlimited liability for those important subjects.

8. *Timing for Proposal Submission*

In order to allow sufficient time to prepare the proposals and obtain internal approvals (both technical and price), we suggest that the minimum time for proposal submission is 15 working days.

9. *Payment for Services*

We have no comments on the payment for services.

10. *Other Comments*

Mandatory Proposal Submission

For some reasons the contractor may not be able to submit a competitive proposal, e.g. all the qualified staff are being engaged by other projects. In the current SOA-QPS contract, we understand that quality marks are deducted if a contractor does not submit a proposal to the B/D. In the new contract, we suggest setting a threshold for nil proposal submission (e.g. a percentage of overall work assignments in a specific service category/group). Quality marks will only be deducted when a contractor reaches this threshold.

Electronic Submission of Proposals

It is more environmental friendly if electronic submission of proposals, response to clarification, etc., is enforced.

Work Assignment Forecast

Currently the forecast is published regularly in the SOA-QPS theme page. Although it is in place, some work assignments are not issued out. Besides, there are quite a lot of work assignments issued without being displayed in the theme page. As we understand that the funding of most of the work assignments is approved by ACPC, we wonder if the list of approved work assignments could be timely released for reference. This could help the contractor in preparation of the team members, work approach, etc. We believe that this is win-win to both B/Ds and the contractors.