

FEEDBACK ON SOA-QPS REVIEW

To: Office of the Government Chief Information Officer
6/F North Point Government Offices
333 Java Road
North Point
Hong Kong

Attention: Mr. Kenneth C K YEUNG

Submitted By: Michael POON
Company: NETdefence Company Limited
Unit 1504, Tai Tung Building
8 Fleming Road
Wanchai
Hong Kong

Email: mpoon@netdefence.com

Categorisation of Services and Suppliers

- 1 Insofar as Service Category 4 is concerned, one of the demarcation criteria between Minor Works Group and Major Works Group is the estimated amount of the project fee, i.e. HK\$260,000. Our experience indicated that this amount could be raised to around HK\$350,000.

Participation by Suppliers

- 2 The status quo is okay.

Length of Contracts

- 3 The status quo is okay.

Selection of Contractors and Quality Consideration

- 4 The default rating of quality (30%) over price (70%) should be adjusted so that a higher weighting on quality assessment is used by default. One such arrangement is quality (40%) over price (60%).

Categorisation of Human Resources

- 5 There is currently no Category 6 professional services staff in the Service Category 4, Minor Works Group. While the contractor may have qualified Category 6 professional services staff, they have to be charged at Category 5 rate. I believe its fair to have Category 6 professional staff in Service Category 4, Minor Works Group.

Sub-contracting

- 6 The status quo is okay.

Contractor's Liability

7 No comment.

Timing for Proposal Submission

8 For a typical work assignment, I believe 10 working days are too short and 15 days are about right.

Payment for Services

9 The status quo is okay.

Others

10 Bureaux and Departments should be encouraged to use electronic means to issue work assignment brief and service contract. This will help to save some papers.

11 The use electronic submission will reduce efforts from contractors. Again, this will help to save some papers.

12 In the work assignment brief template for Bureaux and Departments, the note entry following the project schedule is "*For all the deliverables, the Contractor shall provide both the hardcopies and the softcopies to the Government.*". As of today, none of the Bureaux / Departments requested us to provide hardcopy deliverable as they can easily print it out with the softcopy deliverable when they need it. OGCIO may consider to remove this entry from the note.