

Consultation on the future arrangement of the SOA-QPS - Feedback from Doctor A Security

Company Name: Doctor A Security Systems (HK) Limited

Service Category: 4

1) Payment

- a) Payment of many of the Security Risk Assessment and Audit services was made upon acceptance of all deliverables, and very often, these work assignment briefs last for six months or more. We found this payment method upon acceptable of all deliverables render these type of projects un-profitable.
- b) Recommendation: If a services last for more than three months, progress payment should be arranged periodically (e.g. every two months).

2) Delay

- a) We experienced delay of a work assignment brief of Security Risk Assessment and Audit service for more than a year, due to B/D, without any compensation. However, our resource for performance the services had to be made available during the delay. We found this project un-profitable or even at loss. We do not have option to opt out due to delay, even unacceptable to us.
- b) Recommendation: Contractor has option to opt out or compensated if the delay if not acceptable to the Contractor.

3) Category 4 Service Category

- a) The requirements for the Contractors for IT Security Monitoring services is very different from Security Risk Assessment & Audit services. Contractor interested in bidding IT Security Monitoring services may not be interested in bidding Security Risk Assessment services.
- b) Recommendation: The Category 4 should be grouped into two groups:  
Group A: Security Risk Assessment & Independent Testing  
Group B: IT Security Monitoring service

4) Proposal evaluation

- a) Even the technical scores and contractor performance scores are included in the proposal evaluation, the effect of these factors would be eliminated if Contractors choose to bid in extreme low price. Our observation of the awarded prices of Category 4 has been extremely low (as compared to other type of IT Security Audit in the industry, such as ISO27001; or same type of services to commercial sectors). We found the awarded price in the Service Category 4 unreasonably low. We do not believe quality of services provided by the Contractor is not related to the price awarded to the Contractor.
- b) Recommendation: The first criteria in proposal evaluation is to remove the highest bid and the lowest bid to reduce the likelihood bidders attempting to dominate the market by offering extremely low bid.