

**Future Arrangement of
the Standing Offer Agreement for
Quality Professional Services
in
the Government of the
Hong Kong Special Administrative Region**

Consultation Paper

Digital Policy Office
The Government of the Hong Kong Special Administrative Region
of the People's Republic of China

23 September 2024

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1. General Information

Purpose

- 1.1 The Government has been striving to foster development of local information technology (IT) industry by implementing the Standing Offer Agreement for Quality Professional Services (SOA-QPS) scheme as part of the Government's IT outsourcing strategy. This consultation paper seeks views and comments from the IT industry on the seven proposals for the future arrangement drawn up from the review of the present arrangement, i.e. SOA-QPS5, by the Digital Policy Office (DPO).

Consultation Period

- 1.2 The consultation will last until **22 October 2024**.

Submission

- 1.3 A feedback form is provided at **Annex A**. Please provide your views and comments in the form and return it **on or before 22 October 2024** through any of the following channels:

Mail: Digital Policy Office
6/F, North Point Government Offices
333 Java Road, North Point
Hong Kong
(Attention: Systems Manager (Common Services and Sourcing)231)

Email: qps_consultation@digitalpolicy.gov.hk

- 1.4 To facilitate our processing, please mark on your reply email or document the title “Consultation on the future arrangement of the SOA-QPS”. To enable further communication where

necessary, please provide your name, contact telephone number/email address and the name of your organisation in the feedback form.

- 1.5 Persons submitting comments on behalf of an organisation should provide details of the organisation whose views they represent.

Confidentiality and Data Protection

- 1.6 This consultation document does not constitute legal, commercial or technical advice, nor does it commit the Government to adopting any or all of the suggestions received. It is assumed that all submissions to this consultation are not made in confidence unless you specify otherwise.
- 1.7 The Government may, as appropriate, reproduce, quote, summarise or publish the comments received, in whole or in part, in any form and use, adapt or develop any proposals put forward without seeking permission from or providing acknowledgement to the contributing parties.

2. Introduction

The Need for IT Professional Services

- 2.1 The Government of the Hong Kong Special Administrative Region is a major consumer of IT professional services and has been using IT for internal operation as well as delivery of public services. A substantial IT professional service capacity is in need. IT outsourcing is adopted to meet the demand and to benefit from the state-of-the-art technologies and services.
- 2.2 Given the rapid changes in IT market, it is imperative that the procurement arrangements for IT professional services have to be efficient, responsive and able to provide timely solutions to meet the IT professional service requirements of government bureaux/departments (“B/Ds”).
- 2.3 Established on 25 July 2024, the Digital Policy Office strives to strengthen digital infrastructure and security, promote industry development and deepen co-operation with the Mainland.
- 2.4 We have been continuously exploring ways and means of government procurement arrangement to provide effective and efficient solutions for government IT projects, and at the same time foster the development of the local IT industry, in particular the IT start-ups and small and medium enterprises (SMEs), through facilitating their participation in government IT projects.

The SOA-QPS

- 2.5 Since 1994, the DPO and its predecessors have been adopting bulk supply arrangements to enable B/Ds to obtain IT professional services as and when required, aiming at maintaining the efficiency while introducing competition among contractors to improve the quality of services.

- 2.6 The first SOA-QPS arrangement was introduced in 2005. Proven by the usage statistics, the SOA-QPS arrangement is an effective and efficient means to acquire IT professional services. The present arrangement, the Standing Offer Agreement for Quality Professional Services 5 (SOA-QPS5), was launched in January 2022. More details about the SOA-QPS5 are provided at **Annex B**.
- 2.7 The SOA-QPS5 involves a two-stage bidding process. In the first stage (“first level bidding”), the Government enters into a number of Standing Offer Agreements (SOAs) with selected suppliers (SOA-QPS5 Contractors) that have been selected through open tendering. During the second stage within the validity period of the SOAs (“second level bidding”), B/Ds invite technical and price proposals for individual IT work assignments from the SOA-QPS5 Contractors. B/Ds will award service contract to the contractor with a proposal which meets the technical requirements and attains the highest combined score according to the Standard Marking Scheme as described at **Annex C**.
- 2.8 Over the years, such arrangements have been continuously improved. The SOA-QPS5 has enhanced its immediate predecessor SOA-QPS4 in various areas such as lowering the admission requirements, increasing the financial limit¹, re-categorising services², increasing the maximum number of contractors in each category/group and enforcing/enabling e-submission³.
- 2.9 The SOA-QPS5 will expire in January 2026. After reviewing various statistics and contract administration matters of the prevailing SOA-QPS5, the DPO draws up seven proposals for enhancing the future SOA-QPS arrangement in the ensuing paragraphs. We would like to solicit views from the IT industry on these proposals. Comments and suggestions on other areas are also welcome.

¹ The financial limit of each service contract under Category A Major Group, Category B and Category C Major Group of SOA-QPS5 is HK\$20 million. In SOA-QPS4, the financial limit is HK\$15 million.

² The four categories of SOA-QPS4 are re-categorised into two categories in SOA-QPS5. A new category, i.e. Category C, is added in SOA-QPS5 to facilitate the wider rollout of a number of IT applications systems common to B/Ds, e.g. Electronic Record Keeping System and Centrally Managed Messaging Platform.

³ The e-Procurement System has been enhanced to cover procurement under SOA-QPS5.

3. Proposals

P1: Introducing a new Category for IT systems adopting diversified secure and reliable technologies

Current situation

- 3.1 The economic environment has been rather difficult in recent years amid intensifying geopolitical tensions and the rise of unilateralism and protectionism. The IT industry is one of the most affected sectors by these political factors. To avoid potential risks due to geopolitical issues or sanctions and to safeguard against vulnerabilities and disruptions in supply chains, adoption of diversified secure and reliable technologies in government IT project is crucial.

Proposal

- 3.2 A new category (“Category D”) for implementation and related services for IT systems adopting diversified secure and reliable technologies is proposed to facilitate and promote B/Ds’ wider use of these technologies.
- 3.3 Two sub-categories, namely D1 and D2, are proposed for this new category, whose service scope is the same as that of the current Categories A and B of SOA-QPS5 (details in **Annex B**), while the admission requirements will be more stringent as proposed below:
- (a) Directors of the tenderer and the proposed key project staff may undergo integrity check;
 - (b) The proposed key project staff must have experience in implementation of IT systems adopting diversified secure and reliable technologies. A reference list of these technologies (which may not be exhaustive) is published at website of the China Information Technology Security Evaluation Center (中國信息安全測評中心) at www.itsec.gov.cn/aqkkcp/cpgg/

(c) The proposed key project staff must have the following certificate(s):

- 信息技術應用創新專業人員認證證書

(d) Since IT security risk assessment and audit (SRAA) services contributes a major portion of the individual contracts in the sub-category D2, it is desirable that the tenderer be one of the Technical Support Unit (TSU) of the China National Vulnerability Database of Information Security (CNNVD) within the past twelve months. It is proposed that a new assessment criterion be added to the marking scheme at the first level bidding stage (i.e. during open tendering) in which marks will be scored in accordance with the level of such qualification⁴ attained by the tenderer.

3.4 The number of contractors for this new category will be set according to the estimated business demand collected from B/Ds that is similar to the practice for other categories/groups.

⁴ CNNVD has three level for Technical Support Unit. Please refer to the document below:
https://www.cnnvd.org.cn/static/download/CNNVD_technical_support_unit_plan_guide.pdf

P2: Enhancing the regulating and monitoring procedures of contractor's performance

Current situation

- 3.5 Following the regulating and monitoring procedures established in SOA-QPS5 for contractors' performance, B/Ds will assess periodically the performance of contractors by completing the Contractor Performance Appraisal Reports (CPAR) for projects awarded under *SOA-QPS5*. DPO will then compile a Contractor Performance Score (CPS) for each contractor in a category/group from ratings given by B/Ds in the CPARs.
- 3.6 A contractor will be suspended from bidding further work assignments in a category/group at the second level bidding stage for a period of six months due to one or more of the following reasons:
- (a) Poor overall performance
 - (b) Poor performance in individual work assignments
- 3.7 A contractor will be regarded as having "Poor overall performance" if all the following conditions are met:
- (a) CPS obtained in the current assessment cycle, which are compiled from 3 or more work assignments, is lower than 15 marks
 - (b) CPS obtained in any previous assessment cycle is lower than 15 marks
- 3.8 A contractor will be regarded as having "Poor performance in individual work assignments" if there are 3 or more assessments, which are from 3 or more work assignments, conducted in the current assessment cycle with CPAR score lower than 15 marks.

Proposal

- 3.9 We consider that the conditions for suspending poor-performance contractors from bidding future working assignments have room for adjustment in order to tighten the monitoring and enable earlier performance improvement while maintaining reasonableness in invoking suspension from bidding.
- 3.10 We propose revising the number of work assignments / assessments to be taken into account from 3 to **2** in paragraphs 3.7(a) and 3.8 above. In other words, 3.7(a) will be amended as:

CPS obtained in the current assessment cycle, which are compiled from 2 or more work assignments, is lower than 15 marks

whereas 3.8 will be amended as:

A contractor will be regarded as having “Poor performance in individual work assignments” if there are 2 or more assessments, which are from 2 or more work assignments, conducted in the current assessment cycle with CPAR score lower than 15 marks.

P3: Taking into account contractors’ past performance in government IT contracts not awarded under the SOA-QPS scheme and the immediate preceding round of SOA-QPS contracts that are still active

Current situation

3.11 After the award of the new round of SOA-QPS, contractors’ performance in contracts awarded under the previous round of SOA-QPS but still *active* (i.e. not yet completed) within the validity period of the new round of SOA-QPS will not be carried forward to the new round. This renders the contractor’s performance monitoring mechanism incomplete and not fully effective. The same applies to contracts for government IT projects awarded outside the SOA-QPS scheme – the failure or poor performance of the contractors in such projects does not carry weights to the assessment of these contractors in the first level bidding nor the second level bidding in the new round of SOA-QPS. This will reflect adversely on the effectiveness of the SOA-QPS assessment and weaken public confidence in government IT systems.

Proposal

3.12 We propose taking into consideration the contractor’s performance in the following two types of contracts at both the first level bidding stage and during the validity period of the prevailing round of SOA-QPS (“SOA period”) through CPARs:

T1-Contract: a contract awarded under the **immediate preceding round** of SOA-QPS but is still *active* within the SOA period of the prevailing round; and

T2-Contract: a government IT contract awarded *outside* the SOA-QPS scheme **with complaint from B/D to DPO within the preceding one year on contractor’s performance or with system/security incident within the preceding one year that has jeopardised the image of the Government.**

- 3.13 For T2-Contract, the concerned B/D will be invited to assess the contractor's performance using CPARS in the same manner as for SOA-QPS individual contracts. The completed CPAR will be forwarded to the contractor for acknowledgement. If the contractor provides clarifications and/or express disagreement on the ratings, the B/D shall escalate the case to a senior level officer (at least one level higher than the endorsing officer of the CPAR) to review the ratings and make the final decision.
- 3.14 T1-Contracts and T2-Contracts will be mapped to appropriate categories/groups in the prevailing round of SOA-QPS in accordance with their project nature and contract value.

First level bidding stage

- 3.15 Marks of the tenderers' past performance score will be derived from the CPS (refer to paragraph 2 of Annex C). This CPS is compiled from the CPARs⁵ of all contracts (work assignments) awarded under the prevailing round of SOA-QPS (i.e. SOA-QPS5 in this case), T1-Contracts and T2-Contracts.
- 3.16 For T2-Contract, if the tenderer (of SOA-QPS6) is not an SOA-QPS contractor, the CPAR will be used in the compilation of the CPS only if the tenderer has **at least 2** such contracts (using the same principle as the newly proposed "Poor overall performance" and "Poor performance in individual work assignments"). Nevertheless, if the score calculated from the CPAR is extremely low, e.g. below 10 marks⁶, or the tenderer has severe misconduct, the government reserves the rights to disqualify the tenderer at the first level bidding stage even if it has only one T2-Contract.

SOA period

- 3.17 CPARs of both T1-Contracts and T2-Contracts, together with those under the prevailing round of SOA-QPS, will be used in the

⁵ CPARs with assessment end date up to the cut-off date of the last assessment cycle in the prevailing round SOA-QPS immediately preceding the Tender Closing Date.

⁶ In SOA-QPS5, three CPARs scored less than 10 marks up to the 4th assessment cycle of SOA-QPS5 with cut-off date on 5 June 2024.

compilation of the CPS for applying the procedures on regulating and monitoring of ongoing contractor performance in 3.5 above.

- 3.18 The incidents of T2-Contracts will also be brought to the Reporting Review Committee (RRC) of SOA-QPS for assessment and advice on immediate actions to be taken, e.g. suspension of bidding for a certain period of time, for example, one year.

P4: Setting up the Contract Administrative Matters Monitoring Mechanism

Current situation

3.19 In previous rounds of SOA-QPS, contractors' response to contract administrative matters was in general far from satisfactory. For example, the low acknowledgement rate to invitations of proposals in the e-Procurement System (e-PS), the prolonged response time of contractors in providing feedback, submitting required documents, etc. The substandard performance consumes a lot of manpower of both the Contract Administration Office (CAO) of SOA-QPS and the government B/Ds.

Proposal

3.20 We propose setting up a new mechanism to improve contractors' performance related to contract administrative matters (namely Contract Administrative Matter Monitoring Mechanism).

3.21 A point deduction scheme is proposed. The *initial point* of each contractor is set to ten (10). Points will be deducted for contract administrative activities according to the rules set out below:

- (a) Contractors shall acknowledge receipt of invitations issued by B/Ds for submission of proposals on Work Assignment Brief. One (1) point will be deducted *every time* a contractor fails to acknowledge receipt.
- (b) Contractors shall follow the provisions stipulated in the Contract document for contract administrative matters. For example, the contract states a change request for a replacement of Key Project Staff must be submitted to the CAO within three months starting from the effective date of the replacement. If a contractor fails to do so, three (3) points will be deducted.
- (c) Contractors shall respond promptly and submit document proof (e.g. renewed Business Registration Certificate, renewed

Insurance Policy, etc.) timely upon requests by the CAO. Reminders will be issued to contractors notifying the next threshold to respond (normally 14 calendar days from the last due date). Three (3) points will be deducted *every time* a contractor fails to fulfill the request of the CAO after the deadline of a reminder until the request is fulfilled to the satisfaction of the CAO.

- 3.22 The points of contractors will be reviewed every 6 months in a RRC Reporting Cycle. Points will be carried forward to next RRC cycle if no actions are taken. If the point of a contractor is deducted to zero (0), it will be reported to the RRC for assessment and advice on actions to be taken, e.g. suspension of bidding. The points of contractors will be reset to ten (10) after the suspension period.
- 3.23 All the above figures, e.g. initial points of contractors, number of points to be deducted for each instance, etc. may be subject to internal review and be adjusted from time to time by the CAO with reasonable prior notice to the contractors.

P5: Merging Minor and Major Groups of Category C into one Group

Current situation

3.24 Category C was introduced in SOA-QPS5 for the procurement of deployment and maintenance of common services, e.g. Electronic Record Keeping System⁷ and Centrally Managed Messaging Platform⁸, in a more agile, cost effective and joined-up manner. It is further divided into two Minor and Major Groups for individual contract value not exceeding HK\$3 million and exceeding HK\$3 million but not exceeding HK\$20 million respectively.

Proposal

3.25 Based on the usage statistics in SOA-QPS5 and the forecast of future business demand of Category C services, we propose the merging of the Minor Group with the Major Group of Category C into one Group.

⁷ Electronic Record Keeping System is to enhance efficiency in preserving and managing government records, in line with the government-wide electronic information management strategy that embraces content management, records management and knowledge management.

⁸ Centrally Managed Message Platform is to establish and maintain an advanced and secure electronic communications infrastructure for effective and efficient communications and collaboration in government operations and delivery of public services.

P6: Raising the Demarcation Limit from HK\$3 million to HK\$5 million

Current situation

- 3.26 The current demarcation limit between Minor and Major Groups of HK\$3 million has been used since the commencement of SOA-QPS4 in 2017. It will have been used for 8.5 years upon the expiry of SOA-QPS5 in January 2026.

Proposal

- 3.27 Considering that the inflation in recent years, we propose raising the demarcation limit between Minor and Major Groups from HK\$3 million to HK\$5 million. For the past rounds of SOA-QPS, the ratio of about 40 % of total contract value was allocated to the Minor Group to provide adequate business opportunities to SMEs in the SOA-QPS. Further uplifting the demarcation limit allows SMEs to participate in Government projects of higher value, whereas the Major Group will still have a larger share in terms of contract value which thereby offers more incentives to large incorporations to bid for the Major Group.

P7: Raising the Financial Limit from HK\$20 million to HK\$25 million

Current situation

3.28 The financial limit of SOA-QPS5 is HK\$20 million, which is the highest value that can be awarded to an individual contract.

Proposal

3.29 The salaries of IT professional staff have been increasing over the years. If the financial limit of HK\$20 million were maintained, the size of IT projects that can be acquired under the new round of SOA-QPS are likely to be reduced as a result. Statistical figures show an increase of around 26% on the daily rate of IT professional staff in the past four years, thus we propose raising the financial limit to HK\$25 million (+25%).

4. Briefing Session

- 4.1 A briefing in webinar format on this industry consultation will be held on **8 October 2024 (Tuesday)**. Interested parties may register by completing and submitting the registration form in **Annex D** by **30 September 2024** to e-mail address qps_consultation@digitalpolicy.gov.hk. We will confirm with the registered parties on the briefing details, including the URL for the webinar, on or before 7 October 2024.

5. Enquiries

- 5.1 Please address enquiries of this consultation exercise to:

Ms. Alice SK HUI, Systems Manager

by telephone at (852) 2231 5479

or

Mr. Esprit PK LEUNG, Senior Systems Manager

by telephone at (852) 2231 5480

or

“qps_consultation@digitalpolicy.gov.hk” by E-mail

THANK YOU

Digital Policy Office
September 2024

Consultation on the future arrangement of the SOA-QPS

Feedback Form

Part 1 : Basic Information

Name:	_____
Name of organisation /	_____
company (if applicable):	_____
Contact number:	_____
Email address:	_____

Part 2: Consultation

Please provide your comments/suggestions (may supplement with a separate sheet if necessary):

Please submit the feedback form by email to
qps_consultation@digitalpolicy.gov.hk on or before **22 October 2024**.

The Standing Offer Agreement for Quality Professional Services 5 (SOA-QPS5)

Background

Through open tendering, the Digital Policy Office⁹ has entered into 117 Standing Offer Agreements (SOAs) with 70 contractors, out of which 31 are SMEs, for the provision of IT professional services for 48 months effective from 31 January 2022 with an option to extend for further period(s) of not more than twelve (12) months in aggregate. The SOAs are non-exclusive contractual agreements with a unique set of terms and conditions.

Categories/Groups

2. There are three categories (Categories A to C) of IT professional services. Categories A and C are further divided into two groups, namely Minor Group and Major Group by contract value of each individual contract. The number of contractors under each Category/Group are listed below:

Category	Group	No. of Contractors
Category A	Minor	30
	Major	27
Category B	-	24
Category C	Minor	24
	Major	12

3. The service scope of each category and group of the SOA-QPS5 are listed as follows:

⁹ In the capacity of the then Office of the Government Chief Information Officer

Categories

Category	Description
A	Pre-implementation, Programme/Project Management Services, On-going Services, Implementation & Combined System Development Services - Departmental Information Technology Planning - Feasibility and Technical Study - Independent Programme Management - Independent Project Management - Network Planning, Design and Implementation - Office System Implementation - System Analysis and Design - System Implementation and System Integration - Combined System Development - System Maintenance and Support - Network Support
B	Information Security, Privacy Assessment and Independent Testing Services - Security Risk Assessment and Audit - Security Management Design and Implementation - IT Security Monitoring and Incident Response Support - Privacy Impact Assessment & Audit - Independent Testing - Independent Quality Control & Quality Assurance
C	Deployment and Maintenance of Common Services - System Implementation and Deployment - System Maintenance and Support

Groups

Group	Value of Individual Contract
Category A Minor Group Category C Minor Group	Each Contract with value not exceeding HK\$3 million
Category A Major Group Category C Major Group	Each Contract with value exceeding HK\$3 million and not exceeding HK\$20 million

Staff Categories

4. The SOA-QPS5 has a set of Standard Staff Categories, which can be augmented by Supplier Specific Staff Categories, if any, for individual SOA-QPS5 Contractors. The following is a summary of the staff categories and their respective requirements on qualification / experience:

Category		Staff Category
A	Pre-implementation & Independent Programme / Project Management Services	There are total 12 staff categories. Category 1-11 require from at least 2 years to at least 15 years of IT experience, including specific length of experience in the relevant function/speciality. Category 12 requires at least 11 years of experience in the field of the subject matter during past 20 years.
B	Information Security, Privacy Assessment and Independent Testing Services	There are 6 staff categories requiring from at least 2 year to at least 15 years of IT experience, including specific length of experience in the relevant function/speciality.
C	Deployment and Maintenance of Common Services	<i>Same as Category A above</i>

Invitation and Evaluation of Proposals

5. To obtain IT professional services under the SOA-QPS5, a B/D issues a work assignment brief to invite for proposals from contractors in the relevant category/group. The work assignment brief will describe service requirements that should be within the scope of the selected category/group. Each contractor in the category/group would normally have 10 to 20 working days to prepare and submit a service proposal in response to the work assignment brief. B/D awards a contract for the work assignment to the contractor that submits the proposal meeting the technical requirements and attaining the highest combined score under the

Standard Marking Scheme.

Ceiling Rate

6. There is a ceiling rate for each staff category under each category for each contractor in respect of on-site, off-site and off-shore execution of work assignments. The service charge for a work assignment is calculated based on the manpower requirement and relevant staff charging rates limited by the ceiling rates. The ceiling rates are subject to review and adjustment upward or downward after 24 months from the start date of the Standing Offer Agreements, based on the changes of the Consumer Price Index (B) in the past 24 months. To offer more competitive prices to the Government, contractors may apply staff charging rate lower than the corresponding ceiling rate in their service proposals. The contractor shall provide IT professional services as and when required by the Government at rates not exceeding the ceiling rates.

Performance Assessment

7. B/Ds will assess contractors' performance upon completion of each individual contract and at least once every six months during the execution of each individual contract. Based on the assessment ratings, a Contractor Performance Score (CPS) would be computed for each contractor. The CPS will be factored into the evaluation of future proposals submitted by the contractor.

SOA-QPS5 Statistics

8. Since the commencement of SOA-QPS5 and up to end-August 2024, 1 696 SOA-QPS5 contracts for work assignments were awarded at a total value of about HK\$2,685 million. Around 50% of these contracts were awarded within 30 working days from invitation for proposals and over 90% were awarded within 60 working days.

Service Category	Number of Awarded Projects			Awarded Value of Projects (HK\$)		
	Major Service Group	Minor Service Group	Total	Major Service Group	Minor Service Group	Total
A	258	439	697	1,980.32M	548.66M	2,528.98M
B	944		944	93.79M		93.79M
C	5	50	55	18.17M	44.90M	63.07M
Total			1 696			2,685.84M

Standard Marking Scheme under the SOA-QPS5

The SOA-QPS5 Standard Marking Scheme for the award of individual contracts under the agreement adopts a 50-70% technical weighting and a 30-50% price weighting in the computation of the Combined Score:

Combined Score = Weighted Technical Score + Weighted Price Score

where

$$\text{Weighted Technical Score} = \frac{\text{'Total Technical Mark'}}{\text{Highest 'Total Technical Mark'}} \times [50-70]$$

$$\text{Weighted Price Score} = \frac{\text{Lowest 'Total Price'}}{\text{'Total Price'}} \times [30-50]$$

'Total Technical Mark' is the 'Total Technical Mark' attained by the proposal of individual contractor

Highest 'Total Technical Mark' is the highest 'Total Technical Mark' among all conforming proposals received from contractors

'Total Price' is the total price quoted in the price proposal of individual contractor

Lowest 'Total Price' is the lowest "Total Price" among all conforming proposals received from contractors

2. The Total Technical Mark is calculated from the "execution plan", "experience, qualification & certification" and "past performance". Please refer to paragraphs 3 to 8 of this Annex for the calculation of the Contractor Performance Score (CPS) which derives the past performance Mark. The calculation of the Total Technical Mark is given below.

Item	Description	Maximum Mark
A. Execution Plan	A.1 Proposed Solution	35
	A.2 Team Structure and Resources Allocation	14
	A.3 Project Management Plan	7
	A.4 Innovative Suggestions	14
B. Experience and Qualification	B.1 Experience of Contractor	7.5
	B.2 Experience of Key Project Staff	7.5
C. Past Performance	CPS	Past Performance Mark
	0 - 15	0
	> 15	(CPS – 15)
Total Technical Mark		100

Contractor's Performance Assessment

3. B/Ds will assess contractors' performance upon completion of each individual contract and at least once every six months during the execution of each individual contract. The final performance assessment upon completion of an individual contract will only cover the residual period of the contract.

4. A standard contractor performance appraisal report (CPAR), with aspects of performance in the area of delivery of work, quality of work and managing of resources, will be used for performance assessment by B/Ds. The detailed assessment aspects are listed below:

No.	Description of Aspects	Maximum Mark
Delivery of Work (11 Marks)		
1	Effectiveness in planning, scheduling and monitoring	2

No.	Description of Aspects	Maximum Mark
2	Completion of major tasks/milestones/deliverables on schedule, including the administrative aspects (e.g., project progress reports, minutes of meeting, etc.)	2
3	Ability to identify risk factors and alternatives for alleviating risk	1
4	Ability to manage changes	1
5	Ability to control cost/resources to complete the services	1
6	Follow-up on issues and problems identified	1
7	Effective communication with the Government	1
8	Promptness in responding to client's requests and enquiries	1
9	Effective interactions & co-ordination with other third party, i.e., contractors, suppliers or other Government Bureaux/Departments	1
Quality of Work (11 Marks)		
1	Quality of project deliverables	2
2	Quality of administrative deliverables	1
3	Knowledge of work to be performed	2
4	Ability to bring useful innovations to enhance IT solutions (e.g. quality, capacity, reliability and speed)	2
5	Ability to adopt state-of-the-art professional standards and methods	2
6	Ability to propose new ideas to meet business needs and challenges	2
Managing of Resources (8 Marks)		
1	Adequacy of project team members	2
2	Effectiveness and reliability of project team	1
3	Skills and experience of project team members	1
4	Continuity of project team members	2
5	Ability to mitigate impact of staff turnover	2
Total Mark		30

5. The Government will rate the individual aspects of the contractor's performance according to 'Very Good', 'Satisfactory', 'Moderate' and 'Poor' with the corresponding mark as follows:

Rating of Individual Aspects	Mark
Very Good	1.0 x maximum mark of that item
Satisfactory	0.75 x maximum mark of that item
Moderate	0.5 x maximum mark of that item
Poor	0

Note:

Very Good: Performance of contractor exceeded the requirements
Satisfactory: Performance met requirements in full
Moderate: Performance met requirements marginally
Poor: Performance did not meet requirements

6. A performance mark will be computed based on the assessment by B/Ds given in each performance appraisal report:

Performance mark = $\frac{\text{Total marks obtained by the contractor in all aspects}}{\text{Total marks available}}$

Compilation of Contractor Performance Score (CPS)

7. The CPS for all contractors is compiled twice a year. The CPS for a contractor (per category/group) is the average of the performance marks of the CPARs of the contractor from the commencement date of SOA-QPS5 (31 January 2022) to the cut-off date of the current assessment cycle.

8. After approving by the QPS5 Reporting Review Committee, the CPS will constitute part of the score in evaluating subsequent bidding of work assignments from the contractors.

Enrolment Form for SOA-QPS Industry Consultation Briefing

Date: 8 October 2024 (Tuesday)

Time: 10:00 am – 11:30 am

Part A: Basic Information

Name of Company:	
Name of Contact Person:	
Post Title of Contact Person:	
Phone No. of Contact Person:	
E-mail Address of Contact Person:	

Part B: Enrolment Details

	Name	Post Title	E-mail Address
1			
2			
3			
4			

Note: Please send the completed enrolment form by e-mail to qps_consultation@digitalpolicy.gov.hk on or before **30 September 2024**. For enquiries, please contact Mr. Liman WONG by telephone at (852) 2231 5411 or by e-mail at qps_consultation@digitalpolicy.gov.hk. Confirmation of the registration will be notified by e-mail on or before 7 October 2024.