Regulating and Monitoring Mechanism of GITP

1. Introduction

1.1 Regulating and monitoring procedures are established in the new listing arrangement for Government Procurement of IT products (GITP) for the on-going regulating and monitoring the performance of GITP providers. The performance of GITP providers will be assessed through the Contractor Performance Appraisal Report (abbreviated as CPAR, see Annex A) to be completed by Government bureaux/departments (B/Ds) at completion (or termination) of each individual contract.

1.2 DPO will store and maintain the feedbacks of the CPARs submitted by B/Ds on the GITP providers' performance. GITP providers with poor performance will be delisted for a predefined period of time for all enrolled product sub-categories according to the predefined criteria.

2. Review Committees

2.1 DPO will establish two independent review committees, namely the Reporting Review Committee (RRC) and the Managing Review Committee (MRC) for the on-going regulating and monitoring of GITP Provider's performance in the new listing arrangement.

2.2 An Assistant Commissioner will head the RRC with the terms of reference as described below:

- to review the performance of the GITP providers in the delivery of IT products and related services;
- to approve the delisting action to be taken on GITP provider(s) with adverse performance;
- to review any complaint/appeal from GITP provider(s); and
- to determine and escalate any complaint/appeal to the MRC.

2.3 A Deputy Commissioner will head the MRC with terms of reference as described below:

- to review the complaint/appeal escalated from RRC;
- to conduct meetings for further clarifications from GITP providers and/or B/Ds concerned related to the complaint/appeal; and
- to determine the final decision related to the complaint/appeal, including any delisting action to be taken on GITP provider(s) with adverse performance.

3. Performance Assessment by B/Ds

3.1 B/Ds will only need to submit one CPAR (See Annex A) at completion (or termination) of each individual contract to evaluate the performance of the GITP providers. B/Ds will state in the CPAR whether the performance of the GITP provider is "satisfactory" or not. For a CPAR with unsatisfactory performance, which is classified as an adverse CPAR, B/Ds should further indicate the unsatisfactory area in the CPAR, and provide supplementary information/justification where applicable.

3.2 For each adverse CPAR, B/Ds will forward the completed CPAR to the GITP provider for acknowledgement and signing. The GITP provider may, if considered necessary, provide clarifications and/or express disagreement on the assessment.

3.3 If there is any disagreement expressed by the GITP provider, B/Ds may escalate the case through the GITP Support Team to the RRC, who will then review the ratings with consideration to the clarifications provided by the GITP provider. If necessary, the RRC may interview the GITP provider to collect further information before reaching a final decision on the assessment for the performance of the GITP provider.

4. Delisting of GITP Providers

4.1 If a GITP provider has, over a rolling period of 180 calendar days, accumulated adverse CPARs exceeding a total number of ten (10) from one or more B/Ds, the adverse CPARs of the GITP provider will be submitted to the RRC for review and further investigations if necessary. Subject to the findings and decision of the RRC, the GITP provider may be removed from the GITP providers list for 90 calendar days from the

date determined by the RRC.

4.2 In the event of any disagreements or complaints lodged by a GITP provider in respect of the decisions made by the RRC on delisting the GITP provider, the GITP provider concerned can submit additional/new information to the RRC through the GITP Support Team to request for a new round of review. The RRC will escalate any complaint/appeal to the MRC for consideration, and the decision of the MRC in any case will be final.

5. Retention of GITP Providers

5.1 GITP providers are required to verify and update their company information at a two-year interval upon notification from DPO. Within one month upon receipt of such notification, GITP providers shall submit a duly signed declaration form confirming their compliance with the retention requirements (which are the same as the admission requirements for new applicants as stated in paragraphs 2.3(a) and 2.3(c) of the "Overview of GITP" and provide updated information. If considered necessary, DPO will request a GITP provider to provide supporting documents for review. Failure to meet the prevailing retention requirements, failure to submit the declaration or the support documents, or provision of incorrect or false declaration and/or information may lead to removal from the GITP providers list.

*** End ***

Government Procurement of IT Products (GITP) Scheme

Contractor Performance Appraisal Report for GITP Individual Contract

Instruction:

(a) Government bureaux/departments (B/Ds) shall complete Part I and Part II of the CPAR at the completion/termination of the Individual Contract to assess the performance of the GITP provider.

(b) If the performance of the GITP provider is unsatisfactory, B/Ds shall indicate the unsatisfactory area(s) in Part II. B/Ds shall then forward the CPAR to the GITP provider and GITP provider shall complete Part III of the CPAR and return to B/Ds for their signing off and review. B/Ds shall then submit the CPAR to the GITP Support Team for record and further processing.

(c) B/Ds (and the GITP provider where appropriate) must sign the completed form and ensure that the information given is accurate. The GITP Support Team will use the information provided in this CPAR to assess and take necessary action in respect of the GITP provider's performance.

Part I: Contract Information (to be completed by B/D)

Bureaux/Department (B/D):
Division / Section:
Contract Reference Number:
Name of GITP Provider:
Description of Procured IT Products and Related Services:
Date of Completion (or Termination) for Delivery of Procured IT Products and Related Services: _____/_____/_____ (dd/mm/yyyy)

Government Procurement of IT Products (GITP) Scheme

Part II: Performance Assessment (to be completed by B/D)

Overall Assessment on the Performance of the GITP Provider:

Please enter " √ " in the appropriate box "[ ]" below:

Satisfactory: **[ ]**
Unsatisfactory: **[ ]**

Remarks:

If the performance is unsatisfactory, please enter " √ " in the appropriate box "[ ]" below:

Area	Unsatis-factory	Remarks
(A) Delivery of Goods / Related Services	[ ]	
(B) Quality of Goods / Related Services	[ ]	
(C) Managing Resources	[ ]	
(D) Others, please specify:	[ ]	

Signatures

Bureau/ Department	This assessment was completed by: Signature:	Name of Assessment Officer: Rank/Post:	Date: Phone No.:
	This assessment was endorsed by: Signature:	Name of Authorised Person: Rank/Post:	Date: Phone No.:

Government Procurement of IT Products (GITP) Scheme

Part III: Feedbacks on Unsatisfactory Area(s) from GITP provider (to be completed if the overall assessment on the performance of the GITP provider is UNSATISFACTORY in Part II and to be signed off by the B/D)

<table>
<tr><td colspan="4">Feedbacks on Unsatisfactory Area(s)
(Please enter " √ " in the appropriate box "[ ]" for electing not to comment.)</td></tr>
<tr><td colspan="2">(A) Delivery of Goods / Related Services</td><td colspan="2">[ ] The GITP provider has elected not to comment.</td></tr>
<tr><td colspan="2">(B) Quality of Goods / Related Services</td><td colspan="2">[ ] The GITP provider has elected not to comment.</td></tr>
<tr><td colspan="2">(C) Managing Resources</td><td colspan="2">[ ] The GITP provider has elected not to comment.</td></tr>
<tr><td colspan="2">(D) Others</td><td colspan="2">[ ] The GITP provider has elected not to comment.</td></tr>
<tr><td colspan="4">Signatures</td></tr>
<tr><td>GITP Provider</td><td>This assessment was reviewed by:

Signature:</td><td>Name of Programme Manager :</td><td>Date:

Phone No.:</td></tr>
<tr><td rowspan="2">Bureau/ Department</td><td colspan="3">Comment(s) given by the Bureau/Department in response to feedback given by the GITP provider:</td></tr>
<tr><td>This assessment was finalised by:

Signature:</td><td>Name of Approving Officer:

Rank/Post:</td><td>Date:

Phone No.:</td></tr>
</table>