Specification of Competency Standards for ICT Operation and Support
Unit of Competency

Functional Area: Core Skills

Title	Work with service providers/vendors/developers
Code	107868L2
Range	This unit of competency applies to junior Information Technology (IT) personnel who have a need to work with service providers, vendors or developers on different matters, including acquisition of product information, purchasing of equipment, and follow up issues. It is essential to maintain good relationship with suppliers, vendors or developers. However, one must be cautious, exhibit professionalism, but not violate organisation guidelines. Unless for small purchase, IT personnel of this level who is involved in the procurement process is expected mainly playing the role of assisting in the purchasing process rather than deciding or authorising the purchase.
Level	2
Credit	3
Competency	Performance Requirements 1. Knowledge for working with services/vendors/developers: • Possess good literacy, communication, interpersonal and negotiation skills • Possess detail knowledge of the organisational contract negotiation policies and guidelines • Possess good experience with organisation's procurement procedures and guidelines • Understand different methodologies for measuring and monitoring supplier performance • Possess good knowledge of IT product and trends • Possess good knowledge of the government guidelines on Prevention of Bribery Ordinance and Clean Business Practices

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Competency	2. Work with service providers/vendors/developers
	• Seek product information from suitable suppliers, vendors or developers
	   • Communicate in a friendly manner
	   • Convey precisely what product information is needed as well as providing accurate and correct receiving communication details
	   • Collect and/or document product information from suppliers, vendors or developers
	• Assisting procurement process
	   • Follow the organisation's guideline to formulate Request for Quotation (RFQ) including:
	      • Identify the required number of quotations needed (may depend on the cost of product)
	      • Determine the method of seeking quotations (tendering, verbal, written, etc.)
	      • Create the RFQ documents
	   • Identify and liaise with suitable suppliers, vendors or developers that are willing to receive RFQ.
	   • Send the RFQ to suppliers, vendors or developers and follow up to ensure RFQ has been received
	   • Process the returned quotations fairly and equally, including:
	      • Formulate a comparison document containing the RFQ specification items in order priority
	      • Systematically map the RFQ items against the returned quotations
	      • Identify and highlight any items needed special attention
	   • Package all sourced information with RFQ comparison and forward to appropriate stakeholders for decision making
	• Follow up on issues and discrepancies
	   • Identify and investigate causes of issues and discrepancies with suppliers, vendors or developers
	   • Negotiate and resolve the issue, positively. Amendment on previous agreement may be required.
	   • Document agreement and amendment
	   • Communicate approved amendments to suppliers, vendors or developers and relevant stakeholders
	3. Exhibit professionalism
	• Exhibit professional ethics when handling such as:
	   • All suppliers are treated equally
	   • All tenders are followed-up fairly
	   • etc.
	• When procuring products always follow the organisation's and the ICAC guideline
	• Always look after the interest of the organisation

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Use tactful skills when dealing with supplier, vendors or developers during information seeking • Follow the organisation guidelines when dealing with suppliers, vendors or developers • Achieve the objectives and maintain good relationship with suppliers, vendors or developers
Remark	IT personnel involved with procurement cycle should refer the following UoC and applies the good practices: 107871L3 – Implement "clean" business practices, good control and integrity management