

**Specification of Competency Standards**  
**for the Information & Communications Technology Industry**  
**Unit of Competency**

Functional Area - Project Management

Title	Analyse the available solutions from IT service providers
Code	111199L4
Range	This UoC involves analysing solutions from external IT service providers that fit most to the organisation's business goals
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge in evaluation criteria of external IT service providers</p> <ul style="list-style-type: none"> <li>• Technical expertise</li> <li>• Domain expertise</li> <li>• Business maturity</li> </ul> <p>Evaluation criteria of external IT service providers can also be divided into various sub-criteria. (See Remark 1)</p> <p>2. Rank the proposals according to the criteria as listed in the procurement management plan</p> <p>3. Make preparation for drafting the service agreement with the successful bidder</p> <ul style="list-style-type: none"> <li>• Apply appropriate methods to identify service agreement concerns: <ul style="list-style-type: none"> <li>○ project warranties</li> <li>○ liabilities</li> <li>○ indemnity</li> <li>○ insurance clause-related activities</li> </ul> </li> <li>• Make negotiation with the external service providers according to the rank sequence</li> <li>• clarify any unclear points in the received proposal from the external service providers and negotiate with them on the terms and conditions according to relevant local / international laws</li> <li>• reach consensus on the structure and requirements of the service agreement with the successful bidder prior to the signing of the agreement (Remark 2)</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> <li>• apply appropriate criteria to evaluate proposals from external IT service providers</li> <li>• make a fair selection for a successfully bidder and reach consensus with the successful bidder on the important terms and conditions for drafting the service agreement.</li> </ul>
Remark	<p>1. The evaluation sub-criteria are:</p> <ul style="list-style-type: none"> <li>• Service / Product Value Creation / Provision <ul style="list-style-type: none"> <li>○ Service / Product Portfolio: Service scope including the completeness of the portfolio or the skill set.</li> <li>○ Service / Product Experience: Service availability and service experience from a customer perspective. Maturity of the offer.</li> <li>○ Integration: Interoperability of Technologies with one another or the skills to integrate them.</li> <li>○ Economic factors: Price transparency and the quality of the business model, not the prices themselves. For service providers, nearshore concepts or skills that deliver low-cost architectures have also been evaluated.</li> <li>○ Disruption potential: Recognition of the availability of highly innovative approaches</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"><li>• Vendor Performance<ul style="list-style-type: none"><li>○ Strategy: Strategy and market understanding. Does technology fit the company strategy?</li><li>○ Footprint: Competitive strength and market presence in terms of customers, reach, visibility and go-to-market.</li><li>○ Ecosystem: For IT service providers, the number of development service providers who are familiar with their technologies is critical. On the other hand, we evaluate the number of technology suppliers that are listed by Development Service Providers under Partners and Skills. Active involvement in open source communities is also a plus.</li><li>○ Customer Experience: Availability of information and training for technology providers. Local availability of employees for service providers.</li><li>○ Agility: Speed and innovation strength of the providers, assessed in terms of their ability to grasp market trends quickly and, if necessary, develop them with an innovation budget.</li></ul></li></ul> <p>2. Subjects covered generally include, but not limited to, responsibilities and authorities, applicable terms and law, technical and business management approaches, contract financing and price.</p>
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