

SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT

TSC Category	Stakeholder and Contract Management					
TSC Title	Procurement					
TSC Description	Develop and apply procurement processes related to the solicitation of technology services through external providers. This includes the review of proposals, setting of vendor selection guidelines, risk assessment through appropriate audits and tests and selection of external service providers based on stipulated evaluation criteria					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		ICT-SCM-2003-1.1	ICT-SCM-3003-1.1	ICT-SCM-4003-1.1	ICT-SCM-5003-1.1	
		Conduct research and simple quality, risk and security checks on IT vendors, preparing draft documents and materials required in the procurement process	Prepare Requests for Proposals (RFP), and assess them against selection criteria and technical specifications, implementing security due diligence review in the vendor selection process	Develop a procurement plan including vendor selection guidelines, and select a suitable service provider considering potential risks	Establish an organisation-wide procurement process as well as policies and criteria for security due diligence review, retaining accountability for procurement decisions made	
Knowledge		<ul style="list-style-type: none"> IT service procurement processes and procedures Basic, commonly-used risk, security and quality checks on vendors Due diligence process Contract and tender documentation 	<ul style="list-style-type: none"> Current industry-accepted technology services and their general features and capabilities Organisation and service provider roles and responsibilities Process of developing project procurement specifications FAQ based service provider queries Objectives and criteria for security due diligence review Potential risks in engaging potential service providers Cost-benefit analysis Principles of vendor selection 	<ul style="list-style-type: none"> Selection guidelines to determine the successful vendor Integration capabilities and conflicts between diverse IT services and products Evaluation criteria and key principles for assessing service provider proposals Critical security considerations and procedures in the vendor selection process, including background checks, contract assurance, non-disclosure agreements, vendors' incident response policies etc. 	<ul style="list-style-type: none"> Best practices and industry standards in procurement processes Information security and risk standards and guidelines 	
Abilities		<ul style="list-style-type: none"> Conduct research and environment scan on IT services and potential service-providers available to engage 	<ul style="list-style-type: none"> Prepare a draft RFP, detailing the relevant business requirements, technical specifications and information needed 	<ul style="list-style-type: none"> Develop a procurement plan based on project procurement needs Influence procurement policies and procedures 	<ul style="list-style-type: none"> Establish organisation-wide procurement policies and processes Manage responsibilities for conformance of 	

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		<ul style="list-style-type: none"> • Issue Request For Proposals (RFPs) tender invitations to solicit service providers' proposals, in accordance to standard organisation procedures • Collate vendors' proposals for review • Conduct simple quality, risk and security checks or tests to assess viability of potential vendors • Document security test and review results so as to identify risks and control weaknesses • Prepare draft contracts and documents for uploading, releasing or signing 	<ul style="list-style-type: none"> • Serve as a contact point and respond to simple queries presented by vendors • Review proposals and submissions, and assess them against the pre-determined selection criteria • Implement security due diligence review in the vendor selection process, to ensure that all review criteria are covered • Identify high-risk and high-value projects, and articulate risks in engaging potential service providers • Draft evaluation report, highlighting the strengths, limitations and key considerations of each vendor • Recommend the most appropriate service-providers according to the approved criteria 	<p>across the suite of processes including Request for Proposals (RFP), tendering, evaluation and selection</p> <ul style="list-style-type: none"> • Establish vendor selection guidelines based on business requirements, budgets and resources • Specify IT project or technical specifications to be included in the tender documents • Resolve complex queries or issues presented by vendors • Plan security due diligence review prior to contract-signing, particularly for high-risk or high-value projects • Assess risks and evaluate a potential vendor's viability through relevant audits and test results • Draft an evaluation report and recommendations based on the selected service provider, for senior management's approval 	<p>procurement processes to external legislation and internal guidelines</p> <ul style="list-style-type: none"> • Approve selection criteria and guidelines, ensuring alignment with the business priorities and key considerations • Establish policies and criteria for security due diligence review, based on internal and external information security standards and guidelines • Review evaluation reports and endorse recommendations for selection of external service providers 	
Range of Application						