

機電工程署 EMSD

香港特別行政區政府 機電工程署
香港九龍啟成街3號

Electrical and Mechanical Services Department
Government of the Hong Kong Special Administrative Region
3 Kai Shing Street, Kowloon, Hong Kong
www.emsd.gov.hk

Our reference 本署檔號：
(12) in LM(2) to EMSD CRA/4-35/2/1 Pt. 3 (E.9)

Telephone 電話號碼：(852) 2808 3854

Your reference 來函檔號：
CB4/PAC/R67

Facsimile 圖文傳真：(852) 2576 5425

4 January 2017

Public Accounts Committee
Legislative Council, Legislative Council Complex,
1 Legislative Council Road, Central, Hong Kong
(Attn.: Mr. Anthony CHU)

Dear Sir,

Public Accounts Committee
Consideration of Chapter 3 of the Director of Audit's Report No. 67
Procurement and Maintenance of Fire Services Equipment

Thank you for your captioned letter dated 19 December 2016 to the Director of Electrical and Mechanical Services. Attached please find our responses as per Appendix.

Should you require further information, please feel free to contact the undersigned at 2808 3854 or Mr. Joe NG at 2808 3292.

Yours faithfully



(CHAN Chau Fat)

for Director of Electrical and Mechanical Services

Encl. (Appendix)

- c.c. Secretary for Security (fax no. 2877 0636)
Director of Fire Services (fax no. 2368 9744)
Director of Government Logistics (fax no. 2116 0183)
Director of Marine (fax no. 2850 8810)
Secretary for Financial Services and the Treasury (fax no. 2147 5239)
Director of Audit (fax no. 2583 9063)

For the Electrical and Mechanical Services Department

EMSD Responses:-

1.	Regarding paragraphs 2.25 to 2.27, please advise on the following:
(a)	with effect from July 2016, the Electrical and Mechanical Services Trading Fund ("EMSTF") would provide a more detailed maintenance schedule to the Fire Services Department ("FSD") in advance, with a view to improving service delivery. What are the details? How is it different from the past practices?
Response for (a)	Starting from July 2016, Electrical and Mechanical Services Trading Fund (EMSTF) has been providing a more detailed maintenance schedule to FSD. It lists out which fire station or ambulance depot to be visited in the a.m. session and p.m. session of each day for the maintenance services of digital trunked radio system (DTRS) terminal equipment. In the past, the maintenance schedule only listed out which fire station or ambulance depot would be visited within each 3-month interval for the maintenance services of DTRS terminal equipment.
(b)	with effect from July 2016, the EMSTF maintenance team would provide an outstanding list to FSD for subsequent despatch to the concerned fire/fireboat stations and ambulance depots. EMSTF would follow up with the aforesaid fire/fireboat stations and ambulance depots to carry out the outstanding preventive maintenance. Does this imply that the team will arrange supplementary maintenance services in the future? If so, what are the details? If not, what are the details of the relevant follow-up work and whether supplementary maintenance services will be arranged in the future?
Response for (b)	EMSTF has been providing FSD with an outstanding list of DTRS terminal equipment, for which their preventive maintenance cannot be completed in the first 4 months of every half-yearly maintenance cycle. FSD will arrange these outstanding DTRS terminal equipment for EMSTF maintenance team to conduct supplementary maintenance services to complete within each half-yearly preventive maintenance cycle.

2.	Regarding paragraph 2.28, please advise on the following:
(a)	was the definition of response time set out in details when EMSTF finalized the relevant terms of the contract with Contractor B? Has it assessed whether the contractor possessed adequate professional and rudimentary knowledge to deal with the contents of the contract?
Response for (a)	The definition of Response Time is stated in the maintenance contract between EMSTF and Contractor B. EMSTF appointed contractor from the "List of Approved Suppliers of Materials and Specialist Contractors" of the Development Bureau. All these contractors under the List possess adequate professional and basic knowledge to manage the contract.
(b)	what existing measures could prevent misinterpretation of contract terms from happening again?
Response for (b)	EMSTF has instructed the maintenance contractor to correctly input the fault receiving time, the appointment time, the fault attendance time and the fault completion time for proper calculation of the fault response time and fault rectification time. EMSTF has also introduced sample checking mechanism, which requires the maintenance contractor to provide time-stamp evident of fault attendance and fault clearance of the corrective maintenance services. The fault call summary submitted by the maintenance contractor will also be checked and reviewed weekly. It is found that the maintenance contractor has not misinterpreted the contract terms since the implementation of checking mechanism in September 2016.
(c)	are non-compliant contractors currently subject to any damage claims and penalties? If so, what are the details? If not, will such damage claims and penalties be introduced in the future?
Response for (c)	EMSTF reflects contractors' performance in contractor performance report (CPR) in regular basis. The winning chance in tendering of poorly performed contractors, which receive lower score in the CPR, will

	<p>be affected. Contractors of consistently poor performance may also be temporarily suspended from tendering.</p> <p>EMSTF has reflected the relevant unsatisfactory performances of Contractor B in the 3rd Quarter CPR in 2016.</p>
(d)	<p>what are the details of the non-compliance of corrective maintenance for the Digital Trunked Radio System, including the reasons for and frequency of such non-compliance?</p>
Response for (d)	<p>Regarding the corrective maintenance services, para. 2.28 (a) (iv) of the Director of Audit's Report mentioned that actual compliance level reached 93%. It complies with the service level agreement (SLA) requirement of not less than 90%. The reason of 11 non-compliance cases was relating to the response time exceeding the SLA requirement.</p>
(e)	<p>for cases involving equipment located in the FSD's Headquarters Building, what are the reasons for EMSTF not always keeping records for such cases? Was FSD aware of the details of such cases?</p>
Response for (e)	<p>EMSTF staff are stationed at Fire Services Headquarters Building to provide around-the-clock corrective maintenance services. The response time within 1 hour can be fully complied. EMSTF had not often recorded all the corrective maintenance cases. Nevertheless, EMSTF maintenance team has been properly inputting the fault receiving time, the fault attendance time and the fault completion time in the log book for proper calculation of the fault response time and fault rectification time. The maintenance team leader will also check each corrective maintenance data and properly record the actual corrective maintenance service level.</p>
3.	<p>Regarding paragraph 3.24, has EMSTF subsequently provided supplementary maintenance service to vehicles that missed the maintenance on the scheduled dates with a view to improving maintenance standards?</p>
Response for 3	<p>According to the SLA, EMSTF provides scheduled maintenance for FSD's support vehicles, ranging from 2 rounds (e.g. private cars or medium trucks) to 6</p>

	<p>rounds (e.g. for large motorcycles).</p> <p>EMSTF will inform FSD one month prior to the scheduled maintenance date. EMSTF will also send reminders to FSD for vehicles, which have missed the scheduled maintenance, requesting their release for maintenance. To enhance the preventive maintenance (PM) arrangement of FSD's support vehicles, EMSTF has agreed with FSD that with effect from August 2016, a monthly report listing out the vehicles with deferred PM has been providing to FSD central coordinator for further arrangement.</p> <p>Moreover, EMSTF has agreed with FSD to allocate additional manpower resources for carrying out supplementary inspection services at fire stations for FSD's support vehicles with deferred preventive maintenance. If there is no vehicle safety concern identified in the supplementary inspection, EMSTF will advise FSD that the preventive maintenance can be deferred for a maximum period of 3 months depending on the actual condition of the concerned FSD's support vehicles. After that, the FSD's support vehicle shall have the preventive maintenance completed in EMSTF workshop to ensure its safety and reliability.</p>
4.	<p>According to paragraphs 2.8, 2.10, 2.14, 2.25 to 2.32, 3.26 and 4.8 to 4.11, a number of circumstances show that the relevant departments have problems in respect of tender invitation and the drawing up, understanding and observance of the contracts and requirements concerned. Please advise whether EMSTF currently has sufficient resources to provide suitable training for the relevant staff, and whether EMSTF has adequate number of professional staff with the required expertise to carry out the relevant work. How can the departments concerned alleviate the relevant problems, so as to avoid causing delays to the relevant work due to the aforesaid circumstances, or incurring unnecessary expenditure and affecting the efficiency of work due to mismanagement.</p>
Response for 4	<p>Regarding para. 2.8, 2.10, 2.14, 2.25 to 2.32 and 3.26, EMSTF provides professional advice and monitors the contractor maintenance services for the Third Generation Mobilizing System. EMSTF also provides in-house maintenance services of DTRS terminal equipment and maintenance contract monitoring</p>

services of DTRS infrastructure equipment. In addition, EMSTF is also responsible for the maintenance of FSD support vehicles and fire appliances in the Airport.

EMSTF possesses adequate professional staff and regularly arranges training to enhance their professional & technical knowledge and contract implementation & management skills.

As reflected in the above responses to Questions 1, 2 & 3, EMSTF has implemented a series of improvement measures in the preventive and corrective maintenance services. EMSTF will closely liaise with FSD and enhances communications to meet the SLA requirements.

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