

## Annex 2

### REPLY TO SECOND SET OF QUESTIONS CONCERNING TRAVEL MANAGEMENT SAP PROJECT (Res. 1243)

These answers concern only the TRAVEL MANAGEMENT SAP project. The answers for the PROCUREMENT project will be provided in a separate document.

#### Bidder Questions and ITU Answers (Q & A)

##### 1. Training

(a) How many key users will be involved into the project development and into each different areas, Procurement and purchasing, Technical area, financial area, HR, Travel management?

**Answer:**

ITU's understanding of "key users" is as follows: those ITU staff with operational responsibility for some aspect of the new system after it is cut over to production. With this understanding, the following numbers can be given:

- Travel Management: about **16**
- Technical / IT system maintenance and support operations: **3**
- Financial operations: about **4** in the Finance Department.
- HR: **6**

(b) How many end users will be involved in the training, if possible split by areas?

**Answer:**

Travel Management: 400 users

##### Project Organization

It would be also interesting to know which project organization is scheduled on the customer side in terms of Project management, and project follow-up.

**Answer:**

On the ITU side, there will be a project manager assisted by a deputy or project coordinator. They will coordinate the timely preparation of ITU deliverables; they will also be the primary contact point for the Consultant's project manager, on all contractual matters. The ITU Project Manager will authorize the Finance Department to make partial payments to the Consultant as appropriate.

The ITU Project Manager will also be assisted by key users who will participate, inter alia, in the PDR and in the acceptance of the blue-print.

## **2. Travel Management utilization**

(a) How many employees ITU means to manage with new system SAP TM?

**Answer:**

800 ITU employees

100 External experts