

Annex 3

REPLY TO THIRD SET OF QUESTIONS CONCERNING PROCUREMENT SAP PROJECT (Res. 1243)

Bidder Questions and ITU Answers (Q & A)

The following ITU answers to questions (received 09.01.06 at 18:45 CET) complement the first two sets of answers that have been provided to bidders.

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

1. Training

Question:

(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:

- Purchasing operations: about **10**
- Technical / IT system maintenance and support operations: **3**
- Financial operations: about **4** in the Finance Department.

- In the end-user units, there are financial controllers whose authorization of expenditure is required for processing the end-user procurement requests. In some cases, the department manager signs the authorizations concerned. The number of those staff with financial-controller functions is currently about **10**.

HR : Not relevant to the Procurement Project.

Question:

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

Answer:

ITU's understanding of "end users" is as follows: those ITU staff who *make* requests for purchasing of goods and / or services. The end-users may thus be considered as customers of services provided by key-users in the purchasing services. Unit managers and their assistants represent the majority of the end-user population. With this understanding, the following *estimates* can be given:

- BDT Projects: **20 - 30**.
- Purchasing of goods under Service Order No. 13 procedures: **30 - 60**
- Purchasing of services under Service Order No. 13 procedures: **10 - 30**

2. Project Organization

Question:

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.

The interested Bidder is invited to make suggestions on the following in its proposals: a) ITU's project management; b) the relationship between the two project managers; and c) any other aspects of managing the contract in question.