

# ROLE PROFILE

<b>Position Title:</b> Manager Bids Management	<b>Reporting to:</b> Senior Manager Commercial Bids
<b>Business Unit:</b> Business	
<b>Division:</b> Business Solutions	<b>Department:</b> Commercial & Project Management

## A. ROLE AND CONTEXT

<p><b>Purpose:</b> The role is responsible to ensure that all bids align with the company's objectives, capabilities, and market demands, while also driving revenue and profitability. The role collaborates closely with cross-functional teams, including sales, product development, finance, and legal, to gather essential insights and ensure cohesive bid responses. They oversee the entire bid lifecycle, from initial analysis and decision-making to final submission and post-bid evaluation, ensuring compliance with customer requirements and regulatory standards. Additionally, this role involves analyzing market trends to develop competitive bidding strategies, managing stakeholder relationships, and implementing continuous improvement practices based on feedback and lessons learned. Ultimately, establishes key performance indicators to monitor bid success, positioning the organization for sustained growth in a competitive landscape</p>	<p><b>Functional Context:</b> Ooredoo's Business BU is a critical part of the company's first line customer facing activities for all Business Accounts and has a significant role to play in long term business value creation through product design, achievement of sales revenue, profit and customer satisfaction, as defined in the annual business plans. The Commercial and Project Management department is an integral part of the Business Solutions Division. Its mandate is to enhance commercial focus and ownership during the proposal management process, ensuring that OQ can compete for more deals and improve the conversion rate with favourable conditions. The department oversees the delivery of larger, complex deals (known as Mega Projects) by adhering to rigorous project management practices that encompass the technical, commercial, and operational aspects of the customer-proposed solution. The team is also charged commercial and project/program management frameworks and tools to ensure high-quality outcomes, mitigate risks, and provide progress reports to management. They produce high-quality RFx responses and proposals within deadlines, ensuring OQ's market competitiveness. Additionally, they manage client solution pricing, incorporating OQ products, managed services, bespoke solutions, advisory and consulting, partner offerings, support, and various SLA levels. Achieving these goals involves extensive internal and external collaboration and stakeholder management.</p>
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## B. ROLE ACCOUNTABILITIES

<ul style="list-style-type: none"> <li>Implement the strategic vision for commercial bids management, ensuring alignment with organizational goals and market opportunities.</li> <li>Oversee the entire bidding process, including opportunity assessment, bid/no-bid decisions, proposal preparation, and post-bid evaluations.</li> <li>Conduct ongoing market research to identify trends, customer needs, and competitive positioning, informing bid strategies.</li> <li>Build and maintain strong relationships with key internal and external stakeholders to ensure clear communication and alignment of expectations.</li> <li>Establish and monitor key performance indicators (KPIs) to assess the success of bids and drive continuous improvement.</li> <li>Identify potential risks in the bidding process and develop strategies to mitigate these risks, ensuring compliance with regulatory and organizational standards.</li> <li>Regularly report insights and progress to senior leadership by collecting performance data, defining KPIs, utilizing analytical tools, and providing actionable insights to enhance bid effectiveness.</li> <li>Oversee the drafting, reviewing, and finalizing of bid documents, ensuring they meet customer requirements and are error-free.</li> <li>Guide the solution pricing analyst in developing, validating, and refining pricing models and cost estimates for competitive bids.</li> </ul>
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• Lead client negotiations alongside the contract team for the high value bids to secure commercially viable terms that meet revenue and profitability goals.
• Ensure compliance with all regulatory and organizational standards throughout the bidding process.
• Ensure the maintenance of a centralized repository for bid documents, templates, and historical data to enhance efficiency in future bid processes.
• Oversee the documentation of all bidding processes and decisions to establish a clear audit trail and facilitate thorough reviews.
• Monitor and track the progress of ongoing bids, providing timely updates to stakeholders to ensure compliance with deadlines.
• Lead post-bid reviews to capture lessons learned, improve future conversion rates, and advocate for customer needs.
• Evaluate the performance of commercial activities against established KPIs and metrics.
• Continuously assess and optimize bid management workflows to identify bottlenecks, facilitating streamlined operations.
• Implement technology and tools to enhance collaboration, tracking, and reporting of bid statuses.
• Promote knowledge sharing within the team, encouraging the documentation of best practices and lessons learned from previous bids.
• Collaborate with cross-functional groups, including sales, product development, and technical experts, to ensure comprehensive insights for effective bid preparation.
• Oversee the coordination with the solution pricing analyst and finance team, ensuring that competitive and profitable pricing strategies are effectively integrated into bid submissions.
• Engage with customers to clarify bid requirements and ensure alignment with their expectations.

## C. SCOPE AND INTERACTIONS

<b>Direct Revenue Responsibility:</b> No <b>Direct Budget Responsibility:</b> No <b>Direct People Management Responsibility:</b> No	Primary Interactions (Internal/External)	
	<b>Internal Relationships:</b> Cross Functional	<b>External Relationships:</b> Business Partners Customers Vendors

## D. KEY PERFORMANCE INDICATORS (KPI)

• Bid Success Rate: Percentage of submitted bids that result in winning contracts, reflecting the effectiveness of bid strategies and execution.
• Time for Bids: Average time taken from opportunity assessment to bid submission, indicating efficiency in the bidding process.
• Compliance Rate: Percentage of bids that meet all regulatory and organizational standards, ensuring adherence to necessary guidelines.
• Revenue Growth from Bids: Increase in revenue generated from successful bids over a specified period, demonstrating the financial impact of bidding efforts.
• Cost Variance: Difference between estimated costs and actual costs of winning bids, reflecting the accuracy of pricing models and cost estimates.
• Team Engagement Score: Measurement of team morale and engagement levels through surveys to assess job satisfaction and commitment.
• Training Completion Rate: Percentage of team members who have completed required training programs to ensure skill readiness.
• Goal Achievement Rate: Percentage of team objectives met within a specified timeframe, reflecting alignment with organizational priorities.
• Post-Bid Review Effectiveness: Percentage of actionable insights implemented from post-bid reviews that lead to improved future bid performance.

## E. EXPERIENCE, QUALIFICATIONS AND SKILLS

<b>Minimum Experience, Essential Knowledge &amp; Skills</b>	<b>Minimum Entry Qualifications</b>
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10 years' experience in a similar role. Expertise in commercial bids management within a telecommunications or ICT vendor organization. Experience in managing large and complex projects, pricing and large bids, procurement for government or large enterprises, or within the commercial team of a system integrator are essential.	Bachelor's Degree in Business Administration or Marketing or Engineering <b>Preferred Certifications / Other Qualifications</b> Any relevant certifications, Project Management certification
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Technical Competencies	Required Level	Behavioural Competencies	Required Level	
PARTNER MANAGEMENT	Advanced	Building Customer Value	Intermediate	
PRODUCT DEVELOPMENT & MANAGEMENT	Advanced	Delivering Results & Fostering Collaboration	Intermediate	
CYBERSECURITY	Expert	Shaping Strategy	Intermediate	
BID MANAGEMENT	Advanced	Driving Change	Basic	
PRICING	Advanced	Networking and Influencing Collaboratively	Basic	
		Leading Teams	Basic	
Competency Level (Reference Range)	Basic	Intermediate	Advanced	Expert
	Low >----->----->----->----->High			