

ROLE PROFILE

Position Title: Analyst Bids Management	Reporting to: Senior Manager Commercial Bids
Business Unit: Business	
Division: Business Solutions	Department: Commercial & Project Management

A. ROLE AND CONTEXT

<p>Purpose: The purpose of this role is to support the organization in the preparation, analysis, and submission of competitive bids for RFX. This role involves analysing customer requirements and collaborating with cross-functional teams to develop compelling proposals that align with business objectives. Also, ensures that all bid submissions are accurate, compliant with regulations, and effectively communicate the organization's value proposition. Additionally, the role includes monitoring bid performance, identifying improvement opportunities, and contributing to strategies that enhance the company's competitiveness in securing new business opportunities. Overall, the role plays a crucial role in driving revenue growth through successful bid management and collaboration.</p>	<p>Functional Context: 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"> Analyze bid requirements and customer specifications to ensure alignment with organizational capabilities and deliverables. Gather insights from cross-functional teams, including business accounts, product hubs, and technical teams, to inform bid/no-bid decisions. Work closely with product team, technical consultants within solutions, contract management to draft, review, and finalize bid documents, ensuring they meet customer requirements and are error-free. Collaborate with the solution pricing analyst to develop, validate and refine pricing models and cost estimates. Track ongoing bids, updating stakeholders regularly on progress and compliance with deadlines. Assist business accounts team in developing bid strategies that align with the organization's overall business goals and objectives. Co-lead client negotiations with contract team to secure commercially viable terms that meet revenue and profitability goals. Ensure compliance with all regulatory, customer's requirements, customer's contracts and organizational standards throughout the bidding process. Maintain a centralized repository of bid documents, templates, and historical data to streamline future bid processes. Ensure documentation of all bidding processes and decisions to maintain a clear audit trail and facilitate future reviews. Monitor and track the status of ongoing bids, providing updates to relevant stakeholders to ensure deadlines are met.
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• Conduct post-bid reviews to capture lessons learned, enhance future conversion rates, and advocate for customer requirements.
• Monitor the performance of commercial activities against KPIs and metrics.
• Continuously review and optimize bid management workflows to identify bottlenecks and report it to support in streamline operations.
• Leverage technology and tools for bid management to improve collaboration, tracking, and reporting of bid statuses.
• Foster a culture of continuous improvement by soliciting feedback from team members and stakeholders after each bid submission.
• Collaborate with cross-functional teams, including sales, product development, and technical experts, to gather necessary insights and information for bid preparation.
• Act as the primary liaison between internal teams and external stakeholders, ensuring clear communication regarding bid requirements and expectations.
• Coordinate with the solution pricing analyst and finance team to ensure competitive and profitable pricing strategies are integrated into bid submissions.
• Build and maintain strong relationships with key stakeholders, including project managers, account managers, and executive leadership, to facilitate smooth bid processes.
• Engage with customers to clarify bid requirements and ensure alignment with their expectations.
• Organize and participate in regular meetings with cross-functional teams to discuss bid statuses, challenges, and opportunities for improvement.
• Facilitate knowledge sharing by documenting and disseminating best practices and lessons learned from previous bids to relevant teams.
• Ensure that stakeholder feedback is incorporated into future bid strategies and processes to enhance overall bid quality.

C. SCOPE AND INTERACTIONS

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

D. KEY PERFORMANCE INDICATORS (KPI)

• Bid Conversion Rate: Percentage of submitted bids that are successfully won compared to total bids submitted, indicating effectiveness in crafting competitive proposals.
• Bid Compliance Rate: Percentage of bids that meet all customer specifications and regulatory requirements, ensuring alignment with organizational standards.
• Time to Bid Submission: Average time taken from bid initiation to final submission, reflecting efficiency in the bid preparation process.
• Pricing Accuracy: Percentage of bids where proposed pricing aligns with actual costs and revenue targets, ensuring profitability.
• Post-Bid Review Feedback: Evaluation of lessons learned and identified improvements from post-bid reviews, aimed at enhancing future bidding strategies.
• Bid Document Quality Score: Assessment of bid documents for clarity, completeness, and adherence to customer requirements, ensuring high-quality submissions.

E. EXPERIENCE, QUALIFICATIONS AND SKILLS

Minimum Experience, Essential Knowledge & Skills 5 years' experience in a similar role. Expertise in commercial bids management within a telecommunications or ICT vendor organization.	Minimum Entry Qualifications Bachelor's Degree in Business Administration or Marketing or Engineering Preferred Certifications / Other Qualifications Any relevant certifications, Project Management certification
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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	
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<u>Technical Competencies</u>	<u>Required Level</u>	<u>Behavioural Competencies</u>	<u>Required Level</u>
PROJECT MANAGEMENT	Intermediate	Customer Focus	Intermediate
BID MANAGEMENT	Intermediate	Creative Thinking	Intermediate
PRICING	Basic	Quality and Continuous Improvement	Intermediate
B2B ICT PRESALES KNOWLEDGE	Advanced	Promoting Teamwork	Intermediate

Competency Level (Reference Range)	Basic	Intermediate	Advanced	Expert
	Low >----->	>----->	>----->	>High