

ANNEX 2

DRAFT - Bidding Conditions and Procedure

I Contents of the Bid

The proposal should be prepared on the basis of a methodology based on an integrated approach, i.e. that consideration is given to deal with processes, technology and the development of the human resources necessary to use efficiently the systems as part of one integrated project, all this under the strategy of the ITU.

- 1.1 With regard to the substance, each Bid submitted shall contain, but not be limited to:
- a) A detailed description, with related proposals, on how the Bidder envisages to execute the project;
 - b) The proposal should present a detailed project plan, which should include but not be limited to the following:
 - Break down of the project in phases, for each phase the detailed schedule should be defined.
 - For each phase the quick-wins should be defined and justified on how will contribute to the successfully delivery of the project.
 - c) In another section, the Bidder should present a detailed project team definition, which should include but not be limited to the following:
 - As the project is a joint project between Consultants and ITU, the proposals should engage a mixed team of ITU and consultancy staff; to maximize the involvement of ITU staff and to make sure that at the end of the project, the ITU staff has obtained an extensive knowledge of the proposed solutions. It should also indicate the number of the consultants and ITU staff involved and the % of the time devoted to the project.
 - Information on how the joint project team will be organized, the role of the consultancy staff and the profiles and roles of internal ITU team members;
 - In addition, it should be described how the consultant proposes to ensure the proper level of collaboration of the managers of the different functional areas of ITU and the availability of its staff for interviews as they be deemed necessary by the project team, as well as to ensure their availability to participate in brainstorming sessions, to discuss the requirements of the new systems and the opportunities for use of IT in the Union.
 - d) In another section, the Bidder's envisaged outline for the organization and management of the execution of the consultant work, which should include but not be limited to the following:
 - A monthly progress report (Work completed, Relevant Conclusions, and Issues for Discussion and Action Plan for the following period).
 - The use of the methodology which defines the deliverables of each task and is therefore a framework of reference to guide the project team and to control project evolution along all steps of implementation.
 - Advice for appropriate metrics to measure the progress and success of the project;

- e) In another section, the Bidder should indicate the strategy that the Consultant proposes for the communication during the development of the project, which should include but not be limited to the following:
 - A clear plan on how the consultant will implement knowledge transfer to ITU staff, and how to measure the success of the knowledge transfer;
 - A clear plan on how the consultant will implement communication on the goals and progress of the project to ITU wide for both understanding and buying-in.
- f) The names of each member of the team the Bidder envisages to entrust with the execution of the project, together with a description of their general professional background and their precise qualifications and experiences related to the respective individual task and/or sub-task, their capabilities of working and communicating in the English and French language and a clear indication on the period(s) of availability of each member of the team;
- g) A summary of the Bidder's overall professional profile, including the latest corporate report, if available, as well as detailed examples of its experience acquired in the past 36 months through the execution of tasks/studies, similar or comparable in complexity, deliverables and tight schedule, to the ones enumerated and described in the "Terms of Reference" (see Annex 1 to the Call for Bids), for other organizations, including public sector organizations. In this respect, the names of the organizations concerned, the precise nature and scope of the tasks/studies accomplished as well as the results achieved shall be clearly indicated, the Union reserving its right to verify the contents of the information thus received, by contacting, if necessary, those organizations;
- h) Detailed specification on possible required Bidder partnership to accomplish the project; name of the partners, tasks/area on which the partnership will be exploited.
- i) Detailed explanations and references relating to the Bidder's experience in:
 - integrating and linking strategic, financial and operational planning;
 - identifying mechanisms and options to improve methodologies for setting program and budgetary priorities;
 - dealing with the application of cost allocation methodologies (including an understanding and appreciation of the difference between direct, indirect, and reallocated costs);
 - conducting detailed analyses of budgets, as well as auditing and tracking costs;
 - business process re-engineering and change management;
 - carrying out both financial consultancy and IT systems consultancy;
 - defining and implementing ICT strategy, and linking to corporate performance;
 - implementation and integration of SAP ERP solutions;
 - implementation and integration of Documentum solutions;
 - implementation and integration of HR Access package;
- j) evidence of familiarity with results-based budgeting, cost-accounting, and other business practices of international organizations and the type of problems currently facing ITU;
- k) certification that no ITU line manager or member of the Council Oversight Group has received any direct or indirect benefit from the Bidder, or has been or is presently employed by the Bidder; nor shall any ITU line manager or member of the Council Oversight Group bear any of the following relationships to any person employed by the Bidder: husband, wife, father, mother, son, daughter, brother or sister.

1.2 As far as the financial aspects are concerned, each Bidder shall:

- a) submit its firm fixed price (in Swiss francs only, free of any tax, e.g. VAT) requested for the total execution of the work enumerated in the "Terms of Reference"; nevertheless, the individual price, calculated on a man/days basis (per Consultant profiles: Senior Management Consultant, Management Consultant, Technical Consultant, Senior Technical Consultant), for each task or sub-task shall also be clearly indicated;

the prices referred to above shall include any necessary service to be provided by the selected Bidder (even if such services are not expressly enumerated) in order to ensure a satisfactory fulfilment of the contract, as well as any other expenses incurred by the selected Bidder, e.g. travel, accommodation, daily subsistence, telecommunication, postal charges;

in no case may the selected Bidder invoke a hiatus or an oversight in the description of the work components in the tender documents or claim inadequate explanations for seeking any price increase or any release from contractual liabilities;

- b) Specify its suggestions for the schedule and conditions of payment, it being understood that such suggestions are only of an indicative nature.

II Bidding conditions

2.1 Bids shall meet the following requirements:

2.1.1 Two copies of the Bid shall be submitted in English.

2.1.2 To be taken into consideration, the Bid must include, in addition to the documents and information requested above, the following documents:

- a) the company information sheet (see Appendix 1);
- b) a formal declaration, signed by the Bidder's legal representative and bearing the Bidder's official stamp, certifying that all the terms and conditions of the Bid, including the overall and breakdown prices, will remain valid until a definitive contract is entered into with ITU (see Appendix 2).

2.2 Failure to include any of the documents listed in Section I and paragraph 2.1 above, or failure to complete all of the above-mentioned forms and papers fully and correctly may, at the sole discretion of ITU, entail the automatic rejection of the Bid as a whole.

2.3 In addition to the compulsory elements of the Bid listed in Section I and paragraph 2.1 above, the Bidder may append any document or data it considers necessary. Such additional documents or data must be specifically identified and explained in the covering letter of the Bid.

2.4 The information provided by ITU shall be kept strictly confidential and shall not be revealed to any third party, without the prior express written permission of ITU. ITU will treat as confidential the contents of the Bids.

2.5 Any request for further clarification concerning the present Call for Bids shall be made in writing and addressed to:

The Secretary-General of the
International Telecommunication Union (ITU)
Attention: Mr. Art Levin
????
Place des Nations
CH-1211 GENEVA 20
Switzerland
Fax: +41 (0)22 730 [xxxx]
email: [xxx]

The ITU will provide in writing such clarification as may be required to all potential Bidders. Unless the potential Bidder seeks clarification in accordance with this paragraph, it will be deemed to have waived its right, if any, to object to said Call for Bids and its annexes or language, as vague or misleading for any reason.

III Bidding procedure

3.1 Bids shall be sent to the following address:

International Telecommunication Union
ITU Communications Service
Place des Nations
CH-1211 GENEVA 20
Switzerland

3.2 The Bid shall be sent in a sealed outer envelope bearing the words “Bid – Management Consulting”, which must itself contain a second sealed envelope with the Bid inside it. The label appended to this Call for Bids must be affixed to the latter envelope (see Appendix 3). Bids submitted by fax or email are not acceptable and will be automatically rejected.

3.3 The Bid must be sent by registered mail to the address given in paragraph 3.1 above or, alternatively, delivered personally to the ITU Communications Service, which will certify receipt of the Bid by recording the date and time of receipt on the outside envelope. The official date and time of receipt will be those recorded by the ITU Communications Service upon receipt of the Bid and may under no circumstances be challenged.

3.4 The Bid must be submitted by 16h00 hours (Geneva time) on Friday, 30 July 2004. Any Bid registered by the ITU Communications Service after the expiration of that deadline will not be considered and will be returned to the sender unopened, without any right of recourse or complaint. The Bidder is solely responsible for ensuring that the Bid reaches ITU and is duly received by its Communications Service before the above expiration date.

3.5 The opening of the Bids will not be public.

3.6 The Bid received within the above time limit and submitted in the form prescribed will be reviewed and evaluated by ITU in a fair and impartial manner. ITU will inform Bidders of the decision taken in respect of their Bids once a decision has been reached.

3.7 The Union reserves the right to reject all or part of the Bids received in good and due form, without being bound in any way to communicate its reasons to the Bidders, who shall have no right of recourse against the final decision of ITU. The ITU reserves the right to split awards in any combination it may deem appropriate. If a Bid is submitted on an “all or nothing” basis, this should be clearly stated.

3.8 ITU will make no payment whatsoever to any Bidder for the preparation and submission of its Bid or for any costs incurred in that respect; in particular, ITU will not refund the costs incurred by unsuccessful Bidders.

3.9 By submitting a Bid, the Bidder thereby agrees to abide by all the terms and conditions set forth in these conditions and procedure as well as ITU’s General Conditions for Contracts for Purchase of Services (see Annex 4). No provision of this Call for Bids shall in any way be regarded as a waiver, express or implied, of the privileges and immunities enjoyed by ITU under the international agreements or any national law applicable to it.

3.10 The Call for Bids contains no contractual offer of any kind. Any Bid submitted will be regarded as an offer made by the Bidder and not as an acceptance by the Bidder of an offer made by the ITU. No contractual relationship will exist except pursuant to a written contract document signed by the ITU duly authorized official and by the selected Bidder.

APPENDICES:

Appendix 1: Company Information Sheet

Appendix 2: Formal Declaration

Appendix 3: Call for Bids Label

Appendix 1
COMPANY INFORMATION

Any Bidder must supply the following information accurately:

Company:

Name of Company: _____
Head Office: _____
Names of Officers/Directors: _____
Legal Status: _____
Date of Founding: _____
Registered Capital: _____
Place of Incorporation: _____

Bank References:

Name of Bank(s): _____
Director of Bank(s): _____
Address of Bank(s): _____
Telephone No. of Bank(s): _____
Fax No. of Bank(s): _____

No. of Staff Employed:

Turnover¹ in Swiss Francs (round figures):

| | | | |
|------------------------|-------|-------|-------|
| Management: | _____ | 2000: | _____ |
| Other Staff: full time | _____ | 2001: | _____ |
| part time | _____ | 2002: | _____ |

List of Major Clients (address, telephone number, contact person) and details of the work carried out (dates, type of work, etc.) – attach additional page(s) if required²

Certified as accurate:

Authorized signature

Stamp:

Date

¹ Total income or expenses.

² ITU reserves the right to check the information given under this heading by contacting the bank(s), companies or individuals listed, whenever considered appropriate.

Appendix 2
FORMAL DECLARATION

I, the undersigned, certify that the offer of _____ (name of Bidder) will remain valid in all its terms and conditions until the date of signature of a contract with ITU.

Signature of the Bidder's authorized representative

Name and Title of the Bidder's authorized representative

Date: _____

Place: _____

Bidder's Seal:

Appendix 3
Call for Bids Label