

National Occupational Standard



Overview

This unit is about contributing to the development of responses to requests from clients for information about your organization (RFIs) or for specific proposals (RFPs).

SSC/ N 1104

Contribute to development of responses to RFIs and RFPs

Applicable NOS Unit

Unit Code	SSC/ N 1104
Unit Title (Task)	Contribute to development of responses to RFIs and RFPs
Description	This unit is about contributing to the development of responses to requests from clients for information about your organization (RFIs) or for specific proposals (RFPs).
Scope	<p>This unit/task covers the following:</p> <p>RFIs and RFPs from:</p> <ul style="list-style-type: none"> • clients • prospects <p>Appropriate people:</p> <ul style="list-style-type: none"> • line manager • colleagues • subject matter experts
Performance Criteria (PC) w.r.t. the Scope	
	<p>To be competent, you must be able to:</p> <p>PC1. establish clearly your role and responsibilities in developing responses to RFIs and RFPs</p> <p>PC2. read RFIs and RFPs carefully and discuss with appropriate people to gain a clear understanding of the requirements, process and timelines</p> <p>PC3. work with appropriate people to identify queries about RFIs and RFPs and gain clarification of these from the client, where required</p> <p>PC4. work with appropriate people to develop responses to RFIs and RFPs, referring to previous responses, where available</p> <p>PC5. work with partners and/or sub-contractors to agree their roles and responsibilities and obtain data/information required for RFIs and RFPs</p> <p>PC6. enter data/information accurately into standard templates for responses to RFIs and RFPs</p> <p>PC7. review draft responses with appropriate people to meet organizational guidelines</p> <p>PC8. consolidate the response documents, to comply with the requirements, process and timelines</p> <p>PC9. participate in pre-bid/client/proposal meetings, where required to provide relevant information on RFIs and RFPs</p> <p>PC10. update the customer relationship management (CRM) database with information about RFIs and RFPs to meet organizational guidelines</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the	<p>You need to know and understand:</p> <p>KA1. your organization's policies, procedures and priorities for developing responses to RFIs and RFPs and the roles and responsibilities of all those</p>


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<p>company/ organization and its processes)</p>	<p>involved in processing these</p> <p>KA2. the purpose and importance of RFIs and RFPs</p> <p>KA3. your organization’s procedures for handling data and managing records</p> <p>KA4. standard templates and tools available and how to use these</p> <p>KA5. the purpose of the CRM database and how to use this to record information</p> <p>KA6. how to build and maintain relationships with stakeholders</p>
<p>B. Technical Knowledge</p>	<p>You need to know and understand:</p> <p>KB1. appropriate timescales for responding to RFIs and RFPs and the implications of non-compliance with these timescales for individuals and the organization</p> <p>KB2. the range of typical queries about RFI’s and RFPs and the standard ways in which to respond and present these</p> <p>KB3. the range of partners and sub-contractors involved in responding to RFIs and RFPs and their roles</p> <p>KB4. the importance of collating responses about RFIs and RFPs and how to record these</p> <p>KB5. the purpose of pre-bid/client/proposal meetings and your role in these</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>You need to know and understand how to:</p> <p>SA1. communicate with colleagues regarding queries in writing</p> <p>SA2. complete accurate well written work with attention to detail</p> <p>Reading Skills</p> <p>You need to know and understand how to:</p> <p>SA3. read instructions, guidelines, procedures, rules and service level agreements</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>You need to know and understand how to:</p> <p>SA4. communicate orally with stakeholders regarding queries</p> <p>SA5. listen effectively and orally communicate information accurately</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>You need to know and understand how to:</p> <p>SB1. make decisions on suitable courses of action</p> <p>Plan and Organize</p> <p>You need to know and understand how to:</p> <p>SB2. plan and organize your work to achieve targets and deadlines</p> <p>Customer Centricity</p> <p>You need to know and understand how to:</p> <p>SB3. check your own work meets customer requirements</p> <p>SB4. deliver consistent and reliable service to customers</p> <p>Problem Solving</p>

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	You need to know and understand how to: SB5. identify and refer anomalies to the line manager SB6. apply problem solving approaches in different situations
	Analytical Thinking
	You need to know and understand how to: SB7. analyze information and activity SB8. configure data and disseminate information to relevant others
	Critical Thinking
	You need to know and understand how to: SB9. apply balanced judgments to different situations
	Attention to Detail
	You need to know and understand how to: SB10. check your work is complete and free from errors SB11. get your work checked by peers
	Team Working
You need to know and understand how to: SB12. work effectively in a team environment	
C. Technical Skills	You need to know and understand how to:  SC1. use information technology effectively to input and/or extract data accurately SC2. identify and refer anomalies in data SC3. keep up to date with changes, procedures and practices in your role

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NOS Version Control

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Credits(NVEQF/NVQF/NSQF) [OPTIONAL]		Version number	0.1
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	IT Services	Last reviewed on	31/03/2018
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