

## Questions RFP-2025-010 – Staff stress counsellor

1. Will a single provider be responsible for all requested services, or could different providers be selected for distinct components (e.g., individual counseling and training)?

It is preferable to have only one provider. Staff should have a point of contact, and a relationship of trust must be built.

2. The RFP states that the UPU reserves the right to accept all or part of a tender. Could you clarify how this would be applied in practice? If some parts of a proposal are not accepted, would the provider have an opportunity to revise them, or would they be awarded to another provider?

Some parts of a proposal may be of interest to us, while others might need to be adjusted. If applicable, we would indicate which parts require modification.

3. Could you indicate the expected or recommended length (in pages) for the technical proposal?

There is no recommended number of pages.

4. Based on the estimated number of days indicated in the tender, could you provide an approximate breakdown between counseling and training services (e.g., number of days or hours for each)?

A total availability of 4 days per month is requested, preferably 1 day per week. Training days are to be distributed throughout the year, between 1 and 4 days.

5. Is there a specific target group among employees who will be the primary beneficiaries of these services (e.g., all staff, management, specific departments)?

All staff should benefit from this support service, regardless of the gender, the age, the grade, the department, the type of contract or the topic.

6. For the required five years of counseling experience, must this be strictly in the type of counseling outlined in the tender, or would other forms of one-on-one coaching or employee support also be considered relevant?

The required experience should be in the field of staff support (e.g., psychologist, social worker, trusted person, etc.).

7. How many employees does the company UPU employ (i.e. how many employees could benefit from the counselling services?)

plus at least 250 employees

8. Is a degree in psychology mandatory? The majority of Movis counsellors have a degree in social work (no psychologists).

A degree in psychology is recommended, but experience in the field and a degree in social work will be taken into account.

9. Is the combination of English & French compulsory?

OUI/ YES

10. Would English & German or French & German also be acceptable?

No, we don't need German. The working languages are French and English. Knowledge of other UN languages would be an asset (such as Arabic, Chinese, Russian, Spanish or Portuguese).

11. Is it possible for the training to be given by another person?

Yes, as long as the person is qualified. However, if the staff adviser is also the trainer, this gives us greater visibility and creates a link with the staff.

12. RFP-2025-010 states that "Bidders not operating as an independent consultant should propose at least three individual consultants in accordance with the requirements specified in this call for tenders for the performance of the services and activities described herein." Could UPU clarify if it would hire multiple counselors to provide the requested services or if it would choose just one of the three proposed candidates?

Both options are possible.

13. RFP-2025-010 appears to indicate that UPU would prefer to contract one to three counselors to provide services described in section, "4 Service requirements." Would UPU be open to contracting with a firm that can provide support from a much larger roster of counselors? This broader approach would facilitate the delivery of individual counseling services by male and female providers in dozens of languages, including all official UN languages.

Yes, this proposal would be very interesting.

14. RFP-2025-010 Section 4.6 "Location of the services" states that the vendor, may be required from time to time to carry out certain tasks from the headquarters of the UPU in Berne, Switzerland." For the purpose of budgeting, could UPU provide an estimate of the number of times the bidder's provider(s) may be required to travel to Berne and how many days they would need to remain in Berne per trip?

We would like the staff counsellor to travel at least twice a year to the headquarters in Berne, to meet staff members and organize training sessions.

15. In order to provide a more detailed proposal, could UPU please indicate if they are interested in 60-minute, 90-minute, or longer training sessions? Would these sessions be provided virtually, in-person, or both?

Twice a year, training must be delivered in person. Other training sessions may be conducted online. The duration of the training will depend on the subject; it may last 60 minutes, 90 minutes, or 120 minutes if necessary.

16. Could UPU please provide details on the population it would like to be eligible to receive the individual counseling described in the RFP? For example, how many international/expat staff will be eligible to access counseling? How many national/local staff will be eligible to access counseling? Will any volunteers or affiliates be eligible to receive the counseling? Where are these individuals based?

All staff members are based in Berne. We are approximately 250 people. Everyone, regardless of contract type, must be able to benefit from the staff counsellor's services.

17. How many sessions of counseling would UPU be interested in providing to each staff member per event/topic? For example, three sessions, six sessions, or eight sessions?

There is no limit. Sessions are requested based on needs, and each case is different.

18. Will the services described in RFP-2025-010 be the only counselling and stress management services available to UPU International Bureau staff or will they be supplementing existing services provided by internal UPU staff counselors and/or another vendor?

We have an internal trusted person, an Ombudsperson, and an Ethics Officer. Our medical service can also intervene in certain cases.

19. Section 4.1 states that the vendor will "[Refer] staff to external professional therapists when required." Does UPU have an approved list of providers or are vendors allowed to refer staff to other external providers?

No, we do not have a list of providers, but information about the health insurance coverage for staff can be shared to support orientation and referrals.