

## **Request for proposals**

### **Organizational medical and social services for the Universal Postal Union**

Date: 02 October 2020

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## **1 Introduction**

### *1.1 Profile of the UPU*

The Universal Postal Union (UPU) was founded in 1874 in Berne, Switzerland, with the main goal of establishing a single postal territory for the reciprocal exchange of letter-post items and adopting common principles for the international postal service in a non-discriminatory manner. Currently comprising 192 member countries, the UPU became a specialized agency of the United Nations in 1948.

The main mission of the UPU is to stimulate the lasting development of efficient and accessible universal postal services of quality, in order to facilitate communication between the inhabitants of the world. This includes ensuring the free circulation of postal items over a single postal territory composed of interconnected networks, adopting fair common standards, utilizing technology, facilitating cooperation and interaction among stakeholders, promoting effective technical cooperation, and meeting customers' changing needs. The UPU is thus expected to play a major role in the constant revitalization of postal services.

Furthermore, the UPU facilitates the development of worldwide postal services by providing an information and communication technology framework that allows designated operators (DOs)<sup>1</sup> of UPU member countries to concentrate on the delivery of postal services to their customers. In this context, the UPU provides a global network with value-added services, as well as computerized applications for the management of international mail and international postal money orders.

## **2 Terms and conditions of the request for proposals**

Unless otherwise stated in this request for proposals (RFP), the term "Bidder" shall refer to any person, company or legal entity submitting a proposal in response to this RFP. The term "Vendor" shall refer to a successful Bidder, as the case may be.

### *2.1 Confidentiality*

Bidders shall treat in strict confidence all information contained in this RFP and its attached documents which is not already publicly known or generally accessible, particularly any documentation marked as confidential and distributed by the UPU to Bidders as additional confidential RFP documentation. Bidders shall prevent the disclosure or distribution of all such information to third parties and other entities and persons not expressly authorized herein. In case of doubt, these confidentiality provisions shall nevertheless be observed. All Bidders are obliged to observe these confidentiality provisions before, during and after the tendering process. These provisions shall not affect the UPU's and the Bidder's legal obligations to disclose information.

Bidders shall not use such information for any purpose other than the purposes associated with this RFP. This RFP and all attached documents may only be distributed or made available to persons directly involved in the tendering process on behalf of Bidders. Where external agents or subcontractors are involved in the preparation of the tender documents, they must be named and indicated in the participation notification (see section 2.13).

Bidders assume full responsibility for the compliance of their agents, employees and subcontractors, as well as any third parties involved on their behalf in this tendering process, with these confidentiality rules and shall be liable for any damages resulting from misconduct or unauthorized disclosure.

If a Bidder violates the confidentiality provisions contained herein, it shall be liable to pay a penalty to the UPU unless the Bidder can prove that no fault is attributable to it. This penalty shall amount to no more than 50,000 CHF per infringement. Payment of any such penalty shall not release Bidders from their obligation to observe confidentiality.

<sup>1</sup> In accordance with article 1.7 of the Constitution of the UPU, a designated operator is any governmental or non-governmental entity officially designated by the member country to operate postal services and to fulfil the related obligations arising out of the Acts of the Union on its territory.

Bidders willing to submit proposals in response to this RFP shall transmit such proposals to the contact person(s) specified in section 2.15 below, and may request additional information relating to this RFP from the UPU, as the case may be.

Without prejudice to the confidentiality provisions set out above, Bidders hereby agree that the receipt of such information may be subject to the prior signature of a non-disclosure agreement between the Bidder and the UPU, under conditions to be determined and communicated by the latter.

## *2.2 Legal status of the Vendor*

The Vendor shall be regarded in law as having the legal status of an independent contractor. The Vendor and its consultants, employees and subcontractors (as authorized by the UPU) shall in no way be regarded as employees of the UPU. Such consultants, employees and subcontractors of the Vendor shall not be entitled to any employment benefits of the UPU. The Vendor shall be solely responsible for due payment of all compensation owed to such consultants, employees and subcontractors, including payment of any employment taxes, benefits, compensation and insurance. The Vendor represents and warrants that it will comply with all laws, rules and regulations required by the relevant authorities, including the appropriate withholding, reporting and payment of all necessary taxes.

The Vendor shall be liable for all work performed by its employees, consultants and subcontractors, as well as for any act or omission by such employees, consultants and subcontractors.

The Vendor shall not assign, sublicense, subcontract, pledge or otherwise transfer or dispose of its offer, or any of the rights and obligations contained in it, without the UPU's prior written consent.

The approval by the UPU of the engagement of any subcontractor shall not relieve the Vendor of any of its obligations or responsibilities concerning the work performed by any subcontractor.

## *2.3 Scope of the RFP*

This RFP concerns the provision of medical and social services for UPU staff members through the performance of the activities defined herein and as further detailed in section 4 of this RFP:

- Medical clearance for initial appointments and/or joining the Provident/Pension Scheme;
- Periodic medical examinations of UPU staff members;
- Medical examinations for separation/retirement;
- Preventive healthcare measures;
- Staff information and medical advice;
- Improvement of staff well-being and the work environment in general;
- Provision of individual consultations and assistance in alleviating stressful situations faced by staff;
- Improvement of managers' responses to personal problems experienced by staff members;
- Bringing to the attention of the UPU Management any major problems with a view to promoting healthy workplace and behaviour.

## *2.4 Background*

The UPU is a specialized agency of the United Nations with a total of between 250 and 300 employees. The UPU Staff Rules provide that:

- candidates for a UPU position shall undergo a medical examination and meet the appropriate medical standards prior to appointment;
- the health status of the staff members shall, during their employment, be regularly re-examined at such intervals as required;
- prior to separation/retirement, a staff member leaving the UPU shall undergo a medical examination;
- UPU staff should have access to qualitative and timely social services.

Thus, the UPU requires the provision of specialized medical and social services by a qualified provider.

## *2.5 Objectives*

The UPU wishes to contract the provision of medical and social services for a maximum duration of four years, with a one-year probationary period, with a view to ensuring the well-being of UPU staff by providing them with primary and preventative healthcare and social services.

## *2.6 Use of the emblem, name and initials of the UPU*

Bidders shall not advertise or otherwise make public the fact that they intend to provide, are providing or have provided services to the UPU, or use the emblem, name or initials of the UPU in connection with their business for the purposes of commercial advantage or goodwill without the prior and explicit permission of the UPU. Bidders shall take all reasonable measures to ensure compliance with this provision by their agents, employees and subcontractors.

## *2.7 Collusive bidding, anti-competitive practices and any other similar conduct*

Without prejudice to the provisions contained in sections 3 and 4 below, Bidders (including their agents, consultants, employees and subcontractors) shall not engage in any collusive bidding, anti-competitive practices or other similar conduct in relation to:

- the preparation or submission of offers;
- the clarification of offers;
- the conduct and content of negotiations, including final contract negotiations.

For the purposes of this RFP, collusive bidding, anti-competitive practices and any other similar conduct may include disclosure to, or exchange or clarification with, any other Bidder of information (in any form), regardless of whether such information is confidential to the UPU or to any other Bidder, in order to alter the results of the RFP in such a way that would lead to an outcome other than that which would have been obtained through a competitive process. In addition to any other remedies available to it, the UPU may, at its sole discretion, immediately reject any offer submitted by a Bidder that, in the UPU's opinion, has engaged in any collusive bidding, anti-competitive practices or other similar conduct with any other Bidder in relation to the preparation or submission of offers, whether in respect of this RFP or other procurement processes conducted by the UPU.

## *2.8 Intellectual property*

This RFP and all its attached documents, including any content, forms, statements, concepts, plans and procedures explicitly or implicitly forming part of this RFP, constitute the exclusive intellectual property of the UPU. This RFP is communicated to the various Bidders with the sole purpose of assisting them in the preparation of their respective offers. Any hard copies of this RFP shall be destroyed or returned to the UPU by non-selected Bidders at the request of the UPU.

## *2.9 Privileges and immunities*

Nothing in or relating to this RFP, the activities described herein or any potential agreements related thereto shall be deemed as a waiver, expressed or implied, of any of the privileges, immunities and facilities which the UPU enjoys as a specialized agency of the United Nations system, pursuant to the Swiss Host State Act and the Agreement on Privileges and Immunities of the United Nations (on Swiss territory), the Convention on the Privileges and Immunities of the Specialized Agencies (outside Switzerland), as well as any other conventions and laws recognizing and/or granting such privileges, immunities and facilities to the UPU and its officials (including without limitation the International Organizations Immunities Act in the case of the United States of America).

Accordingly, the Vendor shall expressly acknowledge and agree that the property and assets of the UPU, including any archives, data, documents and funds belonging to the UPU or held by it (including, without limitation, the data/hosting environments and servers pertaining to or associated with the provision of the services, as well as any data or document in any form belonging to or held by the UPU on behalf of UPU member

countries and their DOs), are inviolable and shall be immune from search, requisition, confiscation, expropriation and any other form of interference, whether by executive, administrative, judicial or legislative action. The Vendor shall immediately contact the UPU in the case of any violation or attempted violation of the UPU's privileges and immunities and take any reasonable measures to prevent such violation.

In the light of the UPU's status as a specialized agency of the United Nations (and without prejudice to the observance, by the UPU, of any sanctions established by the United Nations Security Council), Bidders shall expressly certify their legal and operational willingness and ability to provide the services on a non-discriminatory basis for the benefit of all eligible entities established and/or situated in the territory of any UPU member country, irrespective of the existence of diplomatic relations between the Bidder's country of incorporation and/or operation and any UPU member country (including its DOs).

#### *2.10 Tax exemption*

Pursuant to article III, section 9, of the Convention on the Privileges and Immunities of the Specialized Agencies, the UPU is exempt from all direct taxes and from customs restrictions, duties and charges of a similar nature in respect of articles imported or exported for its official use.

Furthermore, the UPU, as an intergovernmental organization and a specialized agency of the United Nations, is exempt from value-added tax (VAT) in Switzerland (OLTVA, article 22; "Instructions 2001 sur la TVA", articles 574, 816 and others), as well as in other countries; **therefore, all prices shall be indicated net, i.e. excluding VAT or similar taxes.**

#### *2.11 Language*

Tender documents shall, in their entirety, be formulated by Bidders in English or French.

#### *2.12 Signature*

Tender documents shall be signed by a representative (or representatives) duly designated and authorized to act on the Bidder's behalf and with the authority to legally bind the Bidder and accept the terms and conditions of this RFP.

#### *2.13 Participation notification*

Upon receipt of this RFP, the Bidder shall send confirmation of participation to all contact person(s) listed in section 2.14 below, in line with the deadline indicated in section 2.16 below.

#### *2.14 Contact persons*

Secretary of the Tenders and Procurements Committee  
Universal Postal Union  
International Bureau  
Weltpoststrasse 4  
3015 BERNE  
SWITZERLAND

Telephone: +41 31 350 35 02/+41 31 350 31 62

E-mail: [caa@upu.int](mailto:caa@upu.int)

#### *2.15 Further inquiries and questions*

Any questions regarding the content of this RFP or any requests for clarification from Bidders must be sent in written form to the contact person(s) listed in section 2.14 above **by 26 October 2020**.

Answers to questions submitted by Bidders or additional information relating to this RFP shall be published and regularly updated on the UPU website ([www.upu.int/en/Universal-Postal-Union/Procurement](http://www.upu.int/en/Universal-Postal-Union/Procurement)).

### 2.16 Delivery of offers and deadline

In the light of the current situation relating to the ongoing COVID-19 pandemic, all bids shall, on an exceptional basis, be submitted electronically to the UPU. Bids shall be sent **ONLY** to **RFP-2020-020@upu.int** with "RFP-2020-020-DRH Organizational medical and social services for the UPU" as the subject.

The deadline for the submission of bids is **16.00 Central European Summer Time (CEST) on 9 November 2020**.

Offers received after this date shall not be considered by the UPU. Moreover, offers sent to any address other than the one specified above or by any other means shall not be accepted by the UPU.

The preparation and submission of tender documents by Bidders shall be free of charge for the UPU.

### 2.17 Evaluation procedure

The objective of the evaluation process is to ensure the selection of a qualified, reliable and experienced Vendor for the services described in this RFP.

The evaluation procedure applied by the UPU shall be conducted at its sole discretion, with a view to determining as objectively as possible the bid that best meets the specific requirements of the UPU, on the basis of its assessment of bids received against the requirements defined herein.

- / The prescribed structure of proposals (as set out in sections 3 and 4 below, as well as Annex 1), is mandatory for all Bidders. Bids not fulfilling the aforementioned mandatory criteria shall not be taken into further consideration by the UPU.

Bids received by the UPU shall address all aspects of the RFP, including the necessary modifications or missing elements envisaged and identified by the Bidders.

The criteria for the evaluation of the bids, in descending order of importance, are:

- i Quality of the proposal (according to the specifications of this letter);
- ii Knowledge and experience of the Bidder and its team and/or consultant(s), as applicable to the subject matter;
- iii Price.

The deliberations of the UPU Tenders and Procurements Committee (TPC) are strictly confidential. The TPC shall submit a report on the evaluation of received bids to the Director General of the UPU International Bureau, together with its final recommendation for his assessment and authorization.

The UPU General Terms and Conditions for the Provision of Services (attached as reference) shall be accepted by all Bidders. The final terms of any resulting contract shall be defined by the UPU and accepted by the Vendor. Contract negotiations shall only start after final selection by the UPU of a Vendor. Bidders will be informed immediately after a selection decision is taken by the UPU.

The UPU is not bound to accept the lowest-cost tender and reserves the right to accept all or part of the tender. In awarding the contract, account will be taken of both the overall costs of the work and of the nature and quality of services to be provided. The right to negotiate prices and terms and conditions of the contract after receipt of the tender is also reserved.

All bids submitted shall, at the UPU's sole discretion, be subject to an in-depth evaluation with the goal of enabling the UPU to engage the most appropriate service provider.

### 2.18 Modification, suspension or cancellation of the RFP

The UPU reserves the right, **at its sole discretion and at any time** before conclusion of the RFP (i.e. at any time prior to the signature of the relevant contract with the Vendor), to modify, suspend or cancel all or part of this RFP.

### 2.19 Tentative schedule

Publication of RFP announcement	2 October 2020
<b>Receipt of offers by the UPU (deadline)</b>	<b>9 November 2020, at 16.00 Central European Summer Time (CEST)</b>
Estimated start of engagement	1 January 2021

### 3 Offer structure – Response format

All information provided shall be delivered by Bidders in full compliance with the terms and conditions set out in section 2 above, section 3, and section 4 below. Bidders shall also provide a financial breakdown of their proposal by unit price in accordance with the template provided in Annex 1.

Moreover, the requirements stipulated in this RFP shall be covered in their entirety, according to the structure defined below and following the sequence and numbering provided in this section. The UPU shall evaluate all Bidder responses in accordance with the structure defined herein.

For each of the requirements listed in this RFP, Bidders shall answer with one of the following statements:

- a Covered;
- b Covered, with limitations (explaining relevant limitations);
- c Not covered.

Where the answer is “covered” or “covered, with limitations”, Bidders shall provide further details and/or examples of existing implementations of their solution in the field (existing use cases).

#### 3.1 Cover letter

Bidders shall submit a cover letter including:

- a statement that the Bidder has read, understands and agrees to all provisions of this RFP; and
- the Bidder’s name, telephone number, physical address and e-mail address, and the name(s) of its representative(s).

The cover letter shall be signed by a representative (or representatives) duly designated and authorized to act on the Bidder’s behalf and with the authority to legally bind the Bidder and accept the terms and conditions of this RFP, and shall also include a confirmation of such authorization by the Bidder.

#### 3.2 Executive summary

The Bidder shall provide an executive summary highlighting the most important aspects of its offer.

#### 3.3 Bidder information

- Company structure, locations/subsidiaries;
- Financial data (turnover, profit, etc.);
- Partners and equity holders of the company;
- Company history; and
- Market position and share in relevant markets.

#### 3.4 Subcontractor information

Vendors may not assign, sublicense, subcontract, pledge or otherwise transfer or dispose of their services, or any of the rights and obligations contained in the relevant contract with the UPU, without the prior written consent of the UPU.

The approval by the UPU of the engagement of any subcontractor shall not relieve the Vendor of any of its obligations or responsibilities concerning the work performed by any subcontractor.

### *3.5 Functional structure*

The Bidder shall provide answers to all of the requirements set out in section 4 below (General requirements).

### *3.6 Pricing structure*

Bidders shall provide a detailed pricing structure – as required under section 4 below (General requirements).

Bidders shall not include VAT in the aforementioned pricing structure (see section 2.10 above). Furthermore, all pricing information shall be set out exclusively in Swiss francs.

### *3.7 UPU General Terms and Conditions*

Bidders shall include a statement confirming their acceptance of the UPU General Terms and Conditions for the Provision of Services, attached hereto for reference.

### *3.8 Delivery and payment schedule*

The target dates for provision of the services are estimated as follows:

Services start date: 01 January 2021

Services end date: 31 December 2024

Delivery and payment schedules shall be further detailed and agreed with the UPU.

## **4 General requirements**

### *4.1 Bidder requirements*

The UPU shall have the right to reject any bids that do not meet the requirements set out herein.

Bidders shall demonstrate track records of satisfactory performance for similar activities (reference letters and/or certificates of work). Business transactions and activities carried out by the Bidder shall comply with the mandates and principles of the UPU. Bidders shall provide confirmation that they and their proposed personnel have not been charged with criminal or other offences other than minor traffic infractions.

Bidders shall be able to provide guarantees of solvency and long-term sustainability.

Bidders shall provide proof of ability, in terms of technical know-how and volume, to meet the conditions set out in this RFP. Bidders shall be able to provide organizational guarantees, more specifically as regards staff availability and skills, in respect of contractual performance.

Bidders shall take appropriate measures to ensure that all information concerning UPU staff remains strictly confidential.

Bidders shall also confirm that their bids cover all costs associated with the provision of the services referred to herein. Other costs to be incurred by the Vendor, including, without limitation, any travel and subsistence costs incurred in the performance of the services between the Vendor's offices or other locations specifically designated by the UPU, shall be subject to the prior written consent of the UPU. No other fees shall be paid, with the exception of reimbursement of other unavoidable costs incurred for successful completion of the services, equally subject to prior written consent of the UPU.

## 4.2 Description of activities

### 4.2.1 Medical services

#### a Entry medical examinations

- Full medical examinations with assessment of all new staff members upon appointment, including assessment as to any possible insurance restrictions (reservations) vis-à-vis the UPU Provident Scheme, and review and evaluation of medical examinations and associated reports of new UPU staff members having undergone external medical examination upon appointment (for instance, in the case of staff members recruited from outside Berne and/or Switzerland).
- The entry medical examination for an initial appointment with the UPU consists of an anamnesis and a complete physical examination with additional specific examinations if required. Where possible, the Vendor itself should perform these examinations; further necessary examinations may be performed by doctors, laboratories and institutes proposed by the Vendor. In such cases, the UPU's opinion will be sought beforehand to assess the need for such further examinations.
- If an entry medical examination has already been carried out by a doctor in the staff member's country of origin, the Vendor shall check the documents prepared by that third-party doctor and, if necessary, organize additional examinations.
- After the medical examination, the Vendor shall inform the UPU in writing within five working days as to the "fit to work" result, which will fall into one of the following two categories:
  - Fit: individuals who are fit to perform the functions for which they have been selected, regardless of any other medical conditions; or
  - Unfit: individuals who are not fit to perform the functions for which they have been selected.
- If further medical information needs to be obtained from attending doctors or specialists, an additional period of three weeks shall be allowed for, depending on the case.

Services relating to the medical check-up upon initial appointment include:

- Interview, physical examination according to protocol, and lifestyle advice;
- Electrocardiogram (ECG);
- Lung function;
- Blood tests;
- Request for further examinations (doctors or external institutions);
- Writing of reports, administrative work and medical assistants' work;
- Radiological examination of the heart and lungs (on request).

The Vendor may be asked to check documents prepared by a third-party doctor in the staff member's country of origin, in order to establish fitness to work.

Special evaluations and screening include the following laboratory tests:

- Urine test (with strip);
- Blood formula;
- Sedimentation speed;
- C-reactive protein;
- Blood glucose;
- Haemoglobin A1c;
- Uric acid;
- Creatinine;
- Lipid profile;

- Electrolytes (sodium, potassium);
- Liver values (GOT, GPT, phosphatase alkaline, GGT).

On request:

- PSA (test for TSH (thyroid test) and ferritin (iron));
- Audiometric (hearing) test.

According to the indication of the Vendor or at the request of the UPU:

- Stool review;
- Tuberculosis test;
- Infectious disease tests;
- Vaccinations;
- Other specific exams.

The Vendor shall observe the UPU's categories of fitness for work as set out below when evaluating staff members on the basis of the medical classification standards established and used by the United Nations system:

Categories of fitness for work:

- 1A Persons deemed fully fit for UPU work (with no necessary adjustment to standard UPU working conditions and no restrictions (reservations) vis-à-vis the UPU Provident Scheme).
- 1B Persons deemed fully fit for work with the UPU (with possible adjustment to standard UPU working conditions and possible restrictions (reservations) vis-à-vis the UPU Provident Scheme owing to chronic, but stable and well-controlled, conditions).
- 2A Persons currently deemed unfit for UPU work owing to serious health conditions (but who may be considered for future employment with the UPU in the event that their condition is later successfully treated or can be stable and well controlled over a long-term period).
- 2B Persons deemed fully unfit for UPU work owing to complete or partial incapacity and/or significantly diminished life expectancy.

*b Periodic medical examinations*

Periodic medical examinations of UPU staff members consist of an anamnesis and a complete physical examination, with additional examinations if necessary. The number of such follow-up examinations depends on the age and risk profile of the individual based on history and physical examination.

If the staff member has already undergone a medical examination upon appointment by a physician in the city and/or country from which they were recruited, the Vendor shall ensure that the relevant medical examination report and any associated documentation of the external physician who examined the staff member are in order. If necessary, the Vendor shall arrange for any additional examinations.

UPU staff members undergo periodic medical examinations as follows:

- Up to 40 years of age: every three years;
- From 40 to 54 years of age: every two years;
- From the age of 55: once per year.

The Vendor shall inform the UPU if the results of a periodic medical examination make it necessary to consider changing the frequency at which the staff member is to undergo periodic medical examinations, or if it makes medical sense to change a course of treatment or the follow-up of such treatment.

Services related to periodic medical examinations include:

- Analysis of previous medical procedures;
- Interview, physical examination according to protocol and lifestyle advice;
- ECG;
- Blood tests;
- Recommendation for further examinations with doctors or external institutions;
- Writing of reports, administrative work and medical assistants' work.

*c Exit medical examinations for retiring UPU staff members*

Discharge medical examinations upon separation/retirement of a staff member of the UPU take the same form as periodic medical examinations.

Following a staff member's exit medical examination, the Vendor shall inform the UPU in writing, within five working days of such examination, of its assessment of the staff member's health condition, specifying, where applicable, whether any restrictions relating to the retiring staff member's entitlements under the UPU Provident Scheme may be applicable, and in accordance with the applicable UPU requirements, as communicated by the UPU to the Vendor, or in the event of any particular and/or serious illness identified during the course of such examination.

Services related to discharge (retirement) include:

- Analysis of previous medical procedures;
- Interview, physical examination according to protocol and lifestyle advice;
- ECG;
- Blood tests;
- Recommendation for further examinations with doctors or external institutions;
- Writing of reports, administrative work and medical assistants' work.

*d Additional services*

At the request of the UPU, the Vendor shall also provide the following additional services:

- Medical assessments of current staff members (examination by the Vendor, in consultation with attending physicians and/or other appropriate/relevant health professionals), either at the express request of the UPU, or in the event of illness, injury or behavioural or dependency condition(s), to assess whether any such illness, injury or other condition directly affects the staff member's ability to discharge his/her functions, indicating whether such examination has resulted in the need to revise the category of fitness for work previously established for the concerned staff member, and/or his/her working conditions;
- Recommendations on measures to improve the staff member's health situation, and on the rate of incapacity to work, health restrictions and occupational adjustments;
- Proactive advice and proposal of preventative healthcare actions in general and in pandemic situations;
- Evaluation of the degree of incapacity for work owing to injury or illness, in order to determine the disability benefit to be paid by the UPU Provident Scheme;
- Assessments and guidance on the subject of occupational health and ergonomics (specific cases);
- Meetings with the relevant and duly authorized UPU representatives to discuss ongoing medical cases, without prejudice to the relevant principles of patient and medical confidentiality;
- Telephone consultation in specific cases (helpline);
- Medical advice and support within the context of official UPU travel, including the administering of any required vaccinations and preparation of the relevant vaccination/inoculation records;

- Presentations and training sessions at the request of the UPU (e.g. first aid training, workplace health and safety, etc.);
- Special evaluations and screening.

#### 4.2.2 Social services

##### *a Individual consultations on:*

- Questions and personal problems;
- Issues relating to family or spousal conflicts, including separation, divorce or death in the family;
- Addiction, burnout;
- Challenging situations, such as illness, accidents or violence;
- Financial issues, particularly advice on budgeting and debt restructuring (the social service provider offers advice, while the UPU offers the Social Fund);
- Relations with the Swiss authorities, questions on federal, cantonal, municipal and Swiss social insurance, and questions on privileges and immunities.

##### *b Assistance for line managers*

Management of problems encountered by employees or teams (e.g. addiction issues, psychological crises, threats of violence, burnout, work-related stress, reintegration into the workplace after a long illness).

##### *c Training of line managers or teams*

Prevention of addiction, financial problems, violence, work-related stress and other difficult situations.

##### *d Additional conditions and activities*

- UPU staff shall have free access to the social services for individual consultations;
- Assistance to line managers and training of line managers or teams, subject to the prior approval of the Human Resources Directorate of the UPU International Bureau;
- Individual consultations with UPU staff may be by appointment at the premises of either the Vendor or the UPU (at the request of the UPU);
- The activities of social counsellors shall be documented and stored in files/e-files. These files shall be archived and then destroyed in accordance with the Vendor's archiving requirements;
- The Vendor shall furnish the information necessary to establish an Intranet page on the UPU website concerning the social services offered to staff;
- At the request of the UPU, the Vendor shall give presentations on the services offered;
- The Vendor shall provide regular reports to the Director General of the International Bureau. By a deadline to be set jointly by the Parties, the Vendor shall submit an annual report to the UPU providing a general overview of the activities, the number of situations handled, the number of hours spent, the relevant subjects, and observations on the policies, procedures and practices encountered during the reporting period. This report may be accompanied by recommendations;
- On request and subject to the written consent of the individual concerned, the Vendor may issue a written situation report in long-term cases;
- The Vendor shall organize activities that aim to improve and promote the welfare of staff.

#### 4.3 *Required qualifications and experience for the Vendor's personnel*

- The staff of the Vendor must have working knowledge of both French and English and use French or English in all written communication with the UPU.

- The Vendor shall comply with the rules on security of access to the computer network of the UPU International Bureau via its secure portal.
- The Vendor shall at all times act so as to protect and promote the interests of the UPU, to the extent that it can reasonably be expected to be aware of those interests.
- The staff of the Vendor for the social services are required to have recognized training in social services or an equivalent field and at least five years of relevant experience.
- The staff of the Vendor for the medical services are required to have a degree in medical sciences, a valid licence to practise medicine in Switzerland, at least five years of relevant experience, and preferably two years' service with international organizations and/or United Nations agencies.
- The medical and social services are to be provided at the Vendor's premises. At the request of the UPU, some of these services may also be provided at the UPU premises in Berne, Switzerland, in accordance with the agreed terms.
- The staff of the Vendor shall be approved by the UPU for handling the UPU's matters.

Not less than one working day after learning that any of the Vendor's personnel engaged in the provision of services to the UPU have been charged by the competent authorities with an offence other than a minor traffic offence, the Vendor shall immediately relieve such personnel from their duty to provide such services to the UPU, notify the UPU in writing about the particulars of the charges against that individual, and continue to inform the UPU of all substantial developments regarding those charges.

#### *4.4 Business model and costs*

The Bidder shall provide its detailed pricing structure as follows:

- Full-service quotation (all included);
- Detailed description of pricing structure and services offered.

The services carried out by the Vendor shall be fully invoiced on a monthly basis (in arrears), and the UPU shall pay the amounts due within 30 business days of receiving the invoice, subject to the UPU's acceptance of the services provided and the Vendor's transmission to the UPU of any and all documentation clearly detailing the invoiced services (in a format to be established by the UPU). The Vendor shall be paid per actual consulting day.

In the event of the sudden departure from the workplace of an individual consultant, the Vendor shall provide 10 extra consulting days at no additional charge for the replacement consultant.

#### *4.5 Reporting*

The Vendor shall provide the UPU with weekly reports setting out the relevant services performed by the Vendor during the time frame in question. Such reports shall be prepared in accordance with a structure and format defined by the UPU (in the form of time sheets).

The UPU may contest the Vendor's time sheets within 10 business days of receiving such documents. In the event that such documents are not contested by the UPU within the aforementioned time frame, the services detailed therein shall be deemed duly provided by the Vendor and accepted by the UPU.

#### *4.6 Additional Information*

Bidders may include any additional information deemed necessary or relevant for a clear and detailed understanding by the UPU of the services being offered.



**Financial proposal – Unit price**

<i>Service</i>	<i>Price/unit in CHF</i>
<b>A. Basic rate per entry medical examination, including</b>	
Interview	
Physical examination according to protocol and lifestyle advice	
Electrocardiogram	
Lung function	
Blood tests	
Request for further examinations (doctors or external institutions)	
Writing of reports, administrative work and medical assistants' work	
<b>B. Rate for checking of documents prepared by a third-party doctor in the staff member's country of origin and for ascertainment of fitness to work, including</b>	
Radiological examination of the heart and lungs	
Special evaluations and screening	
Writing of reports, administrative work and medical assistants' work	
<b>C. Laboratory tests</b>	
Urine test (with strip)	
Blood formula	
Sedimentation speed	
C-reactive protein	
Blood glucose	
Haemoglobin A1c	
Uric acid	
Creatinine	
Lipid profile	
Electrolytes (sodium, potassium)	
Liver values (GOT, GPT, phosphatase alkaline, GGT),	
PSA (test for TSH (thyroid test))	
Ferritin (iron test)	
Audiometric (hearing) test	
Stool review	
Tuberculosis test	

<i>Service</i>	<i>Price/unit in CHF</i>
<b>D. Rate for periodic medical examinations and exit medical examinations for retiring UPU staff members, including</b>	
Analysis of previous medical procedures	
Interview, physical examination according to protocol and lifestyle advice	
Electrocardiogram	
Blood tests	
Recommendation for further examinations with doctors or external institutions	
Writing of reports, administrative work and medical assistants' work	
<b>E. Medical clearance for personnel travelling on staff member assignment (travel, entry, periodic, restrictions) and/or field operations deployment</b>	
<b>F. Staff health promotion initiatives and well-being programmes</b>	
<b>G. Consulting with and advising staff members on medical and health issues related to their work (return to work after long-term sick leave)</b>	
<b>H. Emergency preparedness programme and pandemic response, planning and documenting medical aspects of business continuity plans</b>	
<b>I. Training (e.g. first aid, health and safety at the workplace, staff well-being, etc.)</b>	
<b>J. Individual consultations, assistance to line managers (social services)</b>	
<b>K. Updating UPU staff on the social services available/training</b>	
<b>L. Administrative costs ( including preparation of social service reports)</b>	