

**Call for tenders**  
**Disaster risk management online training for the postal sector**

Reference: RFP-2020-022-DCDEV

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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 goals 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 encompasses a commitment to free circulation of postal items over a single postal territory composed of interconnected networks, adoption of fair common standards and use of technology, cooperation and interaction among stakeholders, promotion of effective technical cooperation, and satisfaction of 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 environment that allows designated operators<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**

Unless otherwise stated in this call for tenders, the term "Bidder" shall refer to any person, company or legal entity submitting a response to this call for tenders. 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 call for tenders and its attached documents that is not already publicly known or generally accessible, particularly any documentation marked as confidential and distributed by the UPU to Bidders as additional confidential tender documentation. Bidders shall prevent 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 tender process. These provisions shall not affect the legal obligations of the UPU and Bidders to disclose information.

Bidders shall not use such information for any purposes other those associated with this call for tenders. This call for tenders and all attached documents may be distributed or made available only to persons directly involved in the tender process on behalf of Bidders. If external agents or subcontractors are involved in the preparation of the tender documents, this must be indicated and their names provided in the participation notification (see section 2.13).

Bidders assume full responsibility for the compliance of their agents, consultants, employees and subcontractors, as well as any third parties involved on their behalf in this tender process, with these rules of confidentiality 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 it can prove that no fault is attributable to it. This penalty shall not exceed 50,000 CHF per infringement. Payment of any such penalties shall not release Bidders from their obligation to observe these confidentiality requirements.

Bidders wishing to respond to this call for tenders must contact the persons specified in section 2.14 below and may, if necessary, request additional information from the UPU in relation to this call for tenders.

<sup>1</sup> In accordance with article 1bis.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.

Without prejudice to the confidentiality provisions set out above, Bidders shall agree that the receipt of any such additional 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 as having, in law, the legal status of independent contractor. The Vendor and its agents, consultants, employees, and subcontractors (as authorized by the UPU) shall in no way be regarded as employees of the UPU. Such agents, 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 agents, 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, including any acts or omissions, by its agents, consultants, employees and subcontractors.

The Vendor shall not assign, sublicense, subcontract, pledge or otherwise transfer or dispose of its tender, or any of the rights and obligations contained therein, 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 such subcontractors.

## *2.3 Scope of the call for tenders*

This call for tenders concerns the provision of a series of disaster risk management (DRM) online training sessions for DRM staff in UPU member countries. These training sessions shall be aimed at improving the capabilities of these staff members.

## *2.4 Background*

In recent years, the world has experienced many disasters, including earthquakes, tsunamis, floods, volcanic eruptions, hurricanes, landslides and pandemics. The postal sector is not immune to the impact of such events and has been severely affected by a number of natural disasters, which have destroyed infrastructure and caused interruptions to postal services. Strengthening the resilience of infrastructures is a key concern and objective not only for the postal sector, but also for the international community, and is an integral component of the United Nations Sustainable Development Goals.

The 26th Congress of the UPU decided to pursue the UPU's efforts to raise awareness of disaster risk reduction and disaster risk management with a view to assisting UPU member countries in implementing and enhancing measures to face the increasing challenges of disasters that threaten the postal sector.

In order to reinforce the DRM capabilities of designated operators, the UPU implemented regional training workshops in two regions in 2019. It had planned to hold face-to-face training workshops in four regions in 2020, but, owing to the COVID-19 pandemic, the UPU has decided to provide online training sessions instead.

## *2.5 Objectives*

The UPU wishes to provide training to assist designated operators that are not currently well prepared to cope with disasters.

Therefore, the UPU seeks an experienced Vendor with the necessary specialized skills to implement a series of online training sessions.

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

Bidders/Vendors 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 purposes of commercial advantage or goodwill without prior and explicit permission from the UPU.

Bidders/Vendors shall take all reasonable measures to ensure compliance with this provision by their agents, consultants, employees and subcontractors.

### *2.7 Collusive bidding, anti-competitive conduct or 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 any other similar conduct, in relation to:

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

For the purposes of this call for tenders, collusive bidding, anti-competitive practices or any other similar conduct may include the disclosure to, or exchange or clarification with, any other Bidder of information (in any form), whether or not such information is confidential to the UPU or to any other Bidder, in order to alter the results of the call for tenders 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 tender submitted by a Bidder that, in the UPU's opinion, has engaged in any collusive bidding, anti-competitive practices or any other similar conduct with any other Bidder in relation to the preparation or submission of tenders, whether with respect to this call for tenders or other procurement processes conducted by the UPU.

### *2.8 Intellectual property*

This call for tenders and all its attached documents, including any content, forms, statements, concepts, projects and procedures explicitly or implicitly forming part of the call for tenders, constitute the exclusive intellectual property of the UPU. This call for tenders is communicated to the various Bidders with the sole purpose of assisting them in the preparation of their respective tenders. Any hard copies of this call for tenders 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 call for tenders, 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 (such as the International Organizations Immunities Act in the case of the United States of America).

Accordingly, Bidders 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 designated operators), 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. Bidders shall immediately contact the UPU in the event of any attempt to violate or any violation of the UPU's privileges and immunities, and take any reasonable measures to prevent such a 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 a Bidder's country of incorporation and/or operation and any UPU member country (including its designated operators).

### 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, as an intergovernmental organization and a specialized agency of the United Nations, the UPU 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 in “net” form, without VAT or similar taxes.**

### 2.11 Language

Bidders must submit all tender documents entirely in English.

### 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 call for tenders.

### 2.13 Participation notification

Upon receipt of this call for tenders, Bidders shall send confirmation of participation to the contact persons listed in section 2.14.

### 2.14 Contact persons

Secretary of the Tenders and Procurements Committee  
UPU International Bureau

Tel: +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

Bidders must send any questions regarding the content of this call for tenders or any requests for clarification in writing to the contact persons listed in section 2.14 **by 13 November 2020**.

Answers to questions submitted by Bidders, additional information or updates relevant to this call for tenders shall be published on the UPU website at [www.upu.int/en/Universal-Postal-Union/Procurement](http://www.upu.int/en/Universal-Postal-Union/Procurement).

### 2.16 Delivery of tenders and deadline

On an exceptional basis, in view of the current situation relating to the ongoing COVID-19 pandemic, all tenders must be submitted via e-mail **ONLY** at [RFP-2020-022@upu.int](mailto:RFP-2020-022@upu.int) with “RFP-2020-022-DCDEV - DRM online training for the postal sector” as the subject line.

The deadline for the submission of tenders is **20 November 2020 at 16.00 CET (UTC+1)**.

The UPU shall not take into consideration any tenders received after this date. Furthermore, the UPU shall not accept any tenders sent to any e-mail address other than that specified above or sent by any other means.

There shall be no charge to the UPU for the preparation and submission of tender documents by Bidders.

### 2.17 Evaluation procedure

The objective of the UPU's evaluation process is to ensure the selection of a qualified, reliable and experienced Vendor that can deliver specialized training services and fulfil the objectives set out in section 2.5 above.

The UPU shall conduct its evaluation procedure, at its sole discretion, with a view to determining as objectively as possible the tender that best meets its specific requirements, based on its assessment of the tenders received in relation to the requirements defined herein. The prescribed structure of the tender documents (as set out in sections 3 and 4) is mandatory for all Bidders. The UPU shall not take into consideration any tenders that do not fulfil the mandatory criteria as indicated in sections 3 and 4.

Tenders received by the UPU must address all aspects of this call for tenders, and Bidders must identify any aspects where they envisage modifications being necessary or consider elements to be missing.

The winning tender will be selected on the basis of a non-exhaustive list of criteria as set out in section 4.2. Bidders are therefore required to consider how their tender corresponds with the criteria listed and to clearly indicate this in their response document.

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

- / Bidders shall accept the UPU General Terms and Conditions for the Provision of Services (see Annex 1). The final terms of any resulting contract shall be defined by the UPU and accepted by the Vendor. Contract negotiations shall commence only after the final selection of a Vendor by the UPU. Bidders will be informed as soon as the UPU has made its final selection.

#### *2.18 Modification, suspension or cancellation of the call for tenders*

The UPU reserves the right, at its sole discretion and at any time before conclusion of the tender process (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 call for tenders.

#### *2.19 Tentative schedule*

Publication of the call for tenders	12 October 2020
Deadline for receipt of tenders by the UPU	20 November 2020 at 16.00 CET (UTC+1)
Estimated start of engagement	3 January 2021

### **3 Tender structure – Response format**

All information provided by Bidders must be fully compliant with the terms and conditions set out in section 2.

Moreover, the requirements stipulated in this call for tenders must be addressed 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.

#### *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 call for tenders;
- A statement that the Bidder's tender documents are valid for a minimum period of 120 days;
- The Bidder's name, telephone number, postal 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 call for tenders, 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 tender.

### 3.3 *Bidder information*

Bidders must provide the following information:

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

### 3.4 *Subcontractor information*

Bidders may not assign, sublicense, subcontract, pledge or otherwise transfer or dispose of their tenders, or any of the rights and obligations contained therein, without the prior written consent of the UPU.

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

### 3.5 *Technical proposal*

Bidders shall ensure that their technical proposals meet all of the requirements outlined in section 4.

Bidders shall prepare and submit for consideration a technical proposal that outlines the methodology, processes and timelines that they intend to implement in order to fulfil all the objectives of this call for tenders, as outlined in section 4. The technical proposal will be assessed according to the criteria set out in section 4.2.

### 3.6 *Pricing structure*

Bidders shall provide a detailed pricing structure, as required under section 4.4. Bidders shall not include VAT in their pricing structure, as per section 2.10. Furthermore, all pricing information shall be provided exclusively in USD.

### 3.7 *UPU General Terms and Conditions*

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

### 3.8 *Delivery and payment schedule*

Delivery and payment schedules are to be proposed by Bidders in their financial proposals and will be agreed with the UPU.

## **4 Training requirements**

### 4.1 *Description of the training*

The training services provided by the Vendor shall be as follows:

- Prepare and produce training materials for designated operators;
- Provide training sessions for:
  - English-speaking African countries;
  - French-speaking African countries;



- Latin American countries;
  - Arab countries;
- The training materials shall be developed in accordance with “Building Resilience – A guide to disaster risk management for the postal sector” (DRM Guide). The DRM Guide is available on the UPU DRM website at [www.upu.int/en/Publications/Disaster-risk-management/Building-Resilience-%E2%80%93-A-guide-to-disaster-risk-management-for-the-postal-sector](http://www.upu.int/en/Publications/Disaster-risk-management/Building-Resilience-%E2%80%93-A-guide-to-disaster-risk-management-for-the-postal-sector).
  - Each region should receive a total of 15 hours of training (three hours per day over five days). The curriculum of the training sessions shall include the following:
    - Using the DRM Guide as a textbook, help participants to understand the basics of disaster response;
    - Using Appendices A and B of the DRM Guide, explain the nature of typical disasters and a checklist for each;
    - On the last day, a tabletop exercise should be carried out. This exercise shall be themed according to the types of disaster that have the most severe impact in each region;
  - The working language of this project is English. The UPU will provide simultaneous online interpretation and a translation of training materials into the relevant languages.

#### 4.2 Bidder requirements and assessment criteria

The Bidder shall be a company of international repute in the areas of activity defined herein.

Moreover, Bidders are expected to demonstrate:

- Proven experience in the successful delivery of DRM training in English;
- An understanding of national, regional and international DRM strategies and policies;
- Experience of developing business continuity plans, DRM plans and other relevant documents;
- Experience of developing disaster-related training and curricula;
- Experience of evaluating or measuring the effectiveness of training;
- Experience of working with United Nations entities, including the UPU and/or other intergovernmental organizations;
- Experience of working in the postal sector; and
- Computer literacy, including MS Teams, Word, Excel and PowerPoint.

Bidders' tenders will be assessed based on a scoring system of up to 70 points for the technical proposal and 30 points for the financial proposal.

The technical proposal shall be assessed based on the following criteria:

<i>Evaluation criteria</i>		<i>Points obtainable</i>
1	Capability of trainer(s) (i.e. experience, degree)	20
2	Experience of delivering similar training	15
3	Experience of other DRM-related projects	5
4	Experience and understanding of DRM and its application in the postal sector	20
5	Proposed curriculum of the training sessions	10

/ For criteria 1 to 4, please complete the form in Annex 2.

For criterion 5, please submit a separate document.

#### *4.3 Estimated duration of the services*

The services are scheduled to commence in January 2021, with an estimated duration of six months.

Bidders shall outline a detailed project plan and timeline, broken down into phases and deliverables, for delivery of the training. This shall also include an appropriate project management mechanism.

#### *4.4 Budget*

Bidders shall prepare a financial proposal with a detailed phase-by-phase budget, based on daily rates and time allocations for their relevant training providers.

#### *4.5 Other requirements*

The UPU shall have the right to reject any tenders that do not fulfil the requirements set out in this call for tenders.

Bidders shall describe any relevant procedures pertaining to project management and communication.

Bidders shall also confirm that their tenders cover all costs expected to be incurred in the provision of the services referred to herein. Any other costs to be incurred by the selected Vendor 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, which shall also be subject to the prior written consent of the UPU.

#### *4.6 Additional information*

Bidders may include any additional information that they deem necessary or relevant in order for the UPU to gain a clear and detailed understanding of the services being offered.