



UPU | UNIVERSAL
POSTAL
UNION

Call for tenders

Technical writer

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Classification: confidential

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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. It does this by guaranteeing the free circulation of items over a single postal territory composed of interconnected networks, encouraging the adoption of fair common standards and the use of technology, ensuring cooperation and interaction among stakeholders, promoting effective technical cooperation, and ensuring the satisfaction of customers' changing needs. The UPU is thus expected to play a major role in the continued revitalization of postal services.

Furthermore, the UPU facilitates the development of worldwide postal services by providing an information and communication technology framework that allows the designated operators¹ 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 indicated 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 any selected bidder.

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 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 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 than those associated with this call for tenders. The 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 2.14).

Bidders shall 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 person(s) specified in section 2.15 below and may, if necessary, request additional information from the UPU in relation to this call for tenders.

¹ In accordance with article 1bis.1.7 of the UPU Constitution, 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 agree that the receipt of any 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 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 from the UPU. The Vendor alone shall be 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 shall represent and warrant 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.

2.3 *Scope of the call for tenders*

This call for tenders concerns the provision of IT-related technical writing services for the development of UPU software and other IT solutions. These services shall include, but shall not be limited to, the preparation of end-user documentation, the coordination and management of the translation and localization of software applications, and the production of e-learning support materials (e.g. videos, online training courses comprising tests and quizzes).

2.4 *Background*

The UPU currently develops and provides, at the lowest possible cost (i.e. aiming to cover its operating costs), a number of IT solutions and associated services to its member countries, their designated operators and other eligible entities from the wider postal sector.

Such solutions are developed and provided essentially within the following framework:

- Provision of IT solutions to designated operators, with a view to supporting designated operators in their provision of UPU-defined international postal services (i.e. letter-post, parcel-post, EMS and postal payment services). In recent years, the UPU's IT solutions have been extended, firstly to cover domestic postal services as a means to improve international postal services and, secondly, to provide solutions to wider postal sector stakeholders (e.g. customs authorities and airlines);
- Provision of IT solutions to the UPU International Bureau. Such solutions comprise corporate IT systems (e.g. enterprise resource planning, office solutions), administrative support systems (e.g. Delegate Registration System) and solutions for quality of service monitoring and statistical analysis.

The UPU's principal IT solutions for designated operators are as follows:

- Logistical solutions:
 - POST*Net mail (fee-based) and associated quality of service reporting tools (free of charge);
 - The International Postal System (IPS) line of solutions (fee-based), including the Customs Declaration System (CDS);
- Financial solutions: The International Financial System (IFS) line of postal payment service solutions (fee-based);
- Other integration solutions: UPU e-commerce application programming interfaces (APIs) aimed at integrating the UPU's existing IT solutions for e-commerce purposes.

2.5 Objectives

The UPU wishes to engage a provider of specialized technical writing services for the development of i) software in accordance with the specific knowledge, skill sets and experience-related requirements and associated conditions specified herein, and ii) content for the UPU's e-learning platform (powered by Moodle), including the production of tutorial videos, online training courses on UPU software, and online tests.

The technical writer(s) shall work remotely, but must be reachable during at least 50% of Swiss office hours.

2.6 Use of 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 or in an associated 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 such subcontractors.

2.7 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 purposes of commercial advantage or goodwill, without prior and explicit permission from the UPU. Bidders shall take all reasonable measures to ensure compliance with this provision by their agents, consultants, employees and subcontractors.

2.8 Collusive bidding, anti-competitive practices and any other similar conduct

Without prejudice to the provisions 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 and submission of tenders;
- the clarification of tenders;
- the conduct and content of any negotiations, including final contract negotiations.

For the purposes of this call for tenders, collusive bidding, anti-competitive practices and 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.

2.9 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 unsuccessful Bidders at the request of the UPU.

2.10 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 that 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), and 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, 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 documents 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 through executive, administrative, judicial or legislative action. The Vendor shall immediately contact the UPU in the event of any attempt to violate or any violation of the UPU's privileges and immunities, and shall take all reasonable measures to prevent such violations.

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).

2.11 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.

2.12 Language

Bidders must submit all tender documents entirely in English.

2.13 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.

2.14 Participation notification

Upon receipt of this call for tenders, Bidders shall send confirmation of participation to the contact person(s) listed in section 2.15, in line with the deadline indicated in section 2.17.

2.15 Contact persons

Secretary of the Tenders and Procurements Committee
UPU International Bureau
Weltpoststrasse 4
3015 BERNE
SWITZERLAND

Tel: +41 31 350 35 02
E-mail: caa@upu.int

2.16 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 person(s) listed in section 2.15 **by 29 January 2021**.

Answers to questions submitted by Bidders, as well as any additional information and updates relevant to this call for tenders, shall be provided to all Bidders **by 8 February 2021**.

2.17 Delivery of tenders and deadline

In view of the current situation relating to the ongoing COVID-19 pandemic, all tenders must, on an exceptional basis, be submitted to the UPU by e-mail only at RFP-2021-002@upu.int with Reference "RFP-2021-002-DPTC–Technical writer" as the subject line.

The deadline for the submission of tenders is **22 February 2021 at 16.00 CET**.

The UPU shall not take into consideration any tenders received after this date and time. Furthermore, it 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.

2.18 Evaluation procedure

The objective of the UPU's evaluation process is to ensure the selection of a qualified, reliable and experienced Vendor capable of providing the specialized services and fulfilling the objectives set out in this call for tenders.

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. Tenders will be assessed in relation to the requirements defined herein and due consideration will be given to Bidders' specific backgrounds, qualifications and experience in relation to the required services.

The prescribed structure of tenders, as set out in section 3, is mandatory for all Bidders. The UPU shall not take into consideration any tenders that do not fulfil the mandatory criteria.

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

The winning tender will be selected based on the following non-exhaustive list of criteria:

Economic criteria

- Hourly and daily rates per consultant;
- Discount structure;
- Bidders' willingness to make the necessary preliminary investment in education and training in the application structures relevant to the UPU.

Quality-related criteria

- References in relation to similar projects and accomplishments;
- Consultants' skills and experience;
- Consultants' references;
- Company profile;
- Location and accessibility of the company (reachable during at least 50% of Swiss office hours);
- Ability to work remotely.

Bidders should therefore consider how their tender corresponds with the criteria listed and clearly indicate this in their response document.

All tenders 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.

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.

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

Bidders will be informed of the outcome of their tenders as soon as possible after the UPU has made its final selection.

2.19 Modification, suspension or cancellation of the call for tenders

The UPU reserves the right, at its sole discretion and at any time before the 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.

2.20 Tentative schedule

Publication of call for tenders	15 January 2021
Deadline for submission of participation notification	22 January 2021
Deadline for submission of queries	29 January 2021
Deadline for provision of responses to queries	8 February 2021
Deadline for submission of tenders to the UPU	22 February 2021 at 16.00 CET
Estimated start of engagement	1 April 2021
Estimated end of engagement	31 March 2025

3 Tender structure – Response format

All information provided by Bidders must be fully compliant with the terms and conditions set out in section 2 above, as well as the provisions of this section and the service requirements listed in section 4 below.

Moreover, the requirements stipulated in this call for tenders must be met 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 and shall have the right to reject any tenders that do not fulfil the requirements of this call for tenders.

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

- Covered;
- Covered with limitations (explaining relevant limitations);
- 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 accepts all provisions of this call for tenders;
- The Bidder's name, telephone number, postal address and e-mail address, and the name(s) of its representative(s);
- A statement that the Bidder's tender documents are valid for a minimum period of 90 days.

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*

Bidders shall provide an executive summary highlighting the most important aspects of their tenders.

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 *Functional proposal*

Bidders shall submit a functional proposal addressing all of the requirements set out in section 4 (Service requirements). This proposal should outline the methodology, processes and timelines, as appropriate, that Bidders intend to implement in order to fulfil the objectives of this call for tenders. The UPU's evaluation of tenders shall be based, in part, on the functional proposal.

3.5 *Pricing structure*

Bidders shall provide a detailed pricing structure for the services proposed, as follows:

- A daily rate per consultant working remotely;
- A full service quotation (all-inclusive);
- A general description of the pricing structure for the services offered;
- A description of a discount model for the services offered.

Bidders must include both hourly and daily rates in their pricing structures, and should specify the duration of a person-day. Furthermore, Bidders should indicate any discounts on the hourly and daily rates, according to the following structure:

- Rates if the total time spent within a calendar year exceeds 50 person-days (daily rate from day 51);
- Rates if the total time spent within a calendar year exceeds 100 person-days (daily rate from day 101);
- Rates if the total time spent within a calendar year exceeds 150 person-days (daily rate from day 151).

The total time spent over the duration of the contract shall not exceed 800 person-days.

The Vendor shall be paid per consulting day. The Vendor shall not charge the UPU for any additional consulting days for any reason whatsoever.

The UPU's evaluation of tenders shall be based, in part, on the pricing structure.

Bidders shall not include VAT in their pricing structure (see section 2.11 above). All pricing information shall be set out exclusively in CHF.

3.6 *Delivery and payment schedule*

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

Start date: 1 April 2021

End date: 31 March 2025

The delivery and payment schedules should be proposed by Bidders in their pricing structures, and must be agreed with the UPU.

The services provided by the Vendor shall be invoiced in full in arrears on a monthly basis. The UPU will make payment within 30 days of receipt of invoice, subject to its acceptance of the services provided and the Vendor's transmission to the UPU of any and all documentation clearly detailing the services to which the invoice pertains (in a format to be established by the UPU).

3.7 *UPU General Terms and Conditions*

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

The final terms of any contract arising from this call for tenders 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.

4 **Service requirements**

4.1 *Description of the services*

The Vendor will be expected to provide the following services:

- Create end-user documentation relating to the UPU's IT products (online help, PDF guides, API documentation);
- Collaborate with managers, developers and deployment teams to gather the information necessary to produce end-user documentation;
- Produce e-learning content (e.g. tutorial videos, interactive online tests) and manage e-learning courses;
- Prepare and package files for translation;
- Manage the translation of software applications (user interface) and documentation into various languages;
- Act as the point of contact for external translation service providers, in the absence of the in-house technical writer.

The table below is provided as an example to enable Bidders to gauge the expected overall average project volumes, activities and time to be spent based on a 13-month approach:

<i>Project</i>	<i>File</i>	<i>Delivery format</i>	<i>To be done</i>	<i>No. of days</i>	<i>Completed</i>
Quality Control System (QCS) Finance Russian translation	HTML	MadCap Flare project	Validation and delivery to the Technical Account Manager	0.5	May 2019
IPS 2018 SP1 online help	HTML	MadCap Flare project	Gap analysis and update	0.5	May 2019

<i>Project</i>	<i>File</i>	<i>Delivery format</i>	<i>To be done</i>	<i>No. of days</i>	<i>Completed</i>
IPS 2019 online help	HTML	MadCap Flare project	Project set-up and update	1.5	May 2019
IPS 2019 online help	HTML	MadCap Flare project	Gap analysis and update	4.0	July 2019
IFS 4.50 release notes	PDF	MadCap Flare project	Peer review and editing	0.5	July 2019
IFS 4.50 translation	TXT, DLL, EXE	RC-WinTrans project	Pre-translation file preparation	1.0	July 2019
IPS API	HTML	MadCap Flare project	Gap analysis and update	1.5	August 2019
Admin tasks	Saxon XSLT tool		Installation of Saxon XSLT tool and VM upgrade	0.5	August 2019
MadCap Flare	HTML	HTML	Template maintenance (resolution of bullet issues)	0.5	August 2019
IPS 2019 online help	HTML	MadCap Flare project	Gap analysis and update	1.5	August 2019
IPS 2019 online help	HTML	MadCap Flare project	Peer review	1.0	August 2019
CDS 2018 SP1 online help	HTML	MadCap Flare project	Gap analysis and update	2.0	September 2019
CDS 2018 SP1 installation and configuration guide	PDF	MadCap Flare project	Gap analysis and update	1.5	September 2019
IPS 2019 API	HTML	HTML (Slate)	Update	1.0	September 2019
IFS 4.50	PDF, HTML	MadCap Flare project	Review and troubleshooting	1.5	September 2019
IPS 2019 online help	HTML	MadCap Flare project	Gap analysis and update	0.5	September 2019
IPS 2019 online help	HTML	MadCap Flare project	Gap analysis and update	0.5	October 2019
CDS 2018 SP1 installation guide	PDF	MadCap Flare project	Gap analysis and update	0.5	October 2019
CDS 2018 SP2 online help and user guides	PDF, HTML	MadCap Flare project	Gap analysis and update	6.0	October 2019
CDS 2020 SP1	HTML	MadCap Flare project	Peer review	0.5	April 2020
IPS 2019 SP1	HTML	MadCap Flare project	Peer review	0.5	April 2020
Admin tasks	MadCap Flare, SQL, CDS, IPS		Installation, upgrade and management	0.5	April 2020
IPS 2020 online help	HTML	MadCap Flare project	Gap analysis and update	1.0	April 2020

<i>Project</i>	<i>File</i>	<i>Delivery format</i>	<i>To be done</i>	<i>No. of days</i>	<i>Completed</i>
CDS 2020 SP1	HTML	MadCap Flare project	Gap analysis and update	1.5	April 2020
IPS 2020	HTML	MadCap Flare project	Gap analysis and update	0.5	May 2020
Moodle CDS content	MP4	MP4	Video content creation	5.5	May 2020
List of Addresses of High and Senior Officials (LAHSO) user guides	PDF	MadCap Flare project	Peer review	0.5	May 2020
IPS API administrator guide	PDF	MadCap Flare project	Gap analysis and update	2.75	May 2020
CDS online help	HTML	MadCap Flare project	Gap analysis and update	0.75	May 2020
Delivery app installation guide	PDF	MadCap Flare project	Peer review	0.5	June 2020
DPS online help	HTML	MadCap Flare project	Gap analysis and update	1.5	June 2020
CDS installation and configuration guide (electronic advance data (EAD) updates)	PDF	MadCap Flare project	Gap analysis and update	0.5	June 2020
IPS 2020 online help	HTML	MadCap Flare project	Gap analysis and update	1.0	June 2020
CDS 2020 SP2 online help	HTML	MadCap Flare project	Gap analysis and update	2.0	June 2020
Moodle CDS content	MP4	MP4	Video content creation and update	6	July 2020
IPS 2019 SP1 API reference	HTML	MadCap Flare project	Gap analysis and update	2.0	July 2020
IPS API administration guide	PDF	MadCap Flare project	Gap analysis and update	0.5	July 2020
CDS 2020 SP2 installation and configuration guide	PDF	MadCap Flare project	Gap analysis and update	1.5	July 2020
CDS 2020 SP2 online help	HTML	MadCap Flare project	Peer review	0.5	July 2020
Moodle CDS content	TXT	TXT	Script preparation	1.0	August 2020
IPS 2020 online help	HTML	MadCap Flare project	Gap analysis and update	1.5	August 2020
IPS import/export admin guide	PDF	MadCap Flare project	Gap analysis and update	0.5	August 2020
IPS API portal documentation	HTML	MadCap Flare project	Gap analysis and update	1.0	August 2020

<i>Project</i>	<i>File</i>	<i>Delivery format</i>	<i>To be done</i>	<i>No. of days</i>	<i>Completed</i>
IFS 4.51 translation	DLL, TXT	RC-WinTrans project	Update and regeneration	0.5	August 2020
IPS-related product documentation updates	PDF	MadCap Flare project	Gap analysis and update	0.5	August 2020
CDS online help and user guides	HTML, PDF	MadCap Flare project	Update EAD product name and related info	0.5	August 2020
MadCap Flare templates	HTML	MadCap Flare project	Maintenance and updates	0.5	August 2020
IPS 2020 online help	HTML	MadCap Flare project	Gap analysis and update	0.5	September 2020
MadCap Flare templates	HTML	MadCap Flare project	Maintenance and updates	1.0	September 2020
DPS online help	HTML	MadCap Flare project	Gap analysis and update	3.5	September 2020
Hardware and software documentation	PDF	MadCap Flare project	Gap analysis and update	1.5	September 2020
DPS online help	HTML	MadCap Flare project	Update after peer review	1.0	October 2020
EAD configuration online help	HTML	MadCap Flare project	Peer review	0.5	October 2020
IPS 2020 translation	TXT, DLL	RC-WinTrans project	Bug fixes	0.5	October 2020
CDS 2020 SP3 online help	TXT	TXT	Gap analysis	0.5	October 2020
IPS 2020 online help	HTML	MadCap Flare project	Gap analysis and update	3.0	November 2020
IPS API	HTML	MadCap Flare project	Gap analysis and update	0.5	November 2020
IPS 2020 translation	TXT, DLL	RC-WinTrans project	Pre-translation file preparation	0.5	November 2020
DPS online help	HTML	MadCap Flare project	Gap analysis and update	0.5	November 2020
IPS 2020 user guides	PDF	PDF	Application of new templates and regeneration	0.5	November 2020

4.2 Bidder requirements

Bidders, or their proposed consultants, shall be required to demonstrate the following qualifications and experience.

Technical capabilities

- Knowledge of MadCap Flare;
- Knowledge of software localization tools and practices (especially SDL Passolo);
- Knowledge of MS Visio and other flowchart/diagramming applications;

- Knowledge of the Postal Technology Centre's products (e.g. IPS, IFS, CDS) is desirable;
- Project management techniques and skills;
- Working knowledge of HTML5 and CSS would be an advantage;
- Knowledge of e-learning techniques and the Moodle platform.

Skills and competencies

- Flexibility, as the role entails working remotely;
- Good interpersonal and communication skills;
- Problem-solving skills;
- Ability to learn quickly.

Language skills

- English: fluent;
- French would be an advantage.

Education

- First-level university degree (Bachelor's or equivalent) in computer science, technical writing, journalism or a related field.

Experience

- At least five years of experience in technical writing in English in a software environment;
- Experience of working remotely would be an advantage;
- Experience of similar projects and accomplishments.

Bidders may be required to provide documentary proof of the experience and qualifications listed above, as well as of any additional information provided by Bidders with regard to their proposed consultants.

The business transactions and activities carried out by the Bidder must be compliant with the mandates and principles of the UPU.

4.3 Consultant requirements

Bidders not operating as an independent consultant should propose at least one consultant able to work remotely in accordance with the requirements specified in this call for tenders for the performance of the services and activities described herein. Bidders are required to provide the CVs and diplomas of the said consultants for further verification and evaluation by the UPU. The UPU shall have the right to reject a proposed consultant if the individual does not fulfil the UPU's requirements as defined in this call for tenders.

Bidders not operating as an independent consultant should describe any relevant procedures concerning the replacement of proposed consultants at the UPU's request owing to unsatisfactory performance or any failure to meet the profile requirements.

4.4 Location of the services

In principle, the Vendor or its assigned consultant shall work from its own premises or his/her home office.

The Vendor or its assigned consultant shall liaise and work closely with the UPU (as instructed by the latter) and may be required from time to time to carry out certain tasks from the headquarters of the UPU in Berne, Switzerland.

4.5 Reporting

The Vendor shall provide the UPU with weekly reports setting out the work performed by the Vendor during that time frame, in an appropriate format to be agreed upon the parties (i.e. time sheets).

The UPU may contest the time sheets provided within five business days following receipt thereof. If the time sheets are not contested by the UPU within the said time frame, the services detailed therein may be deemed as duly provided by the Vendor and accepted by the UPU.

4.6 Other requirements

Bidders shall describe any relevant procedures for ensuring the continuity of the services provided and for appropriate backup and retraining, as well as any relevant procedures pertaining to project management and communication.

Bidders shall also confirm that their tenders cover all costs associated with the provision of the services referred to herein. Any other costs to be incurred by the Vendor, including any travel and subsistence costs incurred in the provision of the services at locations other than its own premises and 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 delivery of the services, which shall also be subject to the prior written consent of the UPU.

4.7 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.