



Call for tenders

Localization of UPU software

Date: 18 January 2021

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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 the free circulation of postal 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 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 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 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 any successful 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 2.13.).

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 2.14 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.

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

As described in further detail in sections 3 and 4, this call for tenders concerns the provision of localization services for UPU software packages, in particular the International Postal System and International Financial System, in French, Italian, Spanish, Arabic, Russian and other languages on a "per project" basis. The localization services shall include translation, verification, testing, plausibility checks and project management in relation to user interfaces, help systems, manuals and e-learning modules.

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 services for the localization of UPU software applications in accordance with the conditions and specifications described in this call for tenders.

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 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.

2.7 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.

2.8 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 unsuccessful 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 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, 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 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).

2.10 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 person(s) listed in section 2.14, in line with the deadline indicated in section 2.19 below.

2.14 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

2.15 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 person(s) listed in section 2.14 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**.

2.16 *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 to the UPU **by e-mail ONLY** at RFP-2021-003@upu.int with reference "RFP-2021-003-DPTC – Localization of UPU software" as the subject line.

The deadline for the submission of tenders is **25 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.

All bids submitted shall include a declaration stating that the bidder has read, understands and accepts all provisions of this call for tenders.

2.17 *Evaluation procedure*

The UPU shall conduct its evaluation procedure, at its sole discretion, with a view to determining as objectively as possible the best solution from the UPU's perspective, based on the tender documents received and fulfilment of the requirements defined in this call for tenders. The prescribed structure of tenders, i.e. the response format set out in section 3, is therefore 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 below.

Bidders must comment on 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

- Rates per project and per language;
- Daily rates for services;
- Discount structure;
- Bidders' willingness to make any necessary preliminary investment in education and training with regard to the application structures relevant to the UPU.

Functional/quality-related criteria

- Competence and experience in similar software localization projects and related accomplishments;
- Corporate profile;
- Accessibility of the company;
- Use of software tools such as MadCap Flare, Adobe FrameMaker, RC-WinTrans, SDL Passolo or equivalent;
- Experience of translating e-learning modules;
- Demonstration of knowledge of postal matters and/or financial services, as set out in further detail in sections 3 and 4.

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 confirmation.

Bidders shall accept 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 for acceptance by the Vendor. Contract negotiations shall commence only after the final selection of the Vendor by the UPU.

Bidders will be informed of the outcome of their tenders immediately after the UPU has made its decision.

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 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.

2.19 *Tentative schedule*

Publication of call for tenders	18 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	25 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.

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.

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 the 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 Subcontractor information

The Vendor may 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.

3.5 Functional and pricing structure

Bidders shall provide a response to all of the requirements set out in section 4 (General requirements), and must complete the template table below with the relevant information.

Bidders must provide a detailed pricing structure, as per section 4 (General requirements).

The information provided by Bidders on costs and duration must cover all steps, including glossary preparation, pre- and post-editing, testing, etc.

Bidders must also provide additional footnotes on the methodology used to extract and translate the various components of this type of project, as appropriate.

The UPU shall evaluate the tenders received based on this structure.

N.B. – Bidders shall not include VAT in their pricing structure (see section 2.10). All pricing information shall be set out exclusively in CHF.

<i>Type</i>	<i>Format</i>	<i>Language</i>	<i>Unit</i>	<i>Cost</i>	<i>Duration</i>	<i>Methodology</i>
Online help	MadCap Flare, HTML	French	20 help topics of 100 words each			
Online help	MadCap Flare, HTML	Russian	20 help topics of 100 words each			
Online help	MadCap Flare, HTML	Spanish	20 help topics of 100 words each			
User interface	SDL Passolo, TXT, XML, DLL	French	5000 words			

<i>Type</i>	<i>Format</i>	<i>Language</i>	<i>Unit</i>	<i>Cost</i>	<i>Duration</i>	<i>Methodology</i>
User interface	SDL Passolo, TXT, XML, DLL	Russian	5,000 words			
User interface	SDL Passolo, TXT, XML, DLL	Spanish	5,000 words			
User interface	SDL Passolo, TXT, XML, DLL	Arabic	5,000 words			
User interface	SDL Passolo, TXT, XML, DLL	Georgian	5,000 words			
User interface	SDL Passolo, TXT, XML, DLL	Serbian	5,000 words			
User interface	Excel spreadsheet	Arabic	3,000 words			
User interface	Excel spreadsheet	Polish	3,000 words			
User interface	SDL Passolo, TXT, DLL	Vietnamese	5,000 words			
User guide	HTML, MadCap Flare (published as PDF)	French	2,000 words			
e-learning	Articulate (published from PowerPoint slides, Captivate videos and Articulate quizzes)	French	32 slides			

3.6 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.

3.7 *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

Delivery and payment schedules shall be addressed in further detail and agreed with the UPU.

4 **General requirements**

4.1 *Bidder requirements*

Bidders shall propose at least one consultant able to work remotely in accordance with the profile requirements specified herein. Bidders shall also provide the CVs and certificates of the said consultants for further verification 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 shall 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.

Bidders shall also describe any relevant procedures for ensuring the continuity of the services provided and backup, 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 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.

Moreover, Bidders shall provide the following elements in their tenders:

- At least two references for projects conducted within the last three years;
- Objective evidence that their project team members/consultants are native speakers of the target languages, and that all localizations (translations) will be carried out by native speakers and not solely by means of automated translation tools;
- A full account of the comprehensive localization review process;
- A full description of their project methodologies for the provision of the services;
- A description of the relevant procedures for ensuring the continuity of the services and backup/redundancy of localization deliverables;
- A localization package on a fixed-price basis, as well as specific rates per word, per hour and for project management, testing, implementation of glossaries, plausibility checks, review processes and linguistic testing;
- A full description of their capabilities with regard to preliminary investments and project set-up;
- A full description of practices for project management planning and lead times.

4.2 *Description of the activities*

The Vendor shall be expected to provide the following services:

- Localization of user interfaces;
- Translation of the online help function;
- Translation of user manuals;

- Translation of e-learning modules;
- Development and maintenance of a glossary and translation memory for each project and language, with a view to leveraging content from previous translation memories;
- Work on a wide range of content types (e.g. documents, mobile applications, software) and file formats (e.g. DLL, XML, STRINGS, XLS, TXT, HTML);
- Plausibility checks;
- Review activities (e.g. quality assurance and engineering checks);
- Testing;
- Provision of third-party review services, when required;
- Project management.

The table below is provided as an example to enable Bidders to gauge the expected overall average project volumes and activities based on a one-year approach:

<i>Project</i>	<i>File type</i>	<i>Word count</i>	<i>Delivery format</i>	<i>Language(s)</i>	<i>To be done</i>	<i>Completed</i>
IPS 2018 online help	HTML	2,654	MadCap Flare project	French	Gap analysis and update	Jan 2019
CDS 2018 user interface	Excel	212	Excel spreadsheet	French, Russian, Spanish, Portuguese	New translation	Jan 2019
CDS 2018 online help	HTML	6,366	MadCap Flare project	French	Gap analysis and update	Jan 2019
IPS 2018 SP1 user interface	TXT and DLL	199	RC-WinTrans project	French, Russian, Spanish, Portuguese	Gap analysis and update	Apr 2019
IPS 2018 SP1 online help	HTML	4,633	MadCap Flare project	French	Gap analysis and update	May 2019
Quality Control System (QCS) Finance user interface and online help	Excel and HTML	1,753	Excel spreadsheet and MadCap Flare project	Russian	Gap analysis and update	May 2019
IFS 4.50 user interface	EXE, TXT and DLL	764	RC-WinTrans project	French	Gap analysis and update	Aug 2019
IFS 4.50 online help	HTML	1,020	MadCap Flare project	French	Gap analysis and update	Oct 2019
CDS 2018 SP1 online help	HTML	1,139	MadCap Flare project	French	Gap analysis and update	Oct 2019

<i>Project</i>	<i>File type</i>	<i>Word count</i>	<i>Delivery format</i>	<i>Language(s)</i>	<i>To be done</i>	<i>Completed</i>
IPS 2019 user interface and online help	TXT, DLL and HTML	7,449	RC-WinTrans project and MadCap Flare project	French, Russian, Spanish, Portuguese	Gap analysis and update	Dec 2019
IFS 4.50 user interface and online help	EXE, TXT, DLL and HTML	41,514	RC-WinTrans project and MadCap Flare project	Portuguese, Spanish	Gap analysis and update	Feb 2020
Electronic advance data (EAD) app user interface – Phase 1	XML	4,802	XML	Arabic, Portuguese, French, Spanish, Russian	New translation	Feb 2020
CDS 2020 online help	HTML	5,016	MadCap Flare project	French	Gap analysis and update	Apr 2020
IPS 2019 SPI user interface and online help	TXT, DLL and HTML	1,936	RC-WinTrans project and MadCap Flare project	French, Russian, Spanish, Portuguese	Gap analysis and update	May 2020
CDS 2020 SP1 online help	HTML	604	MadCap Flare project	French	Gap analysis and update	May 2020
EAD App user interface – Phase 2	XML	688	XML	Arabic, Portuguese, French, Spanish, Russian	Gap analysis and update	June 2020
Delivery app	XML	397	XML	Arabic, French	New translation	July 2020
CDS 2020 SP2 online help	HTML	1,468	MadCap Flare project	French	Gap analysis and update	Aug 2020
Moodle CDS courses	Word	2,409	Word	French, Spanish	New translation	Aug 2020
EAD app user interface – Phase 3	XML, .STRINGS files	718	XML, STRINGS files	Arabic, Portuguese, French, Spanish, Russian	Gap analysis and update	Sept 2020
EAD app general terms and conditions	Word	3,314	Word	French	New translation	Oct 2020
CDS 2020 SP3 online help	HTML	116	MadCap Flare project	French	Gap analysis and update	Nov 2020

<i>Project</i>	<i>File type</i>	<i>Word count</i>	<i>Delivery format</i>	<i>Language(s)</i>	<i>To be done</i>	<i>Completed</i>
IPS 2020 user interface	TXT and DLL	1,058	RC-WinTrans project	French, Russian, Spanish, Portuguese	Gap analysis and update	Dec 2020
IPS 2020 online help	HTML	3,405	MadCap Flare project	French	Gap analysis and update	In progress
CDS 2020 SP3 user interface	Excel	364	Excel spreadsheet	Portuguese, Spanish, Russian	Gap analysis and update	In progress

4.3 Desirable qualifications and experience for the Vendor's project team

When evaluating Bidders' tenders, the UPU may consider it desirable for the Bidders' project team to offer the following experience, qualifications and skills:

- Experience in public key infrastructure;
- Experience in the postal sector (mail and finance);
- Experience in the logistics and/or banking domains;
- Experience in accounting systems;
- Experience in product design or programming;
- Recognized quality certifications, such as ISO 17100 and ISO 9001;
- A tried and tested process for the recruitment, testing and monitoring of translators;
- An appropriate and established quality assurance and vetting system for translators;
- A proven system to address quality and time-related issues.

4.4 Location

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 Business model and costs

The Vendor shall be paid per localization project. The work shall be invoiced in full in arrears upon delivery. The UPU will remit payment within 30 days of receipt of invoice, subject to its final acceptance of the services provided (in a format to be established by the UPU).

If a daily rate is provided, this shall cover the Vendor's travel expenses in full, including ground transportation costs, as well as all other applicable subsistence expenses. Unless otherwise authorized in writing by the UPU, no other fees shall be paid by the UPU to the Vendor.

The maximum remuneration for the contract as a whole shall not exceed 300,000 CHF.

N.B. – Bidders shall not include VAT in any prices (see section 2.10). All pricing information must be set out exclusively in CHF.

4.6 Reporting

The Vendor shall provide the UPU with weekly reports on the services performed, in an appropriate format to be agreed upon by both parties (i.e. time sheets).

The UPU may contest the provided time sheets 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.

4.7 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.