



**UPU** | UNIVERSAL  
POSTAL  
UNION

## **Call for tenders**

**Survey and analytical study on data collection and protection policies and regulations in the international postal service**

28 June 2023

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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 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 indicated in this call for tenders, the term "Bidder" shall refer to any person, company or legal entity submitting a proposal in 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.

<sup>1</sup> In accordance with article 2.1.6 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.

Bidders wishing to submit a proposal in response 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.

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 consultancy services to the UPU from September 2023 to April 2024 in order to:

- conduct a survey on UPU member countries' regulatory frameworks with regard to data collection and protection (at regional, national and sectoral levels), and publish the results thereof;
- assist and guide UPU member countries (in cooperation with restricted unions) in establishing their own regulations at national or sectoral level or, at least, in becoming parties to current optional multilateral frameworks, such as the UPU multilateral data sharing agreement (MDSA) framework or other regional data sharing agreements (DSAs); and
- assess the capacity of the UPU to manage and protect the personal data handled in its various systems, and provide recommendations for improvement.

Section 4.1 contains a detailed description of the requested services.

## 2.4 *Background*

As international treaties, the UPU Acts establish rules for international postal exchanges among Union member countries (through their designated operators and other relevant entities, such as airlines, customs authorities and transport agents) with a particular focus on the following principles:

- provision of international postal services of quality and unhindered circulation of postal items across borders;
- secure exchange of information, and safe and secure transport of postal items (timely and reciprocal data exchange).

In this regard, Union member countries are bound under the Universal Postal Convention to undertake a number of activities associated with essential or mandatory data exchanges, notably in what pertains to, *inter alia*, the provision of basic, supplementary and optional postal services, customs control, postal security and processing of inquiries.

The data exchanged in the course of such activities often includes personal data, such as the names and physical addresses of senders and recipients. Accordingly, the UPU Acts define various principles to be applied for the processing of personal data, as set out in article 10 of the Convention and article 9 of the Postal Payment Services Agreement (PPSA). The UPU has also developed a multilateral data sharing agreement framework, which defines a centralized and multilateral – but voluntary – approach to data exchange and security.

The current regulatory framework regarding the protection of personal data is based on a number of provisions set out in the Convention and its Regulations, as well as in the PPSA and MDSA framework (which are both optional). Some of these provisions allow the exchange of data to also be governed by bilateral or multilateral frameworks. For example: “Electronic advance data shall be used in a manner consistent with the relevant provisions of the Acts of the Union regarding the processing of personal data. Without prejudice to the foregoing, the exchange of such data may be additionally governed by bilateral or multilateral agreements or protocols regarding the protection of personal data and other technical aspects relating to data exchanges.” (Convention Regulations article 08-002.7)

Nevertheless, most provisions of this nature rely heavily on the national legislation of each member country, as per the examples presented below:

- “Member countries and their designated operators shall ensure the confidentiality and security of personal data on users, in accordance with their national legislation.” (Convention article 10.3);
- “Member countries and their designated operators shall ensure the confidentiality and security of personal data in accordance with national legislation and, where applicable, international obligations, and the Regulations.” (PPSA article 9.1);
- “Without prejudice to the relevant obligations of UPU member countries and their designated operators as defined in the Acts of the Union, each Party shall ensure the confidentiality and security of Personal Data on its territory in accordance with article 10 of the Convention.” (MDSA article 10.3).

The Convention also gives designated operators the authority to transfer personal data, as follows: “Without prejudice to the foregoing, designated operators may transfer electronically personal data to the designated operators of destination or transit countries that need these data in order to fulfil the service.” (Convention article 10.5)

Although the MDSA stipulates specific obligations relating to the exchange of personal data (e.g. physical and electronic security of the infrastructure and operating environment, use of industry-standard technology and international security standards, notification of security breaches), the framework is not mandatory. This means that there remain links in the postal supply chain that may be vulnerable to data breaches and other forms of abuse.

Therefore, the 27th UPU Congress decided to conduct a survey and analytical study on data collection and protection policies and regulations in Union member countries, within the context of the current digital economy.

## *2.5 Objectives*

The UPU seeks the services of an external consultant with a view to ensuring that all Union member countries are bound by a minimum level of data collection and protection regulations, at least in respect of the postal sector, particularly with a view to safeguarding the safe processing and transmission of personal data between Union member countries in the context of international postal operations. These services should furthermore support the UPU in the management and protection of personal data handled in its various systems, and provide recommendations for improvement.

## *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 **by 11 August 2023 at 18.00 CEST**.

#### *2.15 Contact persons*

Secretary of the Tenders and Procurements Committee  
Universal Postal Union  
International Bureau  
Weltpoststrasse 4  
3015 BERNE  
SWITZERLAND  
E-mail: [caa@upu.int](mailto: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 28 July 2023**.

Answers to questions submitted by Bidders, as well as any additional information and 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).

#### *2.17 Delivery of tenders and deadline*

All tenders must be submitted to the UPU by e-mail only at [RFP-2023-015@upu.int](mailto:RFP-2023-015@upu.int) with “RFP-2023-015 – Survey and analytical study on data collection and protection policies and regulations in the international postal service” as the subject line.

The deadline for the submission of tenders is **11 August 2023 at 18.00 CEST**.

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 with a view to determining as objectively as possible the tender that best meets its specific requirements. All tenders submitted shall be subject to an in-depth assessment, at the UPU's sole discretion, in order to enable the UPU to engage the most appropriate service provider. 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.

Tenders shall be evaluated on the basis of the following criteria, in descending order of importance:

- Quality of the tender (according to the specifications herein);
- Knowledge and experience of the Bidder and its team and/or consultant(s), as applicable to the subject matter;
- Price.

The winning tender will be selected based on a non-exhaustive list of criteria as set out in section 4. Bidders should therefore consider how their tender corresponds with the criteria listed and 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 (IB), 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 tender 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*

Deadline for submission of queries	28 July 2023
Deadline for provision of responses to queries	4 August 2023
<b>Deadline for submission of tenders to the UPU</b>	<b>11 August 2023 at 18.00 CEST</b>
Estimated start of engagement	1 September 2023

### **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.

### 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 120 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 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 shall provide a list of any subcontractors to be directly involved in this call for tenders and must specify the exact degree of these subcontractors' involvement in the provision of the services.

### 3.5 *Proposal*

Bidders shall submit a 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.

### 3.6 *Pricing structure*

Bidders shall provide an all-inclusive pricing structure applicable throughout the contract period. The term "all-inclusive" shall be understood to mean that all costs that may be incurred by the consultants in their completion of the assignment are factored into the price stated in the proposal.

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

### 3.7 *Delivery and payment schedule*

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

Start date: 1 September 2023  
End date: 30 April 2024

Payment shall be made in four equal instalments of 25% of the total amount, upon completion of all respective deliverables of phases 1, 2, 3 and 5 (see section 4.1.3 deliverables).

Any proposed modifications to the delivery and payment schedules should be set out by Bidders in their pricing structures and must be agreed with the UPU.

The services provided by the Vendor shall be invoiced in arrears on a monthly basis. The UPU will make payment within 30 business 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).

### *3.8 UPU General Terms and Conditions*

Bidders shall include in their tender 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*

In order to establish a minimum set of requirements for the collection, storage, treatment and transmission of personal data, as well as remedies in the event of data breaches, the UPU needs to gather and analyze information on the national or regional regulations of its member countries in this area.

IB data management activities (including any necessary IB focal points) associated with data collection and protection frameworks relating to the postal sector should be clearly identified and established, so as to enable the IB to provide secretariat assistance and guide UPU member countries and designated operators (and, as appropriate, other relevant postal stakeholders) in the implementation of such frameworks and the mitigation of data breaches. This will also serve to ensure the fulfilment of the Union's obligation to cooperate with the United Nations (UN) on postal statistics (as per the relevant provision of the agreement between the UN and the UPU in this regard).

The Vendor will be expected to provide the services set out below.

#### *4.1.1 Building foundational knowledge and develop the substantive contents for a regulatory database*

- Research the current frameworks governing personal data collection and protection, as used by UPU member countries for the operation of international postal services:
  - Desktop research on national and regional frameworks;
  - Development of a survey on national and regional frameworks;
  - Case studies illustrating best practices and lessons to be learned from failure;
- Prepare an abstract of the key elements and essential aspects of such frameworks to define and/or develop a minimum set of requirements or obligations to be fulfilled by UPU member countries, to be included in the relevant articles of the UPU Acts: Analysis of the desktop research results and survey responses;
- Ensure the substantive contents of a database containing the personal data collection and protection policies and regulations of UPU member countries (as applicable to the operation of international postal services), to create a source of information on the current status of data protection within international postal networks. A standard structure for each UPU member country's file shall be applied to ensure consistency between the different country files. The country files will feed into an electronic regulatory database that the UPU will develop in the year 2024.

#### *4.1.2 Evaluation of the establishment of contact points*

- Evaluate the capacity of the IB and its contact points to assist UPU member countries and their relevant postal stakeholders with regard to personal data collection and protection, e.g. organizational functions, infrastructure, financial and human resources, standards and technologies;

- Evaluate the need for the IB to fulfil a data protection monitoring and assistance function, and identify any necessary technical means to be developed.

#### 4.1.3 Deliverables

<i>Phases</i>	<i>Deliverables</i>	<i>Deadline (launch date 1 September 2023)</i>
1 Research	a Draft a survey on UPU member countries' regulatory frameworks with regard to data collection and protection (at regional, national and sectoral levels) <sup>2</sup> b List the best practices identified within national and regional frameworks c Interview important figures for case studies	18 September 2023  31 October 2023  31 October 2023
2 Analysis	a Draft the consolidated results of the survey b Draft a report on the key elements and essential aspects of regulatory frameworks on personal data collection and protection	15 December 2023 15 December 2023
3 Publication	a Prepare the contents of a database on personal data protection policies and regulations of UPU member countries b Draft a publication on the study on personal data protection in international postal services (consolidation of the deliverables under phases 1 and 2, including recommendations drawn from activity 2b)	15 January 2024  15 January 2024
4 Evaluation	a Draft a report on the need for the IB to fulfil a data protection monitoring and assistance function, and identify any necessary technical means to be developed b Draft a report on the IB's capacity to provide a secretariat service for the implementation of the recommendations c Draft a report on the evaluation of the establishment of contact points (consolidation of deliverables 4a and 4b)	15 February 2024  15 February 2024  15 March 2024
5 Presentation of results	Presentation of the reports of phases 1 to 4 to the UPU Council of Administration in Berne, Switzerland	X April 2024 (exact date TBD)

#### 4.2 Bidder requirements

Bidders shall be consultancy firms, or one or more individual consultants, of international repute in the areas of activity defined herein.

Bidders shall demonstrate a record of satisfactory performance in similar activities (i.e. reference letters and/or work completion certificates). 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 three individual consultants 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, as well as a letter of motivation and a brief write-up (maximum 1,000 words) of the consultants' approach and

<sup>2</sup> Survey to be distributed to the UPU member countries by the UPU International Bureau

methodology with regard to the project, 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 individual consultants if so requested by the UPU.

#### 4.4 *Assessment criteria*

Bidders will be assessed on the basis of a scoring system of up to 70 points for their proposal and 30 points for their pricing structure.

The proposal shall be assessed on the basis of the following criteria:

<i>Criteria</i>	<i>Points obtainable</i>
Experience of conducting similar actionable projects	20
Experience and knowledge of postal policy, regulation and legal frameworks	15
Experience and knowledge of data protection policy, regulation and legal frameworks	15
Proposed methodology	10
Composition of the team and experience of the team leader	10

Bidders shall provide evidence of their ability to meet these requirements by means of a list of references.

#### 4.5 *Duration of services*

The services are scheduled to commence in September 2023 for a total contract term of eight months. The final results to be presented to the Council of Administration at its session in April 2024.

#### 4.6 *Location of the services*

The Vendor or its assigned consultant shall in principle 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.

#### 4.7 *Reporting*

The Vendor shall provide the UPU with a completed list of best practices within national and regional frameworks and a completed draft of the survey (phase 1). The Vendor shall also provide the UPU with completed drafts of the survey results and the report on key elements and essential aspects of regulatory frameworks on personal data protection (phase 2). The Vendor shall subsequently provide the UPU with the information on personal data protection policies and regulations of UPU member countries (that will feed into a regulatory database that the UPU will develop in the year 2024) as well as a full publication of the study (phase 3), and the completed report on the evaluation of the establishment of contact points (phase 4).

Furthermore, the Vendor shall participate in the CA session of April 2024 (exact date to be determined) either remotely or in person, to present the survey results and the three reports required under phases 2, 3 and 4 as per section 4.1.3 above.

The Vendor shall carry out the activities set out herein in collaboration with the IB and shall provide regular progress reports to the IB on these activities. Specific modalities for periodic reporting by the Vendor to the UPU shall be jointly defined.

The UPU may contest the Vendor's deliverables within 10 business days of receipt thereof. If the respective deliverables of phases 1, 2, 3, 4 and 5 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.

#### *4.8 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 tender covers 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.

#### *4.9 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.