



Questions and Answers

LIFT project for the implementation of unmanned aircraft systems

1. Could you elaborate on the role and expected level of involvement of each designated postal operator during both the proof of concept and pilot phases? Will they provide logistical support, personnel, or local infrastructure?

The designated operators will be involved, as the experts of their supply chains. They have local physical infrastructure that can be leveraged for the project. Part of the site surveys and feasibility studies will be to determine how all of these assets can be best used and in which areas enhancements or reinforcements are needed.

2. Can you clarify the governance model for this project? Specifically, how are responsibilities divided between the UPU, DOs, aviation regulators, and other potential stakeholders?

The project is coordinated by the UPU, which provides overall oversight and facilitates cooperation between the parties involved. The Designated Operators are responsible for providing input on local implementation, including operational and logistical factors. The aviation regulators will provide input on the current standards and regulations. The consultant will use these inputs to put together the feasibility study, covering the aspects outlined in section 4 of the call for tender.

3. Does the UPU or any affiliated body already have insight into whether the current national regulations in Bhutan, Fiji, the Maldives, and Mongolia allow for commercial drone operations, especially in logistics?

It is the role of the selected vendor to collect and analyze the regulatory situation in these four countries.

4. What is the anticipated frequency of UAS operations during the proof of concept and pilot phases (e.g. weekly, daily)? Will operations simulate full-scale delivery scenarios?

The frequency will depend on the routes selected to be used for piloting, and the relevant needs of the domestic transport.

During the site survey and feasibility study, both middle-mile and last-mile delivery routes may be studied and selected, with the both the operational needs and the relevant implementation complexities being considered in consultation with the designated operators.

5. What is the anticipated number of site visits per country during each phase of the project? Are there any assumptions the UPU has made regarding duration, number of consultants, or required in-country activities?

It is anticipated that one individual may need to travel for site visits, each lasting approximately one week per country. If needed, a second visit may be conducted during the project.

6. Could you detail the expected workload and deliverables from the consultant during the pilot phase? Are there specific performance indicators, reporting formats, or field-based responsibilities involved?

No, during the pilot project, the majority of the work is expected to be carried out by the UAS vendor selected to carry out the proof of concept and pilot project phases. The consultant selected through this tender process will serve only in an advisory capacity. Some initial work may be undertaken to prepare the selected UAS vendor before the pilot, in particular on technical aspects, in order for them to carry out the proof of concept and pilot projects successfully. The consultant will then assist the UPU with monitoring the proof of concept and pilot projects during their rollouts, although the project management responsibilities lie with the UPU. It is expected that all such work will take place remotely.

7. Can you confirm whether the feasibility study is expected to include an analysis of the commercial viability and long-term financial sustainability of the UAS operations post-pilot?

No, this is not needed in the feasibility study. It would mainly focus on operational and technical feasibility. Such an analysis may be considered in the final project report, under the section on potential next steps, however, in this context, such an analysis would be brief rather than a detailed study.

8. Does the project envision training a single operational team per country or a broader training initiative? Additionally, is it expected that this training leads to official certification (e.g. pilot licensing), or will piloting be the responsibility of the UAS vendors?

Either scenario may be considered under the feasibility study, which should result in a recommendation for the most effective implementation. In any case, a training plan for any areas identified should be included in the study, while the training itself is not foreseen under this contract.

9. Could you please confirm whether we may submit an independent bid under this call, or if a joint application with an external contractor is mandatory?

You may submit an independent bid.

10. Can we offer a team with mixed competencies and professional levels for the project?

Yes, you may. The CVs of the proposed team should be included with the bid, as mentioned in section 4.3 of the call for tender.

11. In which range do you expect the total project sum?

This information is not available to bidders.

12. Do you need from our side any security certifications?

There are no particular certificates needed.

13. In which form (PowerPoint, Word) do you expect our offer?

You may choose the format to submit the document in. Word is particularly suitable.

14. Do we need any visa for the on-site work in the project countries?

Travel visas may be needed for the work in some cases. The UPU and the designated operators can assist to facilitate this process if required.

15. Do we work on our IT infrastructure or on the infrastructure of UPU?

You will be working on your IT infrastructure.

16. What kind of parameters will need to be described in the project implementation support and project summary reports?

The project implementation support is not a document. Rather you will be supporting the UPU, particularly with technical assistance, during the rollout of the proof of concept and pilot projects. Further explanation can be found in the response to question 6 above.

The project summary report will be a brief report, in comparison to the feasibility study. The project summary report should cover the outcomes of the project, explaining what was carried out and achieved with each of the designated operators, the lessons learned from implementation, identifying the challenges encountered and adaptations made in different areas, and the potential next steps, covering how the designated operators may potentially continue with the implementation of UAS within their supply chains and inputs indicating commercial and financial viability.

17. Our civil aviation experts want to know what is the final goal of your projects?

The goal of the project is to support designated operators in implementing unmanned aircraft systems (UAS) technology to address middle- and last-mile connectivity challenges to optimize and enhance efficiency of their supply chains through a pilot project as a first phase towards potential broader integration.

18. Please confirm whether there is a separate document outlining the UPU General Terms and Conditions for the Provision of Services that should be explicitly accepted in the Cover Letter, or if this refers solely to the terms listed in Section 2 of the RFP.

The UPU General Terms and Conditions can be found on the UPU website at <https://www.upu.int/en/universal-postal-union/procurement#reference-documents>

19. Can the Vendor provide comments on the Terms & Conditions, or must they be accepted without any changes?

They must be accepted without any changes.

20. "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." Please confirm if there is a separate document listing terms and conditions that should be accepted in the Cover letter, or this point refers to points listed in Section 2 only of the RFP.

Please see the reply to question 18 above.

21. What should the site surveys cover at minimum - main logistics hub or central and local logistics hubs?

This will be dependent on the needs of the designated operators. The areas to be covered will be agreed between the designated operator, the UPU, and the consultant ahead of the site survey.

22. Is it expected that the Vendor will deliver workshops to the postal teams during site visits?

The site surveys are not intended for training workshops, rather to identify the structure and needs in order to run a proof of concept and pilot project.

23. Is there any minimum expected duration of such a site visit?

The site surveys are expected to last one week for each country.

24. Please confirm how many references and/or work completion certificates each consultant should provide. Are there any requirements for the documents mentioned?

The references and/or work completion certificates are required for the bidder, not for each individual consultant which will be part of the bid. At least one certificate should be provided. The document should confirm the successful completion of the relevant project.

25. Please specify the difference between the methodology that will be presented in proposal and the methodology that should be included in the motivation letters

The proposal should cover the aspects outlined in section 3. The motivation letters should speak to the professional experience of the consultants being proposed for the project.

26. Please confirm how do you understand the term "independent consultant".

An independent consultant is a company composed of one individual, who will themselves be providing the services outlined in the call for tender.

27. Can the UPU confirm that dedicated budgets have been secured for each of the four designated operators (Bhutan, Fiji, Maldives, Mongolia)?

Budgetary information cannot be disclosed at this time.

28. In case of discontinuation by a designated operator, will the UPU cover costs incurred up to the point of project suspension?

Subject to the provisions of the agreement to be concluded with the selected bidder, payments shall be made only for completed deliverables, as well as for the costs incurred and specifically authorized by the UPU prior to such discontinuation.

29. Will there be a minimum compensation structure in place for partially completed milestones (e.g., feasibility reports) if the project is terminated early?

Please see the answer to question 28 – no payments shall be made for uncompleted deliverables. Payments are subject to the full completion of the associated deliverables and their acceptance by the UPU in accordance with the conditions to be defined in the agreement.

30. Can we include optional unit pricing for additional services (e.g., supplementary training or regulatory support), should they arise?

Quotations should be provided for the specific services required within the call for tenders. Other services will not be considered at this time.

31. Will UPU cover per diem, visa, and local subsistence costs for site surveys, in addition to arranging travel?

Further to section 3.6 of the call for tenders document, and subject to the provisions of the agreement to be concluded with the selected bidder and prior written consent of the UPU, payments and/or reimbursements may be made for reasonable return economy class travel to any locations specifically designated by the UPU and for associated subsistence expenses. No other fees shall be paid, with the exception of reimbursement of other unavoidable costs incurred for successful completion of the services, subject to the prior written consent of the UPU. Such reimbursement shall also be subject to presentation by the contractor to the UPU of any and all documents constituting proof of such unavoidable costs.

32. Could you provide a clear governance structure or point-of-contact framework between the UPU and each designated operator?

The UPU will be serving as the project managers for the project, and thus will facilitate all contacts with the designated operators. Unless directly instructed by the UPU, the contractor will not be liaising directly with the designated operator without the involvement of the UPU.

33. Who will serve as the UPU's primary contact and decision authority throughout the project?

All contact points will be established with the selected contractor at the beginning of the project.

34. Is there any anticipated flexibility in scope or timeline based on country-specific operational challenges?

The site surveys and feasibility studies are set to be carried out within four months. Should any delays occur arising from country-specific operational challenges, the UPU will advise the contractor of the expected action accordingly.

35. Who is responsible for liaising with national aviation and regulatory authorities – the UPU, the Vendor, or the DOs?

The UPU and the designated operator will facilitate the contact with the national aviation and regulatory authorities. The contractor, as the subject matter expert, will carry out the detailed discussions, with the involvement of the UPU.

36. How will risk management be handled if regulatory approvals are delayed or if on-site access is restricted due to unforeseen events?

Within the context of the site survey and feasibility study, the application for regulatory approvals is not foreseen, rather an overview of regulatory approvals that will be needed is required. The designated operator will ensure access to the necessary on-site locations. Nonetheless, should any unforeseen access restrictions arise, alternate plans will be made to cover the necessary activity without physical access to a specific location, such as interviewing staff with such access to obtain the required information.