

Questions and answers: RFP-2025-001 - Technical writing services

- Can we use references from the group for this tender or do the references have to come from Switzerland?
 - You can use references from anywhere. Your references need not come only from Switzerland.
- Can our employees work from abroad?
 - Yes, definitely. What is important is for the consultant to be reachable 50% of UPU business hours (CET). (See section 2.18 of the CFT)
- How often do our employees have to be on site in Berne?
 - Only in exceptional circumstances. (See section 4.6 of the CFT)
- Bigger companies are required to show three consultants. Could you please clarify if the three profiles can complement each other to meet the requirements collectively, or if each profile must individually meet all requirements?
 - Each profile must individually meet the requirements.
- Is the example workload table in section 4.1 representative of the workload for the Vendor, or the complete technical writing workload, including permanent staff? Are you able to give an average number of days per month for the Vendor?
 - The example is representative of the workload for the vendor. It does not include the workload of the in-house technical writer. On average, it's between 10 and 15 days per month (this is based on last year's records).
- Is there any limitation from UPU on the consultant geographical location (preferred time zone, countries limitations, legal requirements), given the assumption that consultant will be employee of bidder legal entity in Switzerland and bidder will cover all expenses for consultant exceptional visits to UPU Headquarters ?
 - No, there isn't. What is important to note is that the consultant must be reachable 50% of Swiss office hours. Please see section 2.18 (Evaluation procedure) of the CFT.
- In the case a consultant decides to resign during the contract or his performance is rated as insufficient by UPU management, what is the contractual delay for the bidder to present a replacement candidate to take over ?
 - We would prefer to have a replacement at the soonest possible time to lessen disruption. We understand that recruiting the most suitable consultant takes time. That's why we emphasize the importance of proposing a few consultants at the start and having if possible a pool of trained consultants (so that the replacement can be sourced from that pool). See section 4.3 (Consultant requirements) of the CFT.

- Is there a formal relationship structure in place for the bidder to follow up with UPU representative on consultant performance and allow us to anticipate required trainings or reinforcements, to avoid any performance downgrade or prepare incoming projects ?
 - We do vendor assessments on a periodic basis. For a consultant who has just started, the first assessment is in three months. In case the consultant's performance is not at par such that it gets in the way of meeting deadlines, we immediately inform the vendor. We also advise vendors if we notice that there are areas that can be addressed through training.

- Ref. point 3.5 Onboarding: Shall the timeline and associated costs for the contract ramp-up phase cover the onboarding of all three consultants at one time (or just one)?
 - Please note that we only need one consultant (one technical writer). But we emphasize the importance of proposing a few consultants at the start and having if possible a pool of trained consultants (so if the need to replace the consultant happens, the replacement can be sourced from that pool). The timeline and associated costs for the contract ramp-up phase cover the onboarding of one consultant.

- Please specify how many motivation letters are needed?
 - We only need one motivation letter.

- Ref. point 4.3: Should the letter of motivation and brief write-up about methodology and approach be one document with a maximum of 1000 words for both together?
 - The letter of motivation and the brief write-up can be two separate documents. The word limit applies to the write-up about the methodology.

- Ref. point 4.3: Is there a maximum/preferred length allowed for the consultant's CV?
 - It would be good to have a maximum of two pages.

- If the consultant meets all the criteria except for proficiency in MadCap Flare, but is proficient in a similar tool, and all necessary resources will be provided to help them upskill, would this option be feasible?
 - Indeed. Not everyone is expected to be familiar with MadCap Flare. But the consultant needs to learn how to utilize MadCap Flare, which is the documentation tool we employ. We can help the consultant do tasks using the tool and provide them with access to the MadCap Flare copy that is installed on our network, but we no longer provide instruction on how to navigate the program, learn the fundamentals, and explore its capabilities. We can suggest that the consultant take MadCap Flare-specific training.

- Are the letter of motivation and the brief write-up a single document? Does the 1,000-word limit apply only to the brief write-up or to both together?
 - The letter of motivation and the brief write-up can be two separate documents. The word limit applies to the write-up about the methodology.

- Could you please clarify which specific project the requested approach and methodology refer to?
 - The approach and methodology should address all the requirements set out in section 4 of the RFP (Service requirements).

- Could you provide insights into how document management is structured and how the consultant is expected to integrate into the existing organization?
 - The in-house senior technical writer will provide the consultant with working instructions. They are both in charge of creating all documentation deliverables for different software projects. After gathering information from the appropriate stakeholders and working with the in-house technical writer, the consultant creates the pertinent document (user manual, online help systems, release notes, etc.) using the pre-existing UPU document templates. Subject Matter Experts (SMEs) and the senior technical writer usually examine the documentation for technical correctness and stylistic coherence, respectively. The internal Document Management System (SharePoint site) contains all of the documentation deliverables.

- Could you kindly provide some context regarding the need for a Technical Writer at this time?
 - We have a contract with a technical writing service provider that is about to expire. Since contracts are not automatically renewed, we issue the call for tenders as part of our procedures.

- Although the workload only represents 70% to 100% (max.) of an 1 x FTE per year, we would that make sense to train 1 to 2 editors for continuity of service?
 - Yes

- Would you provide a equipment (PC) with software & access to UPU environment ?
 - We will provide all the necessary access to the UPU environment but the consultant must have their own PC or laptop to connect to the UPU as they will be connecting remotely.

- Although the service will be provided remotely, what is the ratio of on-site presence or number of days per year (if necessary for application training, project scoping, then monthly progress monitoring, to facilitate communication/fluidify execution of the service)?
 - Only in exceptional circumstances will the consultant be asked to report at the UPU headquarters. Typically, the work is done remotely. Microsoft Teams as well as email are utilized for communication purposes.

- Is training in UPU applications/environment, increasing skills and power, and establishing methodologies to be valued? Separately? And/or integrated into our costs?
 - Yes, they have to be integrated in your costs as part of the ramp-up phase.

- Exclusive commitment between UPU and supplier or not? Service(s) that can be subdivided?
 - It's exclusive between the UPU and the vendor.

- How do you handle the data protection requirements that has to be followed?
 - We are ISO27001 certified and in the process of getting ISO27701 certification. It means we follow all necessary best practices for the protection of information. We expect that our providers are at the same level.