

Questions and answers : RFP-2025-003 - Videographers

- Our standard practice is to work with daily rates. Would this be acceptable for the UPU, or is it a requirement to structure our pricing based on hourly rates?
 - o It is a requirement as we do not always need a service of a full day.
- Regarding travel and accommodation expenses for filming assignments, should we include travel costs (e.g., flights from our location to Bern) within the budget, or will these expenses, including DSAs, be covered separately on a per-assignment basis?
 - o They should be included in the offer, as stated in the call.
- We normally shoot 4k and then output as HD. We can also output to 4K if desired. Is this acceptable?
 - o Yes.
- Is drone footage necessary?
 - o No.
- Will there be a need for still photography in addition to video coverage?
 - o No.
- Would it be necessary as well to do some post production for the photography during the conferences for timely social media purposes?
 - o No photography.
- For post production, would we be editing pieces for social media to be released during the event that is filmed? (with short turnaround) Or are the videos edited and released afterwards?
 - o Afterwards but a shorter turnaround (within three days) might be requested.
- Would you be seeking pieces of longer duration or brief clips?
 - o Both.
- We also normally budget color correction, to enhance the filming quality and output as per industry standard.
 - o Yes, we need it.
- Would you be seeing additional pieces such as wrap up videos or later videos (mini documentaries) that would be more comprehensive?
 - o Yes.
- The RFP mentions the inclusion of animations. Does the assignment require the creation of animations, graphic design, and motion graphics?
 - o Yes, it can be needed sometimes for some elements (intro/outro/lower thirds/some text).
- If so, could you specify the style or provide examples to help us budget for this accurately?
 - o Yes, here: <https://www.youtube.com/watch?v=IZE61PBhUCI> or here <https://www.youtube.com/watch?v=-UexaZ8PDUg>

- Do you anticipate a need for live streaming during conferences? If so, this would typically require a larger production team, including multiple videographers, to ensure comprehensive coverage.
 - No.
- Should we budget for subtitling and translation services?
 - Yes to subtitling, no translation, we can do this part.
- What will be the primary language(s) of the videos?
 - English.
- Will subtitles be required in languages other than English?
 - Yes.
- The RFP requests details on our "market position and share in relevant markets." Could you clarify how you define "market position" in this context? Are you looking for an overview of our industry experience, client base, and competitive standing, or specific market share data?
 - No specific data, everything that you mentioned is acceptable, but the more comprehensive it is, the easier for us it is to understand the position, so those bids will be seen as more full.
- Upon reviewing the requirements, we noticed no mention of live production and streaming for UPU's live event recordings. Industry best practices for covering live events (e.g., panel discussions, presentations) often involve **live-on-tape production**, where multiple camera feeds are switched (cut) live via a vision mixer. The resulting program mix is then recorded while still allowing for modifications in post-production if needed (single cam recording available). This approach significantly reduces post-production time and editing costs. Would you like us to include pricing for live-on-tape recording in our proposal?
 - No, the UPU has this service in-house.
- Since live-on-tape production already involves the necessary infrastructure, enabling **live streaming** would require minimal additional effort. Should we also include this service in our cost sheet?
 - No live streaming.
- Additionally, we would like to clarify the approach to **lighting setups**. While it is relatively straightforward to offer flat rates for camera equipment and videographer hours, lighting requirements can vary significantly depending on the scene and set. Would it be suitable for us to propose **three tiers of lighting setups** (small, medium, large), each with a detailed description of what is included?
 - Yes, sure
- Which language(s) will events be conducted in and what subtitle language(s) do you require for final videos?
 - Most often English but it can be any language depending on needs. Translation can be provided by the UPU.

- Is there a particular breakdown / format of costs that would be useful?
 - o No, it should just cover everything specified in the call and should be clear.
- Approximately, how many events do you envision taking place per year?
 - o There can be up to five events approximately and we might also require video editing services for other pieces filmed by our staff elsewhere. There is no limit to these editing requests, they can come in batches of 10-15 short videos to edit.
- Approximately, how many guests attend events?
 - o Events will have different sizes and formats. It can be a workshop involving 20 people or a conference with 200-300.
- Do you have an approximate idea of the length of videos (long/short versions)?
 - o Yes, 5-6 minutes for longer ones and up to 1 minute for shorter ones. Please note that we might need editing for videos of up to three hours in length (no live recording, just editing, mostly for streamed events).
- Will the supplier only be needed to cover events or are there other types of videos?
 - o There can be editing-only requests for any kind of footage. Like inserting subtitles, intro/outro/lower thirds as specified in the call.
- Will there be a dedicated UPU point of contact throughout the 4 years?
 - o Yes, Communications Team will serve in this capacity.
- Is it accepted to hire local freelancers which we'll cover through our hourly rate?
 - o The supplier can organize the work as they see fit but all costs should be quoted for in the bid.
- Have you got a volume and frequency of production in mind?
 - o No, upon request. Typically 3-4 events to cover onsite and editing requests may come on needs basis.
- Would any of the content need reversioning and subtitling/or dubbing in different languages?
 - o Yes, translation can be done by the UPU.
- Would you consider the usage of graphics and text animations to uplift the edits?
 - o Yes
- Where will most or all of the events take place?
 - o Bern/UPU HQ
- Should we include travel in the hourly rate?
 - o Yes
- It is standard in the industry to supply daily rates, could we include those instead or next to the hourly rates for a more accurate budgeting?

- We need hourly rate, as some editing might be minor and does not require a day of work. Similarly for events, it will not be always full day.
- Can you provide an outline of the types of events we would be filming?
 - Example 1: UPU Innovation Challenge which is a collaborative 2/3-day event, wrap-up video like this one;
 - example 2: UPU public event like Berne Museum Night;
 - example 3: UPU public event outside the building in the city, like Women’s Run. But any other types might as well come up.
- Do you require video streaming services for your live events?
 - No.
- Do you require any further AV support for the production of these live events? Such as live event AV production with multi-camera video mixing, remote speaker management, audio management, microphones, presenter comfort monitors, audience screens, projectors, staging and lights?
 - No live streaming, but the whole set of equipment is needed for filming, including lighting.
- Within the 4 year contract, can you please provide an indication of the number of events you require support with on an annual basis?
 - 2-4 events with onsite recording and up to 20-30 shorter editing-only assignments with previously recorded footage.
- How will you share the post event videos with your audience? Do you require hosting or portal support?
 - No, we will share them on our website and social media channels.
- Please confirm the digital channels you would like your event videos delivered to.
 - Any file sharing services like WeTransfer or Google Drive will work, if this is what is meant by this question.
- Do you require support with creative consultancy to support your growth, visibility and recognizability of the UPU brand?
 - No
- Just one further clarification with regards to video formats the social channels such as youtube, X, LinkedIn. Would we need to provide specific 1:1 versions for channels such as LinkedIn, or is a16x9 video format sufficient?
 - 16x9 is good and (sometimes) IG story/reel (I trust it’s 9x16).
- Can you tell us more details about the types of events you organized and what would be filmed in the next 4 years?
 - We do not have precise details for four years, but here are some examples. Example 1: UPU Innovation Challenge which is a collaborative 2/3-day event, wrap-up video like this one; example 2: UPU public event like Berne Museum Night; example 3: UPU public

event outside the building in the city, like Women's Run. But any other types might as well come up.

- Is it one person enough to record the interviews and events you are planning, or more than one?
 - We had one person covering smaller events, but recently there have been at least two. Someone also need to help with lighting normally.
- What is delivery time for edited video materia?
 - 2-3 working days.
- What is the average length (in minutes) of the final edited video material? Do you need short or long video material?
 - Normally from 1-2 minutes up to 5-6 minutes for event videos, and up to two hours for editing previously recorded events (simple editing, like cutting, improving sound and image etc).
- Are all events on the territory in Switzerland?
 - Onsite support is only required in Switzerland, yes. The UPU Team will film the videos elsewhere and support will be required with editing only.
- How often do you organize events?
 - It is hard to predict, as it depends on the UPU schedule for a particular year. On average it has been 3-4 over the past years. But the number of editing requests can be much higher.
- Is it a problem if the filming crew is from a non-EU country, specifically Serbia?
 - If it is allowed, the Serbian crew would travel and attend each planned event. It is fine for us, but the travel cost should be included in the bid.
- In which language will be the video recorded, and where are the interviewees from?
 - Does the video need to be subtitled, and in which language? It can be any language as we are a UN agency with 192 members. In every case, the UPU will take care of translations but the vendor should take care of AI transcription and inserting the final subs.
- Do you have predefined intro and outro segments for each video, and who creates them? Do you provide them, or do you require us to create them for you?
 - We will provide them for most events or at least we will provide the designed elements. The vendor should be able to make simple animation with the provided assets though.
- Is there a plan to produce livestream events?
 - No.
- Do you need a crew to work with multiple cameras simultaneously (for example two cameras for interview) for a more dynamic video edit?

- It is better, yes, we had them before.
- How far in advance is the exact date of the filmed event known? This is important for planning and organization.
 - We try to know as much in advance as possible. Sometimes it can be 2-3 months, but sometimes more urgent support might be required, e.g. 2-3 weeks in advance.
- Can you assist if any issues arise with documentation or a work visa in Switzerland to ensure all events are filmed smoothly?
 - We can issue an invitation letter for visa on our side.
- Do you mean that all data created during a production should be sent to you after completion? That could easily be more than 100GB.
 - This requirement refers specifically to the final project files and all assets necessary to reproduce the final video.
- How should this data be transmitted?
Should I bring a hard drive in person or send it by post?
Upload to your server via the internet?
Download from the producer's server?
Transfer via a cloud provider (Google Drive, Microsoft OneDrive, etc.)?
 - We will work with the selected vendor to define the most efficient and secure transfer method for each project.
- Is there an online library that can be accessed via the internet to retrieve existing recordings?
 - At present, there is no centralized online library for retrieving existing recordings.
- In which languages are films usually produced? This refers to the spoken language and subtitles.
 - Most films are produced in English as the primary spoken language. Subtitles may be required in additional languages depending on the target audience. Commonly requested subtitle languages include French, Spanish, Arabic, Russian, Chinese and Japanese, in line with UPU's official languages. Translations and proofreading of the inserted subtitles will be provided by the UPU. Specific language requirements will be clarified per project.
- Could you provide the official UN and UPU communication standards on diversity, inclusion, and accessibility?
 - The UPU adheres to general principles of diversity, inclusion, and accessibility in its communications. This includes ensuring diverse representation in filmed content, using inclusive and neutral language, and considering accessibility needs, such as subtitles, captions, and clear visual contrast for readability. Videos should be aligned with best practices for international organizations, ensuring they are respectful, representative, and accessible to a broad audience. Specific requirements may be discussed on a project-by-project basis to align with the UPU's communication objectives.

- Regarding the pricing structure: Would an indicative quotation that includes all relevant items be acceptable to demonstrate our pricing approach?
 - Yes, an indicative quotation covering all relevant cost elements (e.g., hourly rates for filming, editing, subtitling, additional services, equipment usage, etc.) is acceptable. This should provide a clear pricing approach and breakdown for typical services to allow for transparent evaluation.

- Could you provide an estimate of the expected number of assignments, either on a monthly or yearly basis?
 - The frequency of assignments will vary depending on the UPU’s event calendar and communication strategy. Some projects will be linked to major UPU events and conferences, requiring on-site video production, while others may focus on post-production work using pre-recorded material. As needs fluctuate, the selected vendor will be engaged on an as-needed basis, with specific timelines and deliverables agreed upon for each project.

- Is there a certain preliminary lead time that we can expect for service requirements?
 - The lead time for service requirements will depend on the nature of each assignment. For planned events, the UPU will aim to provide as much advance notice as possible, typically ranging from a few weeks to several months, depending on the complexity and scale of the project.

- You mention various UPU events in the call for tenders – is the dimension/range always +/- the same, or is it very variable?
 - The size and scope of UPU events can vary significantly.

- Is there a certain size of participants we can use to estimate? (for example, small event 1 – 50 Pax, medium 50 – 200, big > 200)
 - The specific requirements for each event, including the number of cameras, will depend on factors such as venue size, session format. While some events are small-scale meetings, others are large international gatherings.

- Or do you have a guide value for the amount of cameras?
 - There is no fixed number of cameras required per event, as this depends on the event’s format and production needs. The exact setup will be discussed with the selected vendor on a case-by-case basis.