



UPU | UNIVERSAL
POSTAL
UNION

Call for tenders

Technical writing services

15 January 2025

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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 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 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.

¹ 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 technical writing services to support the UPU's software and IT solutions and services over a four-year period. These services will include, but are not limited to, the creation and publication of end-user documentation, as well as the management of additional technical documentation tasks that may be assigned periodically.

Throughout this call for tenders, the term "consultant" is used to refer to the technical writer, whose services will be provided by the Vendor.

The consultant will work closely with the UPU International Bureau's in-house technical writer to develop content for documentation deliverables. In this capacity, the consultant will communicate with the software development team and relevant stakeholders, but interaction with member countries is not required.

2.4 *Background*

The UPU develops and provides a range of IT solutions and related services, priced at a minimal level with a view only to covering its operational expenses. These solutions are available to its member countries and their designated postal operators, and other eligible entities within the wider postal sector.

The framework of the UPU's solutions is as follows:

- *IT solutions for the UPU International Bureau:* These include corporate systems (e.g. enterprise resource planning and office tools), administrative support systems (e.g. delegate registration system) and tools for quality of service monitoring and statistical analysis;
- *IT solutions for designated operators:* These solutions support operators in delivering UPU-defined international postal services, including letter post, parcel post, EMS and postal payment services. The UPU has expanded these offerings to enhance domestic postal services as a way to improve international service. Recently, the UPU has embarked on mobile applications for greater convenience and ease of use by customers. These solutions also support wider postal sector stakeholders, such as customs authorities, airlines and handling agents. Key IT solutions for designated operators include:
 - Logistics solutions:
 - POST*Net Mail with quality of service reporting tools;
 - International Postal System (IPS);
 - Customs Declaration System (CDS) and the EAD Transport App (electronic advance data);
 - Domestic Postal System (DPS);

- Financial solutions: The International Financial System (IFS) line of postal payment service solutions;
- Integration solutions: The UPU's suite of application programming interfaces (APIs) is designed for integration with local systems, mobile platforms and other UPU applications for various purposes, e.g. exchange of postal messages with business partners, transmission of postal payment details, sending and retrieving of operational data via electronic data interchange (EDI), checking of electronic customs declarations and referrals, bilateral agreements and EAD.

2.5 Objectives

The UPU seeks to engage a provider of specialized technical writing services for a period of four years for the development of software documentation, in accordance with the specific knowledge, capabilities and experience-related requirements and associated conditions set out herein.

Through the consultant, the Vendor will assist the UPU with the development of software documentation, which is an essential component of its IT solutions available to member countries, designated operators, stakeholders and third-party business partners, such as carriers and handling agents.

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 the deadline indicated in section 2.20.

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

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 7 February 2025**.

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.

2.17 Delivery of tenders and deadline

All tenders must be submitted to the UPU by e-mail only at RFP-2025-001@upu.int] with “RFP-2025-001 – Technical writing services” as the subject line.

The deadline for the submission of tenders is **26 February 2025 at 17:00 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.

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 non-exhaustive criteria:

- Economic criteria
 - Hourly and daily rate for the consultant
 - Discount structure
 - Bidder’s willingness to invest in the consultant’s education and training in application structures relevant to the UPU

- Quality criteria
 - References for similar projects and accomplishments
 - Consultant's skills and experience
 - Consultant's references
 - Company profile
 - Location and accessibility of the consultant/Vendor (overlap of at least 50% with Swiss office hours for communication purposes)
 - Ability to work remotely

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, 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

Publication of call for tenders	15 January 2025
Deadline for submission of participation notification	27 January 2025
Deadline for submission of queries	7 February 2025
Deadline for provision of responses to queries	12 February 2025
Deadline for submission of tenders to the UPU	26 February 2025 at 17.00 CET
Estimated start of engagement	1 July 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 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.

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 relevant 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 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 Functional proposal

Bidders shall submit a functional 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. The UPU’s evaluation of tenders shall be based, in part, on the functional proposal.

3.5 Pricing structure

Bidders shall provide a detailed pricing structure for the services proposed, as follows:

- An all-inclusive full-service quotation setting out hourly and daily rates based on the description of services set out in section 4.1;
- A general description of the pricing structure for the services offered;
- A description of a discount model for the services offered.

Bidders should indicate any discounts on the hourly and daily rates, according to the structure indicated below:

- Rates if the total time spent within a calendar year is 50 person-days or less;
- Rates if the total time spent within a calendar year is between 51 and 100 person-days;
- Rates if the total time spent within a calendar year is between 100 and 150 person-days;
- Rates if the total time spent within the calendar year exceeds 150 person-days.

Bidders are also required to provide an estimated timeline and associated costs for the contract ramp-up phase. These costs pertain to onboarding the consultant at the beginning of the contract including, but not limited to, activities such as establishing working methodologies, providing training on documentation tools and familiarization with UPU IT products.

The total time spent over the duration of the contract shall not exceed 800 person-days. A person-day is equivalent to eight hours.

The Vendor shall be paid per consulting day. The Vendor shall not charge the UPU for any additional consulting days for any reason whatsoever.

The UPU's evaluation of tenders shall be based, in part, on the pricing structure.

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).

3.6 Delivery and payment schedule

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

Start date: 1 July 2025
End date: 30 June 2029

The delivery and payment schedules should be proposed 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).

3.7 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

The Vendor will be expected to provide the following services:

- Creation of end-user documentation (e.g. online help, PDF guides, release notes) for the UPU's IT products and services, and publication thereof in the document management system (SharePoint);
- Collaboration with managers, developers, testers and deployment teams to gather the information necessary to produce end-user documentation;
- Preparation and packaging of documentation and software files (user interface) for translation;

- Assistance in the publication of e-learning videos on the UPU's training platform, Trainpost, as applicable;
- Acting as the point of contact for external translation service providers, in the absence of the in-house technical writer.

Example of a workload plan

To assist Bidders in estimating the anticipated overall average project volumes, activities and time to be spent based on a 13-month approach, the table below is provided as an example.

<i>Project</i>	<i>File</i>	<i>Delivery format</i>	<i>Task to be completed</i>	<i>Number of days spent</i>	<i>Completed</i>
IPS 2023	HTML	MadCap Flare project	Project set-up Gap analysis and update	3.5	September 2023
DPS TrackIT	HTML	MadCap Flare project	Gap analysis and update	4	September 2023
Admin tasks (IPS, general)			Software build, installation and management Team meeting	2.5	September 2023
SIGA and UPU Compendium	HTML	MadCap Flare project	Gap analysis and update	1.25	September 2023
SIGA	HTML	MadCap Flare project	Gap analysis and update	5.5	October 2023
CDS 2023 SP1	HTML	MadCap Flare project	Gap analysis and update	1.25	October 2023
IPS 2023			Troubleshooting	0.5	October 2023
IPS 2023	HTML	MadCap Flare project	Gap analysis and update	3.5	October 2023
DPS	HTML	MadCap Flare project	Translation review and fixes	3.75	October 2023
Admin tasks (general)			Software build, installation and management Team meeting	0.25	October 2023
IPS 2023	HTML	MadCap Flare project	Project set-up and update	0.5	November 2023
IPS 2023	HTML	MadCap Flare project	Gap analysis and update Drafting of release notes	2.5	November 2023
CDS 2023 SP1	HTML	MadCap Flare project	Gap analysis and update	0.25	November 2023
SIGA	HTML	MadCap Flare project	Gap analysis and update	5	November 2023
QSF	HTML	MadCap Flare project	Gap analysis and update	5	November 2023
DPS	HTML	MadCap Flare project	Gap analysis and update	0.5	November 2023

<i>Project</i>	<i>File</i>	<i>Delivery format</i>	<i>Task to be completed</i>	<i>Number of days spent</i>	<i>Completed</i>
UPU Compendium	HTML	MadCap Flare project	Gap analysis and update	0.5	November 2023
Admin tasks (general)			Software build, installation and management Team meeting	0.75	November 2023
UPU Compendium	HTML	MadCap Flare project	Gap analysis and update	1	December 2023
DPS	HTML	MadCap Flare project	Gap analysis and update	0.75	December 2023
IPS 2023	HTML	MadCap Flare project	Gap analysis and update	3.5	December 2023
IPS 2023	HTML	MadCap Flare project	Translation review and validation	2	December 2023
CDS 2023 SP1	HTML	MadCap Flare project	Gap analysis and update	2.25	December 2023
Admin tasks			Software build, installation and management Troubleshooting Team meeting	0.5	December 2023
CDS 2023 SP1	HTML	MadCap Flare project	Gap analysis and update Drafting of release notes	4	January 2024
DPS installation guide	HTML	MadCap Flare project	Gap analysis and update	5	January 2024
QSF	HTML	MadCap Flare project	Gap analysis and update	7	January 2024
Admin tasks			MadCap Flare training Team meeting	0.5	January 2024
CDS 2023 SP1	HTML	MadCap Flare project	Gap analysis and update	4.25	February 2024
IPS 2023 SP1	HTML	MadCap Flare project	Project set-up Gap analysis and update Drafting of release notes	6	February 2024
DPS	HTML	MadCap Flare project	Gap analysis and update	0.25	February 2024
IFS	HTML	MadCap Flare project	Gap analysis and update	0.25	February 2024

<i>Project</i>	<i>File</i>	<i>Delivery format</i>	<i>Task to be completed</i>	<i>Number of days spent</i>	<i>Completed</i>
Admin tasks			Software build, installation and management Troubleshooting Team meeting Tool research and Wiki updates	1.75	February 2024
CDS 2024		MadCap Flare project	Project set-up Gap analysis	1.25	March 2024
IFS Cloud and PTC Enroll	HTML	MadCap Flare project	Gap analysis and update	1	March 2024
IPS 2023 SP1 online help	HTML	MadCap Flare project	Project set-up Gap analysis and update	4.25	March 2024
CDS 2023 SP1	HTML	MadCap Flare project	Translation review and feedback	0.75	March 2024
DPS	HTML	MadCap Flare project	Gap analysis and update	0.25	March 2024
Admin tasks			Software build, installation and management Troubleshooting Team meeting Wiki updates	1.5	March 2024
DPS 2023 SP1	HTML	MadCap Flare project	Gap analysis and update	1.25	April 2024
IPS 2024	HTML	MadCap Flare project	Project set-up Gap analysis and update	4	April 2024
CDS 2024	HTML	MadCap Flare project	Project set-up Gap analysis and update	2	April 2024
IFS Cloud and PTC Enroll	HTML	MadCap Flare project	Gap analysis and update	1	April 2024
Admin and general tasks			Software build, installation and management Team meeting Wiki updates Online help task management VM troubleshooting	1.75	April 2024

<i>Project</i>	<i>File</i>	<i>Delivery format</i>	<i>Task to be completed</i>	<i>Number of days spent</i>	<i>Completed</i>
IFS Cloud and PTC Enroll	HTML	MadCap Flare project	Gap analysis and update	3	May 2024
IPS 2024	HTML	MadCap Flare project	Gap analysis and update	2.25	May 2024
CDS 2024	HTML	MadCap Flare project	Gap analysis and update	1.25	May 2024
IPS 2023 SP1	HTML	MadCap Flare project	Translation review	1	May 2024
DPS 2023 SP1 (free reports)	HTML	MadCap Flare project	Gap analysis and update	1.5	May 2024
Admin tasks			Assessment questionnaire Task management Team meeting	1	May 2024
DPS 2023 SP1 (free reports)	HTML	MadCap Flare project	Gap analysis and update	2.5	June 2024
IPS Web Client	HTML	MadCap Flare project	Gap analysis and update	0.5	June 2024
IPS 2024	HTML	MadCap Flare project	Gap analysis and update	1.5	June 2024
DPS	HTML	MadCap Flare project	Gap analysis and update	3.25	June 2024
DPS Mobile	HTML	MadCap Flare project	Gap analysis and update	2	June 2024
CDS	HTML	MadCap Flare project	Gap analysis and update	0.5	June 2024
Admin tasks			Software build, installation and management Team meeting Online help task management	2.5	June 2024
Localization log			Update	2	July 2024
IPS 2024	HTML	MadCap Flare project	Gap analysis and update	1	July 2024
CDS 2024			Gap analysis and update	1	July 2024
EDI engine installation guide	HTML	MadCap Flare project	Project set-up Gap analysis and update	7.25	August 2024
BAMS (French and Russian)	HTML	MadCap Flare project	Translation review and fixes	3.25	August 2024

<i>Project</i>	<i>File</i>	<i>Delivery format</i>	<i>Task to be completed</i>	<i>Number of days spent</i>	<i>Completed</i>
CDS 2024	HTML	MadCap Flare project	Gap analysis and update	2	August 2024
UPU-IP	HTML	MadCap Flare project	Gap analysis and update	0.25	August 2024
Admin tasks			Software build, installation and management Troubleshooting Team meeting	0.5	August 2024
IPS 2024	HTML	MadCap Flare project	Gap analysis and update	0.25	August 2024
CDS 2024	HTML	MadCap Flare project	Gap analysis and update Drafting of release notes	5.5	September 2024
DPS master data Excel import tool	HTML	MadCap Flare project	Gap analysis and update	3.25	September 2024
IPS 2024	HTML	MadCap Flare project	Gap analysis and update	2.5	September 2024
MadCap Flare new version			Installation, registration and troubleshooting	0.5	September 2024
Snagit			Installation	0.5	September 2024
Admin tasks			Software build, installation and management Team meeting Task management	1	September 2024

4.2 Bidder requirements

Bidders, or their proposed consultants, shall be required to demonstrate the following capabilities, qualifications and experience.

Technical capabilities

- Working knowledge of MadCap Flare
- Knowledge of software localization tools and practices (e.g. RC-WinTrans, SDL Passolo)
- Knowledge of MS Visio and other flowchart/diagramming applications
- Basic knowledge of graphic design
- Knowledge of the Postal Technology Centre's products (e.g. IPS, IFS, CDS) and/or familiarity with postal industry terminology is desirable
- Working knowledge of HTML5 and CSS would be an advantage
- Knowledge of e-learning techniques and development of training videos would be an advantage

Skills and competencies

- Flexibility and adaptability, as the role involves working remotely
- Project management and organizational skills
- Strong cross-cultural communication and interpersonal skills to collaborate with people from diverse backgrounds
- Problem-solving skills
- Critical thinking skills
- Technical aptitude

Language skills

- English: fluency essential
- French: would be an advantage

Education

Bachelor's degree or equivalent in computer science, technical writing, English, journalism or a related field

Experience

- A minimum of five years of technical writing experience in English in a software setting
- Prior experience of working remotely and interacting with cross-cultural teams would be beneficial

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 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 functional proposal and 30 points for their pricing structure.

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

<i>Criteria</i>	<i>Points obtainable</i>
<i>Service level</i> Compliance with agreed service type and metrics as stated in the call for tenders	10
<i>Expertise and specialization</i> – Domain knowledge: Vendor's experience in the postal or logistics industry – Technical writing expertise: demonstrated proficiency in creating various types of documentation, e.g. user manuals, online help and technical guides	20

<i>Criteria</i>	<i>Points obtainable</i>
<p><i>Technical skills</i></p> <p>Tool proficiency: capabilities in using relevant software, such as:</p> <ul style="list-style-type: none"> – content management and authoring: MadCap Flare, etc. – markup and styling: HTML, CSS, etc. – visual aids: Visio, Snagit – localization and accessibility: RC-WinTrans, SDL Passolo, etc. Ability to create documentation that meets localization and accessibility standards 	20
<p><i>Portfolio and client feedback</i></p> <ul style="list-style-type: none"> – Relevance: alignment of portfolio samples with required complexity and style – Reliability: testimonials from past clients as to the Vendor's work quality and professionalism 	20
<p><i>Pricing and cost-effectiveness</i></p> <p>Clearly outlined pricing structure and ability to offer a solution at a reasonable price</p>	30

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 July 2025 for a total contract term of four years.

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, on an exceptional basis, may be required to carry out certain tasks from the headquarters of the UPU in Berne, Switzerland.

4.7 Reporting

The Vendor shall provide the UPU with weekly reports setting out the relevant services performed by the Vendor during that time frame. Such reports shall be prepared in accordance with a structure and format defined by the UPU (i.e. time sheets).

The UPU may contest the Vendor's time sheets within 10 business days of 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.

4.8 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.