

Universal Postal Union Request for Information: CMS Implementation Providers	Published Friday 18 September 2026	Contact caa@upu.int Type Market sounding
	Responses due Friday 2 October 2026	
	Universal Postal Union, International Bureau, Berne, Switzerland	

1. Purpose and Status of This Request

1.1 What this request is

The Universal Postal Union (UPU) is preparing to replace the content management system (CMS) behind its public website, www.upu.int. This request for information invites implementation providers to describe their capability, their delivery record and their indicative costs, so that the UPU can prepare that procurement on an informed basis.

This request is a market sounding. It is not a call for tenders, an invitation to bid, or an offer of any kind. No contract will be awarded on the basis of a response. Any procurement arising from this work will follow the UPU's formal procurement process and will be published separately by the UPU Tenders and Procurements Committee.

Responding is voluntary. The UPU will not reimburse any cost incurred in preparing a response. Being recorded in the provider shortlist produced from this exercise confers no right to be invited to a future tender, and choosing not to respond does not exclude a provider from one.

1.2 Why the UPU is asking now

The platform side of the CMS selection is already evidenced. The UPU has recorded its CMS functional and technical requirements, which state what the new system must do without naming a product, and scores candidate platforms against those requirements in an evaluation framework.

Three of the nine additional criteria in that framework cannot be answered from platform documentation, because they concern the organization that would carry out the work rather than the software: provider technical skills in analytics and user experience, provider flexibility and responsiveness, and portfolio quality. This request supplies the evidence for those three criteria, and gathers the cost and delivery information needed to size the migration project.

1.3 What the UPU will do with the responses

Responses help the UPU compare candidate platforms and prepare the scope, budget and roadmap of the CMS migration project. The UPU may draw up a shortlist of providers from them.

1.4 Confidentiality

The UPU treats responses as confidential and shares them only with the project team, the Web Administrator, the Project Lead and the bodies named in section 1.3. Respondents should mark clearly any material they consider commercially sensitive.

Findings reported to the Steering Committee and to the Directorate of Finance, including indicative cost ranges, are aggregated and are not attributed to a named respondent. Published portfolio material may be cited with attribution, since it is already public. This request is itself a public document, published by the secretariat of the Tenders and Procurements Committee on the UPU website, on the United Nations Global Marketplace and on any further channel it uses. Responses are not published.

2. Background

2.1 The Universal Postal Union

The UPU was founded in 1874 in Berne, Switzerland, to establish a single postal territory for the reciprocal exchange of letter-post items and to adopt common principles for the international postal service. It comprises 192 member countries and became a specialized agency of the United Nations in 1948. The International Bureau, its secretariat, is based in Berne.

The public website is the UPU's principal channel to member countries, postal regulators, designated operators, the wider postal sector, the media and the general public. It is published in English and French.

2.2 The website today

The February 2026 crawl recorded 6,623 HTML pages on www.upu.int, generated by approximately 1,500 records in the CMS. Content cleanup during 2026 reduces the record count to approximately 750. A further reduction to approximately 500 records is planned within the migration project itself, once the new platform is in place.

The site runs on Kentico version 12, which the vendor has not supported since 2022. An internal assessment records 16 active workarounds and 20 known platform failures, several of which cannot be resolved on the current version. The business case for replacement is settled and is not a question put to respondents.

2.3 What has already been decided

Requirements are technology-neutral. The UPU's CMS functional and technical requirements, finalized in September 2026, hold 137 requirements across 25 categories, of which 36 are Essential. Each candidate platform is scored against these requirements and against nine additional criteria, such as licensing and cost, support, and the provider market. A summary of the requirement categories is at Annex B.

Four platforms are under evaluation: Drupal, TYPO3, Plone and Xperience by Kentico. The licensing and cost model is scored as a criterion at High priority. It is not a pass or fail condition, so no platform is excluded on the basis of its licensing model, and open-source and commercial products are assessed on the same scale. Each line is scored from 0 to 3, where 0 is not supported, 1 is partial or custom only, 2 is met through a standard supported extension, and 3 is native or fully met, with scores weighted by requirement priority.

The platform decision rests with the UPU and is not asked of respondents. The Terms of Reference for the migration project will name the platform or platforms selected. Respondents should state which of the four they implement, and answer for those platforms only.

Three conditions frame any proposal. Hosting may be provided in a UPU approved environment or by the provider, and neither model is preferred: state which you propose and price both at RFI-G-08. UPU ownership of the site data and of the delivered code is a condition of both models. The platform must work with Microsoft Entra ID, which the UPU uses for internal and guest authentication. If any of these is costly or unusual to satisfy, say so at RFI-H-01.

2.4 The migration project

The migration is a separate, later project. Sizing that project is one purpose of this request, so the UPU sets out the scope below and asks respondents for indicative ranges in section G rather than stating a figure of its own. Timing and funding are subject to approval by the UPU governing bodies.

Scope is the public website www.upu.int in English and French. UPU subdomains and dedicated platforms, including pls.upu.int, ipds.upu.int and post.upu.int, remain on their own infrastructure and are out of scope, except where the new CMS must link to them. Private and authenticated areas remain in SharePoint and are also out of scope, as is document version control.

3. Who Should Respond

3.1 Provider profile

This request is published openly and is open to any organization that implements one or more of the four candidate platforms for public sector, international or comparable clients. It is not aimed at product vendors as such, although a vendor's own professional services organization may respond in the capacity of an implementation provider.

3.2 Delivery presence and languages

The UPU expects to work with a provider able to deliver into a European working day, in English and in French, with the ability to work on site in Berne when a project phase requires it. Providers outside that pattern may still respond, stating how they would cover it.

3.3 One response per organization

Submit one response per organization, naming every candidate platform you implement. Where a consortium responds, name the lead organization, identify each member and state which part of the work each would carry out. Subcontracting intentions should be declared in the same way.

4. Information Requested

Answer in the order and with the reference numbers below. Sections C, D and E are the scored sections and are worth the effort. Sections A, B, F, G and H are not scored and may be answered briefly. Where a question does not apply, say so rather than leaving it out, so that the UPU can tell a gap from an omission. Where an answer claims a capability, cite the reference project that evidences it.

4.1 Section A. Respondent profile

Reference	Information requested	Topic
RFI-A-01	Legal name, country of registration, year founded, ownership structure and website.	Eligibility
RFI-A-02	Total headcount, and the number of staff working on each candidate platform you name.	Platform expertise
RFI-A-03	Offices or delivery centres, the time zones they work in and the working languages available.	Delivery presence
RFI-A-04	Confirmation that your organization is able to contract with an intergovernmental organization that is exempt from direct taxes and from Swiss value added tax.	Eligibility

4.2 Section B. Platform capability and delivery record

Reference	Information requested	Topic
RFI-B-01	Which of Drupal, TYPO3, Plone and Xperience by Kentico you implement, and how long you have worked with each.	Platform expertise
RFI-B-02	For each platform you name: the number of production implementations delivered in the last five years, and the largest multilingual site you have delivered, with record or page volume, number of languages and year.	Portfolio
RFI-B-03	Certifications held, contributions made to the platform community, and any listing in the platform's official partner or provider directory.	Platform community
RFI-B-04	Experience with international organizations, United Nations system entities or public administrations.	Portfolio

4.3 Section C. Technical, analytics and user experience skills

This section is scored directly from your response.

Reference	Information requested	Topic
RFI-C-01	In-house web analytics capability: the tools you use, and how analytics evidence is applied during a project rather than after it.	Skills
RFI-C-02	In-house user experience and content design capability: which roles are held in house, and how they are involved across a project.	Skills
RFI-C-03	Accessibility practice: the standard you apply by default, how conformance is tested, and evidence of accessibility work delivered.	Skills
RFI-C-04	Search engine optimization, metadata and structured data practice on migration projects, including how ranking and traffic are protected at cutover.	Skills
RFI-C-05	How you work when the client supplies an approved sitemap, content model and editorial standards, as the UPU will.	Skills

4.4 Section D. Flexibility, responsiveness and support

Reference	Information requested	Topic
RFI-D-01	Engagement models you offer, such as fixed price, time and materials or capped time and materials, which you would propose for a project of this type, and the typical lead time between contract signature and project start.	Flexibility and support
RFI-D-02	How scope changes are handled and priced during delivery.	Flexibility and support

Reference	Information requested	Topic
RFI-D-03	Support and maintenance after go-live: service levels, response times, hours of cover and whether cover spans the Central European working day.	Flexibility and support
RFI-D-04	Escalation route and named account contact during and after delivery.	Flexibility and support

4.5 Section E. Portfolio

Reference	Information requested	Topic
RFI-E-01	Two reference projects on the platforms you name, each with a public URL where one exists, the client type, year of delivery, project duration and team size.	Portfolio
RFI-E-02	For each reference, what your organization was responsible for and what the client delivered itself.	Portfolio
RFI-E-03	Whether the UPU may contact each reference, or whether consent would be sought if the UPU asks.	Portfolio

4.6 Section F. Migration approach and knowledge transfer

Reference	Information requested	Topic
RFI-F-01	Your standard method for migrating a bilingual site of approximately 750 CMS records, distinguishing automated migration, manual re-entry and quality assurance.	Migration
RFI-F-02	How URL continuity, redirects and search engine equity are handled at cutover.	Migration
RFI-F-03	Knowledge transfer and training offered to a small internal team, on the assumption of one Web Administrator allocated at 60 per cent to the platform.	Knowledge transfer
RFI-F-04	Hosting: whether you host, and what options exist for hosting by the UPU or by a third party. Both models are open, as set out at section 2.3, and UPU ownership of the site data and of the delivered code is a condition of either. State any assumption you make about the hosting region. The cost of each model is asked at RFI-G-08.	Hosting
RFI-F-05	Your experience integrating the platforms you name with Microsoft Entra ID for internal and guest authentication, including single sign-on and access for external contributors.	Integrations

Reference	Information requested	Topic
RFI-F-06	Runtime and infrastructure prerequisites of the platform or platforms you name: the application runtime, database and operating system they require, any licensing those components carry, and anything a client hosting the platform in its own cloud subscription would need to provision or approve before deployment. State any prerequisite you consider unusual or restrictive.	Hosting; Environments

4.7 Section G. Indicative cost envelope

Figures given in this section are indicative and non-binding. They are used to size an internal budget estimate, they are not a quotation, and this exercise is not a price competition. Ranges are preferred to a single figure. State the currency and the assumptions behind every range, and present one-off construction costs and recurring costs separately, because the UPU accounts for them under different budget lines.

Reference	Information requested	Topic
RFI-G-01	A typical total cost range for a comparable migration: a bilingual public website of approximately 750 CMS records, on the platform or platforms you name.	Budget
RFI-G-02	The breakdown you would expect by phase: discovery and design, build, content migration, testing, training, go-live and immediate post-launch support.	Budget
RFI-G-03	Standard day rate bands by role, or an average blended day rate. Bands are acceptable.	Budget
RFI-G-04	Annual support and maintenance cost, as a range or as a percentage of build cost.	Budget
RFI-G-05	Recurring licence, hosting or third-party costs the UPU should plan for on the platforms you name.	Budget
RFI-G-06	An indicative five-year total cost of ownership for the platform or platforms you name, consolidating construction, annual support and maintenance, and any recurring licence, hosting or third-party costs into a single range. State the assumptions behind it, and say where a figure depends on a licence price that you do not set. This is the figure the UPU uses to size the budget estimate; it is indicative and non-binding like every other figure in this section.	Budget
RFI-G-07	The main factors that would move the cost up or down for a client of this profile.	Budget
RFI-G-08	The recurring hosting cost under two models, quoted separately: (a) the site on a UPU cloud subscription, where the UPU pays cloud consumption directly and you charge only for management, support and deployment; and (b) hosting provided by you, as a single inclusive charge. State the environment sizing and the traffic assumed, and what each figure includes. The UPU has not fixed the model and will decide on these figures.	Budget

4.8 Section H. Questions back to the UPU

Reference	Information requested	Topic
RFI-H-01	Any assumption in this request that you consider wrong, risky or unusually expensive to satisfy.	Market feedback
RFI-H-02	Information you would need in a future tender that this request does not provide.	Market feedback
RFI-H-03	Anything about the four candidate platforms that you would want the UPU to weigh before it makes its selection.	Market feedback

5. Response Format

Responses are accepted in English or in French, the two working languages of this project. Submit a single document in Word or PDF format, of no more than 8 pages excluding annexes, portfolio material and curricula vitae. Use the reference numbers set out in section 4, in the same order. Existing capability statements, credentials decks and case studies are accepted in place of bespoke prose for sections A, B and E, provided the reference numbers are shown against them.

Complete the cover sheet at Annex A and attach it as the first page. Portfolio images, case studies and supporting material may be attached separately or linked. Do not send material that requires the UPU to create an account to view it.

Send responses by email to caa@upu.int, addressed to the Secretary of the Tenders and Procurements Committee, with the subject line "UPU RFI, CMS implementation, [your organization name]". Keep attachments under 35 MB in total. If your response is larger, split it across several emails, send a compressed archive, or use a download link. Responses sent to any other address are not considered.

caa@upu.int is the sole point of contact for this request, including for questions. Answers of general interest are shared on the same channels as this request. Respondents should not approach staff of the International Bureau directly about this request.

6. Timetable

Step	Date
Request published	Friday 18 September 2026
Deadline for responses	Friday 2 October 2026, 17.00 CEST

The UPU may extend the deadline. Any change is published on the same channels as this request. Responses received after the deadline may be excluded, at the UPU's discretion.

7. How Responses Are Used

Sections C, D and E are scored against the UPU's criteria for provider skills, flexibility and support, and portfolio, on the same 0 to 3 scale and with the same priority weighting used for platform scoring. Scoring is carried out by the project team and moderated with the Web Administrator and the Project Lead.

Sections A, B, F, G and H are not scored. They inform the platform comparison, the draft terms of reference, the budget estimate and the migration roadmap. Section H in particular is read closely: a respondent who tells the UPU that an assumption is wrong improves any future procurement.

The UPU does not issue individual feedback or comparative scoring, since this is not a competitive procedure.

8. Terms of Participation

Participation implies no commitment by either party. The UPU is not bound to procure, to shortlist any respondent, or to run a tender at all, and reserves the right to modify, suspend or cancel this request at any time. No cost of participation is reimbursed.

This document and its annexes are the intellectual property of the UPU and are published for the purpose of preparing a response. Respondents may not advertise or otherwise make public the fact that they have responded, and may not use the emblem, name or initials of the UPU, without the prior written consent of the UPU.

Nothing in this request waives, expressly or by implication, any of the privileges and immunities that the UPU enjoys as a specialized agency of the United Nations. The UPU is exempt from direct taxes and from Swiss value added tax under the Convention on the Privileges and Immunities of the Specialized Agencies, so indicative figures should be given exclusive of value added tax.

Keep personal data to the minimum needed to answer. The UPU processes respondent contact details only to run this exercise and the procurement that may follow.

Annex A. Response Cover Sheet

Attach this cover sheet as the first page of your response.

Field	Response
Organization name	
Country of registration	
Contact name and role	
Email and telephone	
Candidate platforms covered by this response	
Working languages available for delivery	
Response submitted as	Single organization / consortium lead / other (state)
Material marked commercially sensitive	Yes (list the sections) / No
Confirmation that the response is non-binding and given free of charge	
Date of response	

Annex B. Requirement Categories

The table below shows the shape of the requirement set that the new platform must satisfy. It is provided for context only. Respondents are not asked to answer against individual requirements at this stage.

Requirement category	Requirements	Essential
Content model and page templates	12	3
Editorial workflow and approval	12	3
Roles, permissions and access control	9	3
Multilingual, English and French	7	2
Metadata, search engine optimization and structured data	3	1
Internal search	4	2
Taxonomy and cross-section tagging	5	1
Navigation and information architecture	11	2
Media and asset management	7	1
Content lifecycle	7	2
Microsites and multi-site	3	0
AI-assisted editorial review integration	2	0
Hosting and infrastructure	4	2
Environments and deployment	4	1
Identity and access management	3	1
Performance and responsiveness	3	2
Accessibility	3	1
Security	8	1
Integrations	8	1
Search engine optimization infrastructure	7	4
Migration and data	7	2
Publishing reliability	2	1
Error handling	2	0

Requirement category	Requirements	Essential
Content retention posture	1	0
Operational maintenance	3	0
Total	137	36

Total: 137 requirements, of which 36 are Essential.