



UPU | UNIVERSAL
POSTAL
UNION

Call for tenders

EMS website maintenance and hosting services

23 January 2025

Table of contents		Page
1	Introduction	4
1.1	Profile of the UPU	4
2	Terms and conditions	4
2.1	Confidentiality	4
2.2	Legal status of the Vendor	5
2.3	Scope of the call for tenders	5
2.4	Background	5
2.5	Objectives	6
2.6	Use of subcontractors	6
2.7	Use of the emblem, name and initials of the UPU	6
2.8	Collusive bidding, anti-competitive practices and any other similar conduct	6
2.9	Intellectual property	6
2.10	Privileges and immunities	7
2.11	Tax exemption	7
2.12	Language	7
2.13	Signature	7
2.14	Participation notification	7
2.15	Contact persons	7
2.16	Further inquiries and questions	8
2.17	Delivery of tenders and deadline	8
2.18	Evaluation procedure	8
2.19	Modification, suspension or cancellation of the call for tenders	9
2.20	Tentative schedule	9
3	Tender structure – Response format	9
3.1	Cover letter	9
3.2	Executive summary	9
3.3	Bidder information	10
3.4	Subcontractor information	10
3.5	Functional proposal	10
3.6	Pricing structure	10
3.7	Delivery and payment schedule	10
3.8	UPU General Terms and Conditions	11
4	Service requirements	11
4.1	Maintenance services	11
4.1.1	Corrective maintenance (bug/incident repair and level 3 platform support)	11
4.1.2	Preventive maintenance	11
4.1.3	Evolutionary maintenance or change requests	11
4.1.4	Reaction and resolution times and support activities to be provided by the Bidder	12
4.1.5	Communication of support needs by the UPU	12

Table of contents (cont.)	Page
4.1.6 Vendor staff providing maintenance support	12
4.1.7 Continuous learning services	12
4.2 Web hosting services	12
4.2.1 Hosting environment	13
4.3 Website specifications	13
4.3.1 Current specifications	13
4.3.2 Minimum specifications	13
4.3.3 Technical stack	13
4.4 Third-party integrations	13
4.4.1 Single sign-on	13
4.4.2 Tracking module integration	14
4.4.3 Customs Declaration System	14
4.5 Backup strategy	14
4.6 Warranty	14
4.7 Web statistics function	15
4.8 Website handover	15
4.9 Bidder requirements	15
4.10 Assessment criteria	15
4.11 Duration of services	16
4.12 Location of the services	16
4.13 Other requirements	16
4.14 Additional information	16

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 maintenance (corrective, preventive and evolutionary) and hosting services for the EMS website, including a high level of functional expertise and technical support.

2.4 Background

EMS is an international postal express mail service offered by postal operators of UPU member countries. The EMS Cooperative acts as an autonomous organization within the general framework of the UPU. The EMS Unit functions as the Cooperative's secretariat and is responsible for the performance of its activities.

Since its establishment in 1998, under the auspices of the UPU's Postal Operations Council, the EMS Cooperative has continued to strengthen the EMS service through the establishment of common standards and procedures. In total, 185 postal operators offering an EMS service have joined forces to form a global EMS delivery network. In this regard, the EMS Cooperative provides a range of activities and measurements to help EMS operators improve and deliver a high-quality EMS service. Members of the EMS Cooperative have access to a comprehensive range of services and technical cooperation activities.

EMS is the fastest postal delivery service and is provided by EMS operators for the express delivery of documents and merchandise. EMS items receive top priority in all processes in the operational chain of all EMS operators. The EMS service offers the greatest added value available in the postal market.

EMS Cooperative members send 90% of global EMS traffic and deliver to 97% of the world's population. EMS is known to be reliable, and members of the EMS Cooperative can access global customer service management systems, operational reports and tracking data. Membership of the EMS Cooperative is voluntary, and members work together in order to provide an EMS service that is global, reliable and responsive to customer needs. A list of current EMS Cooperative members is available on the EMS Cooperative website at www.ems.post/members-ems-cooperative.

The EMS website (www.ems.post) provides information on the EMS service and the EMS Cooperative. Its core audience is designated operator members of the EMS Cooperative. For this reason, much of the content is restricted and requires a password. There are currently four levels of access: public pages (no password); EMS stakeholder pages (primarily for EMS operators that are not members); EMS Cooperative member pages (with access to more restricted content, such as reports); and staff pages (for UPU International Bureau staff, EMS Unit staff and the EMS Cooperative Board).

The current website was developed using Drupal 8 and was launched in December 2017. It has since been upgraded to Drupal 10.

2.5 Objectives

The UPU seeks to engage a provider of maintenance and hosting services for the www.ems.post website for a period of four years. The required maintenance services include corrective, preventive and evolutionary maintenance.

The Vendor will be expected to be able to investigate the source code and identify the advanced set-up of the application and/or infrastructure in place.

Full details of the required services are provided in section 4 (Service requirements).

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

Not applicable.

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 14 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-2025-002@upu.int with “RFP-2025-002 – EMS website maintenance and hosting services” as the subject line.

The deadline for the submission of tenders is **5 March 2025 at 16.00 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 criteria, in descending order of importance:

- Quality of the tender (according to the specifications herein);
- Knowledge and experience of the Bidder and its team and/or consultant(s), as applicable to the subject matter;
- Price.

The winning tender will be selected based on a non-exhaustive list of criteria as set out in section 4. 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	23 January 2025
Deadline for submission of queries	14 February 2025
Deadline for provision of responses to queries	21 February 2025
Deadline for submission of tenders to the UPU	5 March 2025 at 16.00 CET
Estimated start of engagement	1 May 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 120 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 Subcontractor information

In the event that Bidders intend to engage a subcontractor for part or all of the services set out in this call for tenders, the following information must be provided with regard to the subcontractor(s):

- Company structure, locations/subsidiaries;
- Degree of involvement, with a list of services and/or products;
- Customer reference list with descriptions of similar projects;
- Company governance and sustainability executive report;
- Reference letters.

3.5 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.

3.6 Pricing structure

<i>Bidders shall provide a detailed pricing structure for the services proposed, as follows: Services</i>	<i>CHF per year</i>	<i>Comments</i>
Corrective maintenance		
Preventive maintenance		
Evolutionary maintenance or change requests		
Web hosting		
Continuous learning services		
Management		
Other services (please specify)		
Total CHF per year		

Bidders shall also provide the total costs for the full project duration, from 1 May 2025 to 30 April 2029.

Bidders shall not include VAT in their pricing structure (see section 2.11 above). All pricing information shall be set out exclusively in Swiss franc (CHF).

3.7 Delivery and payment schedule

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

Start date: 1 May 2025

End date: 30 April 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).

3.8 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 Maintenance services

4.1.1 Corrective maintenance (bug/incident repair and level 3 platform support)

Corrective maintenance includes level 3 support for the website, as well as the management and correction of bugs and incidents. It is calculated at a fixed price based on a percentage of total development costs. Corrective maintenance shall cover all incidents and bugs within the Vendor's scope, and shall be provided throughout the entire duration of the agreement, including the following tasks:

- Estimation and correction of bugs and incidents;
- Telephone support;
- Internal testing (function, security, performance, etc.);
- Deployment in the EMS production environment;
- Project management.

4.1.2 Preventive maintenance

Preventive maintenance includes security patch installations, along with two minor Drupal version updates and two module updates per year.

Details of the preventive maintenance tasks are as follows:

- Automatic update of malware and security fix patches with the automation tool Patchman (www.patchman.co – requires server access). These updates shall be installed as frequently as necessary;
- Minor Drupal version updates twice per year, following the Drupal release schedule (www.drupal.org/core/release-cycle-overview). Preventive maintenance does not include upgrades to subsequent versions;
- New module version updates twice per year, at the same time as the minor Drupal updates.

4.1.3 Evolutionary maintenance or change requests

Bidders are required to include in their proposals the costs associated with website upgrades, such as transitioning to newer versions of Drupal or equivalent technologies, as well as evolutionary maintenance and change requests. Evolutionary maintenance encompasses the implementation of requested updates or enhancements to the website, which may involve technical or graphic changes, functional improvements, advisory services and project management. These services will be provided upon request and within the framework of a predefined budget agreed upon by both parties.

4.1.4 Reaction and resolution times and support activities to be provided by the Bidder

Bidders should indicate the service level agreement for support. Reaction and resolution times should apply during business hours from Monday to Friday. The working language for this service is English. The support activities to be provided by the Vendor are:

- Support management (organization of helpdesk service, back-up staff during leave and holiday periods, training, etc.);
- Incident resolution and progress reporting;
- Implementation of workarounds;
- Redirection to other levels of support;
- Description of incident and resolution status;
- Bug fixing and patch deployment of the source code, configuration of Drupal and data load scripts set by the Vendor;
- Level 3 support regarding the components within the scope of the EMS website (see Annex 1 – EMS website functional scope);
- Update of documentation provided by the Vendor;
- Modification of the configuration of the EMS production environment;
- Modification of the configuration of the EMS quality environment;
- Skills maintenance for the project team;
- Reporting on status of incidents.

Support activities will be carried out via telephone call and teleconference. No on-site intervention is envisaged within the services to be provided.

4.1.5 Communication of support needs by the UPU

The UPU staff responsible for managing the website will regularly inform and update the Vendor of all specific support needs for the website, including those relating to functions and technology.

4.1.6 Vendor staff providing maintenance support

The services described above shall be provided by three of the Vendor's staff members, namely one project manager, one technical expert and one developer. The organization and coordination of maintenance services shall be provided by the project manager, who shall act as the Vendor's point of contact for any operational aspects or requests regarding the organization of the maintenance support services.

4.1.7 Continuous learning services

The Vendor shall provide UPU staff with on-site and remote training on the use of the website, including web management techniques, in order to allow for the management of basic content and non-critical operational aspects.

4.2 Web hosting services

The Vendor will be expected to provide web hosting, which may be offered via a subcontractor. Bidders' tenders should clearly state which services are being subcontracted, and the technical details of the hosting services should be provided.

Regardless of whether the Vendor offers web hosting in-house or through a subcontractor, the relevant profile(s) should be provided (for instance, the system administrator). If subcontracted, a detailed description of the company undertaking the web hosting is required. It would be advantageous if the candidate company employs, or collaborates with, web usability experts.

4.2.1 *Hosting environment*

The current website has three hosting environments, as follows:

- Development environment used to develop and test changes and updates to the website;
- Staging environment used to demonstrate changes and allow UPU staff to review changes prior to deployment on the live site;
- Production environment to run the live website.

4.3 *Website specifications*

4.3.1 *Current specifications*

The current specifications for the EMS website (live and staging) are as follows:

- Two CPU/eight cores
- 128 GB RAM
- 1 TB SSD
- Apache 2.X used as webserver
- PHP: 7.2.33
- MariaDB: 10.3.24

All necessary security-related updates to the server environment are the responsibility of the hosting service provider.

4.3.2 *Minimum specifications*

The minimum specifications for running the website are as follows:

- Four cores
- 16 GB RAM
- 15 GB SSD

4.3.3 *Technical stack*

Drupal uses various web technologies, as follows:

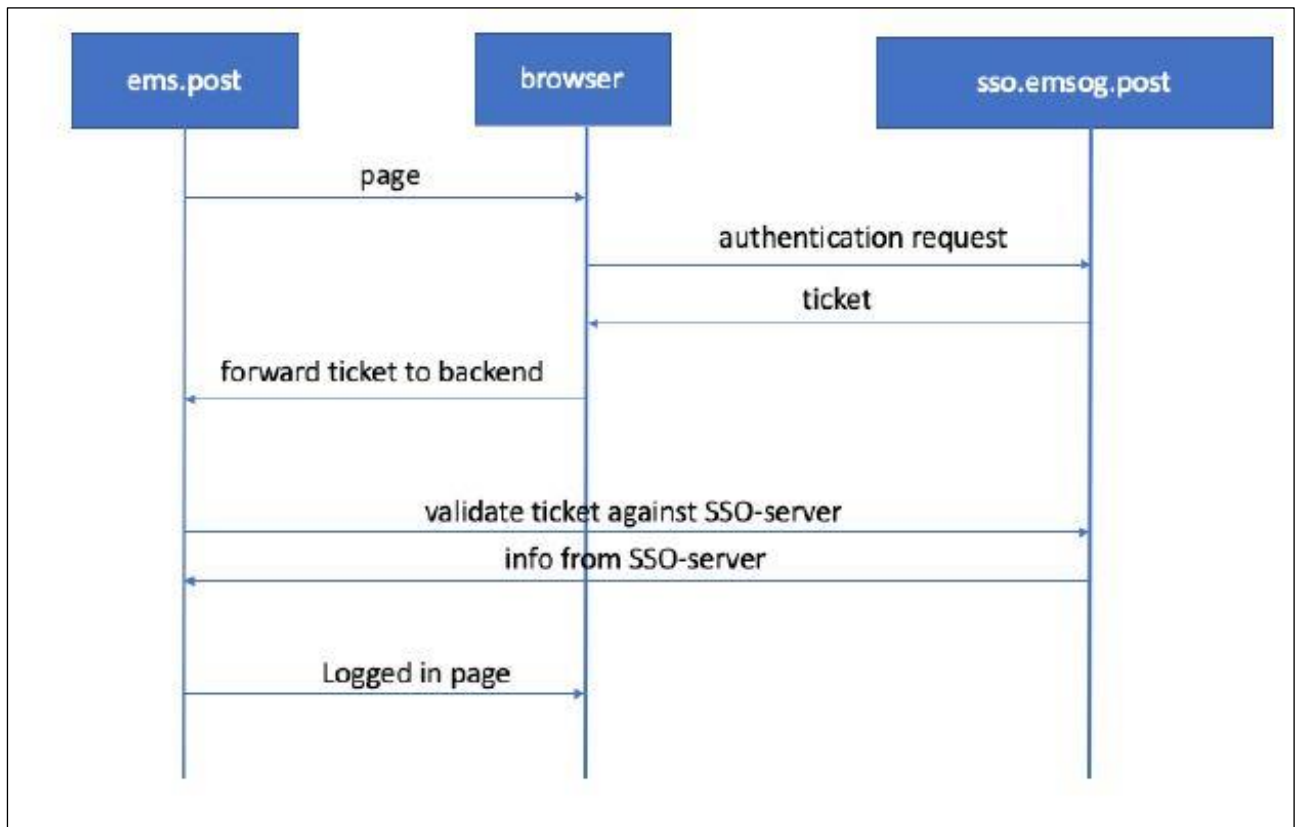
- Backend coded in PHP
- Frontend using standard HTML/CSS3 powered by Twig
- Some features use JavaScript with jQuery (Drupal standard)

4.4 *Third-party integrations*

4.4.1 *Single sign-on*

Single sign-on (SSO) for the EMS website is implemented through the Drupal CAS module. When users click on “login”, they are taken to the EMS portal login (sso.emsog.post). The current URL is passed to the login portal as part of the request. After successfully logging into the portal, users are redirected to the CAS endpoint on the website with an authentication ticket provided by the portal. This ticket is then verified on the server side and, if accepted, the user is logged in.

Users are registered in Drupal the first time that they log in through the portal, and role mapping is used to synchronize roles assigned in the portal to the roles in Drupal. The same login portal is used for local development, staging and production.



For account management operations, such as new account requests and password reset requests, two customized Drupal forms are created. Upon completion, the submitted information is sent to the EMS Unit via e-mail for manual processing.

4.4.2 Tracking module integration

The tracking service covers the integration of an external tracking module for the EMS website. It includes an iframe displaying EMS user tracking information, as well as the possibility to call the iframe from the homepage of the website with a specific tracking parameter, allowing users to input their tracking number directly on the homepage to reach their desired tracking path.

4.4.3 Customs Declaration System

Two iframes cover the integration of external “Prepare your EMS label form” and “CDS system” access on the EMS website.

4.5 Backup strategy

The current backup routine is:

- Hourly backups are kept for 24 hours
- Six backups per day are kept for two weeks
- Two backups per day are kept for 180 days

The backups comprise both databases and files.

4.6 Warranty

Bidders are expected to provide an estimate for the cost of a warranty to cover security patches and project knowledge preservation.

4.7 *Web statistics function*

Currently, the EMS website uses Google Analytics 4 for web statistics and data collection tools.

The Vendor should perform regular search engine optimization (SEO) site audits every six months, covering SEO, usability, performance and website security.

The activities expected under the SEO site audit include technical review, content review, user experience review, hosting review and mobile audit.

As part of website training, the Vendor will be expected to include brief information to UPU staff on how better use the web statistics function.

4.8 *Website handover*

The Vendor will be expected to cover any expenses relating to the handover of the website to its agency and hosting provider.

4.9 *Bidder requirements*

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.

Bidders shall be able to provide guarantees of solvency and long-term sustainability.

Bidders shall provide proof of their ability, in terms of technical know-how and volume, to fulfil the conditions set out in this call for tenders. They shall be able to provide organizational guarantees, specifically with regard to staff availability and skills, in respect of contractual performance.

Bidders shall take appropriate measures to ensure that all information concerning UPU staff remains strictly confidential.

Bidders shall also confirm that their tender covers all costs associated with the provision of the services referred to herein. Other costs to be incurred by the Vendor, including, but not limited to, any travel and subsistence costs incurred in the performance of the services, between the Vendor's offices and/or other locations 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 completion of the services, which shall also be subject to the prior written consent of the UPU.

4.10 *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 proposal shall be assessed on the basis of the following criteria:

<i>Criteria</i>	<i>Points obtainable</i>
Price	30
Technical expertise	40
Service level agreements and support	20
Security and compliance	10

Bidders shall provide evidence of their ability to meet these requirements by means of a list of references.

4.11 Duration of services

The contract shall be for a total term of four years, beginning upon successful award of the contract. All work must be scheduled for completion within this timeframe. Any modifications or extensions will be requested through the points of contact appointed by the UPU and the Vendor for review and discussion.

4.12 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 may be required from time to time to carry out certain tasks from the headquarters of the UPU in Berne, Switzerland.

The Vendor may be required to provide weekly status updates to the UPU team, which may be conducted by e-mail, teleconference or at the UPU's premises, according to the requirements of the project as it develops. Additionally, all project reviews will be held at the UPU and attended by the Vendor. Training for UPU staff will be conducted at the UPU's premises.

4.13 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.

4.14 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.