



**UPU** | UNIVERSAL  
POSTAL  
UNION

## **Call for tenders**

**IT development services**

5 February 2026

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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 operators<sup>1</sup> 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.

<sup>1</sup> 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 IT development services to the UPU for a period of four years.

## *2.4 Background*

The UPU's existing long-term contract in this regard is approaching the end of its term, creating a need to ensure the continuity of IT development services while aligning with evolving operational and technical requirements. This call for tenders is aimed at identifying qualified suppliers capable of delivering the required services under a new four-year contractual framework.

## *2.5 Objectives*

The purpose of this engagement is to support and supplement the UPU's internal software development capacity in accordance with the system requirements, technical specifications and instructions set out in this call for tenders. The Vendor will be expected to provide business analysis, software development, testing and related services on a time-and-materials basis, under the overall direction and supervision of the UPU.

The scope of required services is set out in detail 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*

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](mailto: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 20 February 2026.

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](http://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-2026-003@upu.int](mailto:RFP-2026-003@upu.int) with “RFP-2026-003 – IT development services” as the subject line.

The deadline for the submission of tenders is **19 March 2026 at 18.00 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	5 February 2026
Deadline for submission of participation notification	27 February 2026
Deadline for submission of queries	27 February 2026
Deadline for provision of responses to queries	5 March 2026
<b>Deadline for submission of tenders to the UPU</b>	<b>19 March 2026 at 18.00 CET</b>
Estimated start of engagement	1 April 2026

### **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*

Not applicable.

### 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*

Bidders shall provide a detailed pricing structure for the services proposed, including the following elements:

- Daily rates: separate daily rates per consultant for on-site, nearshore and offshore assignments;
- Package-based quotations: pricing for work packages of 100, 500, 1,000 and 6,000 person-days);
- Pricing methodology: a general description of the pricing structure for the services offered;
- Discount model: description of any discounts applicable for the services offered;
- Future price reductions: information on how the UPU may benefit from future reductions on standard or list prices.

The daily rates shall be all-inclusive, covering the Vendor's travel, ground transportation and all other applicable living expenses. No additional fees shall be payable by the UPU.

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).

### 3.7 *Delivery and payment schedule*

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

- Start date: 1 April 2026
- End date: 31 March 2030

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, based on work delivered and per consulting day. 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 *Description of the services*

The scope of the services to be provided by the Vendor will include, but will not be limited to, the following services:

- Review and analyze functional specifications and business requirements related to software development activities. As requested by the UPU, develop functional specifications based on the business requirements provided;
- Design, develop and implement software enhancements and modifications and/or new software modules in accordance with schedules and priorities defined by the UPU. This shall include, *inter alia*, the extension of existing software packages in response to UPU development requests, correction of defects, configuration, customization and adjustment of software components, implementation and update of new functionalities, and assessment of the impact of such changes on the overall system and existing information technology environment;
- Adhere to software development and coding standards communicated by the UPU and ensure that all source code is documented in the form and manner prescribed by the UPU;
- Perform unit testing of all software components and related source code developed under the contract;
- Ensure quality assurance for software development and deployment activities by conducting automated and manual testing to verify compliance with functional and technical specifications;
- Participate in, and contribute to, regional and global manual and automated testing activities related to the software solutions delivered;
- Report to the UPU on software development activities on a regular basis and as otherwise required by the UPU;
- When required, provide advisory and technical support to the UPU in the adoption of new and emerging information technologies and in the exploration of new technical domains;
- Provide third-level technical support for the software packages developed under the contract in accordance with the applicable service level specifications.

For the purposes of this tender process and the software development activities indicated herein, “software” shall mean any computer programs in machine-readable object code and source code form and any subsequent error corrections or updates, for which the Vendor participated in the development and/or supply pursuant to the provisions contained herein and the final terms of the contract to be signed between the UPU and the Vendor. The UPU shall remain responsible for supervision of all business analysis, software development and software testing activities, including the management of the overall scope of projects, methodologies applied, development platforms and technologies, schedules, modifications to schedules, completion procedures, delivery conditions and implementation estimations.

The Vendor shall comply with the UPU’s information security management system, which, where applicable, is certified in accordance with ISO 27001. In this context, the Vendor shall implement (where not already in place) and maintain appropriate administrative, technical and organizational security controls to ensure the confidentiality, integrity and availability of UPU information assets. The Vendor shall adhere to all applicable UPU information security policies, procedures and guidelines, and shall ensure that all personnel assigned to the contract are informed of, and comply with, such requirements.

#### 4.1.1 Business analysis

Summary: The business analyst is responsible for understanding and evaluating evolving business needs, assessing their impact on systems and processes, and facilitating communication between stakeholders. The role involves capturing, documenting and managing requirements in order to initiate and support business and system changes.

##### – Key responsibilities:

- Collect and analyze business requirements and produce detailed functional specifications and design documentation
- Maintain the customer relationship management system database for all accounts under assigned responsibility, and manage functional requirements of projects in coordination with the designated customer counterpart, taking corrective actions and updating requirements as necessary
- Monitor and ensure the quality of project deliverables, verifying their conformity with the expectations and requirements of the requesting UPU functional or project managers
- Collaborate closely with the software development, testing and technical writing teams to set up and deliver software development projects, jointly managing these activities with the Project Management Office
- Work with other team members in the provision of second-level support services
- Liaise, as required, with development or network teams to facilitate third-level support
- Collect, document and manage change requests, including the assessment and prioritization of such requests

##### – Education: University degree in computer science, engineering or a related field

##### – Technical knowledge and experience:

- Demonstrated experience working as a business and/or systems analyst, preferably within the logistics, postal or transportation sectors and in an international environment
- Knowledge and experience of managing a portfolio of software products, including product design and release planning, would be considered an asset
- Demonstrated project management skills
- Proven ability to rapidly acquire in-depth functional knowledge of large-scale software applications and extensive product lines
- Experience with process and/or software architecture modelling tools and notations (e.g. UML, BPMN) would be an advantage
- Basic knowledge of information system security principles

##### – Skills and competencies:

- Strong presentation and communication skills

- Effective negotiation skills
  - Ability to communicate effectively with both technical and non-technical stakeholders
  - Adaptability, including the ability to accommodate changes in project scope and priorities
  - Excellent interpersonal, teamwork and collaboration skills
- Language requirements:
- English: fluency essential
  - French: advantageous

#### 4.1.2 Software development

Summary: The role of the software developer is to design, develop and test new applications in accordance with defined functional and technical specifications, ensuring an appropriate level of technical documentation to support ongoing maintenance and support activities.

- Key responsibilities:
- Analyze business and technical requirements and contribute to the development of functional and technical specifications
  - Estimate the implementation effort and evaluate the development workload
  - Design and develop applications according to technical specifications, conducting research to determine optimal solutions
  - Perform unit and functional testing for newly developed applications
  - Provide third-level support and maintenance for existing applications, including corrective actions and functional enhancements requested by the UPU
  - Provide user support, guidance and training to UPU IT operational teams
  - Perform technical support activities, including problem investigation, diagnosis, resolution, recovery and follow-up
  - Assure quality management:
    - Take responsibility for source code quality and compliance with development standards and best practices
    - Ensure project objectives are met and report progress and activities to the UPU external project manager
    - Prepare and maintain user and technical documentation
    - Conduct unit testing and ensure adherence to defined test plans
  - Perform test script development and execution:
    - Develop and execute manual and automated test scripts in accordance with defined test plans
    - Ensure that test objectives are met and report progress to the UPU test manager
    - Maintain automated test scripts to ensure reusability, accuracy and reliability
- Education: University degree in computer science, engineering or a related field
- Technical knowledge and experience:
- Programming languages and platforms: C#, Java, .NET, C++ with MFC libraries (supporting legacy code or porting to .NET/C#), Kotlin/Objective-C
  - Database technologies (SQL, Microsoft SQL Server) and experience of managing large datasets (Hadoop technologies desirable)
  - Web and mobile development: web services, REST/SOAP APIs, N-tier architecture, responsive single-page applications, mobile applications (Android/iOS)
  - Front-end frameworks: Vue.js or similar JavaScript frameworks

- Software design patterns: common design patterns (MVC, MVVM), object-oriented design, UML
  - Architecture and methodologies: experience of iterative/incremental development methodologies (Scrum, Agile)
  - Domain knowledge: postal, mail, logistics, accounting systems; PKI and network security finance-related environments
- Skills and competencies:
- Strong interpersonal and collaboration skills; ability to work effectively in multicultural teams
  - High level of adaptability, motivation, responsibility and organizational skills
  - Creative and analytical problem-solving abilities
  - Excellent written and verbal communication skills
  - Experience of working in international environments
  - Experience of postal projects or products would be preferred
- Language requirements:
- English: fluency essential
  - French: advantageous

#### 4.1.3 *Quality assurance and testing*

Summary: The aim of this role is to perform quality assurance and testing activities to ensure that software applications meet defined functional and technical specifications. This includes developing and executing test plans, creating and maintaining manual and automated tests, and producing documentation to support maintenance and continuous system improvement.

- Key responsibilities:
- Acquire and maintain in-depth functional knowledge of the product and work under the guidance and supervision of the project manager
  - Develop and document test designs, test plans and test cases
  - Participate in testing activities in accordance with the defined test plan
  - Design, develop and deploy the necessary code and scripts to automate the testing processes essential for quality assurance
  - Monitor and report on test progress on a daily or weekly basis, as required
  - Collaborate closely with development teams and business analysts to identify, investigate and resolve technical and functional issues affecting testing
  - Work closely with on-site business analysts to address functional and technical challenges during the testing phases
- Education: University degree in computer science, engineering or a related field
- Technical knowledge and experience:
- Extensive experience in manual and automated testing
  - Strong expertise in performance testing and API testing
  - Proven ability to identify test conditions, create test plans, and develop test cases and scripts from functional and technical documentation
  - Basic knowledge of .NET, C# and JavaScript
  - Knowledge of functional and non-functional test types
  - Experience of testing client-server, database and web applications
  - Experience of one or more of the following testing tools: Playwright, Karate, JMeter and/or Ranorex
  - Expertise in security testing

- Skills and competencies:
  - Strong interpersonal and collaboration skills; ability to work effectively in multicultural teams
  - High level of adaptability, motivation, responsibility and organizational ability
  - Excellent written and verbal communication skills
  - Creative and analytical problem-solving skills
  - Experience of working in international environments
  - Experience of postal projects or products would be preferred
- Language requirements:
  - English: fluency essential
  - French: advantageous

#### 4.2 *Bidder and consultant 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 propose at least two on-site consultants and four off-site consultants, in accordance with the skill requirements specified herein. Bidders shall submit the curricula vitae of the proposed consultants, along with relevant certifications, for evaluation.

The proposed consultants shall be classified as junior and/or senior. The UPU reserves the right to select consultant profiles based on the complexity and criticality of the specific engagement.

The UPU reserves the right to reject any proposed consultant who does not meet the UPU's qualification or selection requirements.

Bidders shall describe their procedures for replacing consultants, including in cases where qualification gaps are identified by the UPU.

In the event of the planned departure of a consultant, the Vendor shall provide a minimum notice period of one month. In addition, the Vendor shall provide 10 additional consulting days at no charge for the replacement consultant.

No additional consulting days shall be charged by the Vendor to the UPU under any circumstances, including situations where the replacement of an individual consultant during a software development schedule results in a temporary overlap of the outgoing and incoming consultant at the UPU premises.

Bidders shall describe their approach to ensuring continuity and backup, including knowledge transfer and retraining procedures. Bidders shall describe their project management and communication procedures, including coordination, reporting and escalation mechanisms.

Bidder must have their headquarters or at least one branch office in Switzerland.

#### 4.3 *Fixed-price deliverables framework*

The UPU may, in addition to the time-and-materials model described in this call for tenders and in cases where the scope of work is sufficiently defined, choose to award certain work packages on a fixed-price basis. For such fixed-price work packages, the scope, deliverables and acceptance criteria shall be documented in a dedicated statement of work. Payment shall be made only after the UPU has accepted the agreed deliverables in accordance with the applicable acceptance criteria. Any modification to the agreed scope shall be formalized through a written change-request process. This framework enables the UPU to apply a results-based contractual approach where appropriate, while maintaining the flexibility of the time-and-materials model for activities requiring iterative development or evolving requirements.

#### 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>
References for similar projects and accomplishments (on-site and off-site development)	10
Competence and experience of consultants (certifications and references)	20
Company profile	10
Location and accessibility of the company	15
Off-site support capability (distributed collaboration models, flexibility in capacity and cost scaling, development methodologies provided, core skillsets available, IT security)	10
UNI EN ISO 9001, ISO/IEC 27001 and/or an equivalent and accredited quality endorsement in the area of software development and testing services	5

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 April 2026 for a total contract term of four years.

#### 4.6 Location of the services

The Vendor or its assigned consultants shall in principle work from its own premises or, under special circumstances and with prior approval from the UPU, at their 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.

#### 4.7 Reporting

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

The UPU may contest the Vendor's time sheets within five business days of receipt thereof. If the time sheets are not contested by the UPU within the said time frame, the work detailed therein may be deemed as duly provided by the Vendor and accepted by the UPU.

#### 4.8 Other requirements

Bidders shall 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.