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POSTAL
UNION

Call for tenders

IT solution and technical services for use of postal air waybill

18 July 2025

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1 Introduction

1.1 Profile of the UPU

The Universal Postal Union (UPU) was founded in 1874 in Berne, Switzerland, with the main goals of establishing a single postal territory for the reciprocal exchange of letter-post items and adopting common principles for the international postal service in a non-discriminatory manner. Currently comprising 192 member countries, the UPU became a specialized agency of the United Nations in 1948.

The main mission of the UPU is to stimulate the lasting development of efficient and accessible universal postal services of quality, in order to facilitate communication between the inhabitants of the world. It does this by guaranteeing the free circulation of items over a single postal territory composed of interconnected networks, encouraging the adoption of fair common standards and the use of technology, ensuring cooperation and interaction among stakeholders, promoting effective technical cooperation, and ensuring the satisfaction of customers' changing needs. The UPU is thus expected to play a major role in the continued revitalization of postal services.

Furthermore, the UPU facilitates the development of worldwide postal services by providing an information and communication technology framework that allows the designated operators¹ of UPU member countries to concentrate on the delivery of postal services to their customers. In this context, the UPU provides a global network with value-added services, as well as computerized applications for the management of international mail and international postal money orders.

2 Terms and conditions

Unless otherwise indicated in this call for tenders, the term "Bidder" shall refer to any person, company or legal entity submitting a proposal in response to this call for tenders. The term "Vendor" shall refer to any selected bidder.

2.1 Confidentiality

Bidders shall treat in strict confidence all information contained in this call for tenders and its attached documents that is not already publicly known or generally accessible, particularly any documentation marked as confidential and distributed by the UPU to Bidders as additional confidential tender documentation. Bidders shall prevent the disclosure or distribution of all such information to third parties and other entities and persons not expressly authorized herein. In case of doubt, these confidentiality provisions shall nevertheless be observed. All Bidders are obliged to observe these confidentiality provisions before, during and after the tender process. These provisions shall not affect the legal obligations of the UPU and Bidders to disclose information.

Bidders shall not use such information for any purposes other than those associated with this call for tenders. The call for tenders and all attached documents may be distributed or made available only to persons directly involved in the tender process on behalf of Bidders. If external agents or subcontractors are involved in the preparation of the tender documents, this must be indicated and their names provided in the participation notification (see section 2.14).

Bidders shall assume full responsibility for the compliance of their agents, consultants, employees and subcontractors, as well as any third parties involved on their behalf in this tender process, with these rules of confidentiality, and shall be liable for any damages resulting from misconduct or unauthorized disclosure.

If a Bidder violates the confidentiality provisions contained herein, it shall be liable to pay a penalty to the UPU unless it can prove that no fault is attributable to it. This penalty shall not exceed 50,000 CHF per infringement. Payment of any such penalties shall not release Bidders from their obligation to observe these confidentiality requirements.

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.

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.

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 an IT solution and associated technical services for use of the postal air waybill (PAWB) for a period of two years.

2.4 Background

During the COVID-19 pandemic, designated operators faced significant challenges in securing transport solutions owing to the unavailability of passenger flights. Although cargo flights were available, their specific operational requirements made it difficult to accommodate postal consignments. Simultaneously, the rapid growth of e-commerce resulted in increased demand for greater mail consolidation and additional transport capacity, particularly through the use of cargo space, while still ensuring compliance with postal regulations.

Within this context, the PAWB has emerged as a critical solution for integrating postal consignments into commercial air cargo networks while maintaining compliance with both postal and aviation regulations. Traditionally, designated operators have relied on dedicated airmail agreements, but the evolving logistics landscape demands greater flexibility, visibility and regulatory alignment. By implementing the PAWB, postal consignments can be processed under cargo procedures while retaining their postal identity, leading to enhanced operational efficiency and regulatory compliance.

Process flow from issue of CARDIT and implementation of the PAWB

When a postal consignment is finalized, a Carrier Documents International Transport (CARDIT) message is generated to provide detailed transport instructions to the carrier. This message serves as a crucial link between the designated operator and the carrier, containing essential information such as routing details, consignment identifiers and dispatch schedules. However, effective communication with carriers requires an additional layer of integration to handle diverse systems and ensure data consistency.

The inclusion of a PAWB enhances communication by providing a standardized reference that aligns with cargo management processes. The PAWB acts as a bridge between postal and cargo systems, enabling carriers to process and track postal consignments efficiently. For seamless operations, it is critical to incorporate PAWB numbers into CARDIT messages, ensuring alignment with cargo systems and facilitating smooth data exchange.

Following CARDIT message transmission, the carrier's system processes the data, converting it into cargo formats such as a freight forwarding request or freight waybill. The return flow entails converting freight status updates into RESDIT messages, which are then sent back to the origin postal operator. This bidirectional exchange of data requires robust tools and systems capable of handling complex messaging standards while maintaining data accuracy and compliance.

The aim is to enable seamless data exchange, real-time consignment tracking and regulatory compliance, ultimately improving the efficiency and reliability of postal transportation across global supply chains, as well as simplifying the accounting and settlement of transportation services contracted by postal operators.

2.5 Objectives

Given the increasing complexity of international postal logistics, a third-party IT solution and associated technical services are required. The UPU invites Bidders to submit technical proposals for the provision of a specialized IT solution and technical assistance for the management and use of the PAWB system and cargo messaging, with an integration tool to interface with the UPU's IT systems (mail management systems). Associated maintenance services (including preventive and corrective actions) are also required.

The solution must offer the following functionalities:

- collection of available PAWB numbers from airlines and distribution to designated operators on demand;
- automated conversion of postal electronic data interchange (EDI) messages and cargo messaging formats, including CARDIT to freight forwarding request or freight waybill and cargo status updates to RESDIT, and bidirectional exchange of electronic data between postal and airline systems;
- management of PAWB stock (i.e. a range of PAWB numbers allocated by an airline for postal consignments for a specific designated operator) and provision of the PAWB numbers by the designated operator to the Vendor;
- integration with existing UPU IT systems.

The solution and associated technical services are to be provided for two years, on a user-pays basis, charged according to an all-inclusive per-PAWB fee (see section 3.6).

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

Bidders may choose to provide a tender for service 1 or service 2 or both. Accordingly, two separate Vendors may be selected to provide services 1 and 2 respectively, or a single Vendor selected to provide both services 1 and 2 as a package.

2.6 Use of subcontractors

The Vendor shall not assign, sublicense, subcontract, pledge or otherwise transfer or dispose of its tender, or any of the rights and obligations contained therein or in an associated contract with the UPU, without the prior written consent of the UPU.

The approval by the UPU of the engagement of any subcontractor shall not relieve the Vendor of any of its obligations or responsibilities concerning the work performed by such subcontractors.

2.7 Use of the emblem, name and initials of the UPU

Bidders shall not advertise or otherwise make public the fact that they intend to provide, are providing or have provided services to the UPU, or use the emblem, name or initials of the UPU in connection with their business for purposes of commercial advantage or goodwill, without prior and explicit permission from the UPU. Bidders shall take all reasonable measures to ensure compliance with this provision by their agents, consultants, employees and subcontractors.

2.8 Collusive bidding, anti-competitive practices and any other similar conduct

Without prejudice to the provisions in sections 3 and 4 below, Bidders (including their agents, consultants, employees and subcontractors) shall not engage in any collusive bidding, anti-competitive practices or any other similar conduct in relation to:

- the preparation and submission of tenders;
- the clarification of tenders;
- the conduct and content of any negotiations, including final contract negotiations.

For the purposes of this call for tenders, collusive bidding, anti-competitive practices and any other similar conduct may include the disclosure to, or exchange or clarification with, any other Bidder of information (in any form), whether or not such information is confidential to the UPU or to any other Bidder, in order to alter the results of the call for tenders in such a way that would lead to an outcome other than that which would have been obtained through a competitive process. In addition to any other remedies available to it, the UPU may, at its sole discretion, immediately reject any tender submitted by a Bidder that, in the UPU's opinion, has

engaged in any collusive bidding, anti-competitive practices or any other similar conduct with any other Bidder in relation to the preparation or submission of tenders, whether with respect to this call for tenders or other procurement processes conducted by the UPU.

2.9 Intellectual property

This call for tenders and all its attached documents, including any content, forms, statements, concepts, projects and procedures explicitly or implicitly forming part of the call for tenders, constitute the exclusive intellectual property of the UPU. This call for tenders is communicated to the various Bidders with the sole purpose of assisting them in the preparation of their respective tenders. Any hard copies of this call for tenders shall be destroyed or returned to the UPU by unsuccessful Bidders at the request of the UPU.

2.10 Privileges and immunities

Nothing in or relating to this call for tenders, the activities described herein or any potential agreements related thereto shall be deemed as a waiver, expressed or implied, of any of the privileges, immunities and facilities that the UPU enjoys as a specialized agency of the United Nations system, pursuant to the Swiss Host State Act and the Agreement on Privileges and Immunities of the United Nations (on Swiss territory), the Convention on the Privileges and Immunities of the Specialized Agencies (outside Switzerland), and any other conventions and laws recognizing and/or granting such privileges, immunities and facilities to the UPU and its officials (such as the International Organizations Immunities Act in the case of the United States of America).

Accordingly, the Vendor shall expressly acknowledge and agree that the property and assets of the UPU, including any archives, data, documents and funds belonging to the UPU or held by it (including, without limitation, the data/hosting environments and servers pertaining to or associated with the provision of the services, as well as any data or documents in any form belonging to or held by the UPU on behalf of UPU member countries and their designated operators), are inviolable and shall be immune from search, requisition, confiscation, expropriation and any other form of interference, whether through executive, administrative, judicial or legislative action. The Vendor shall immediately contact the UPU in the event of any attempt to violate or any violation of the UPU's privileges and immunities, and shall take all reasonable measures to prevent such violations.

In the light of the UPU's status as a specialized agency of the United Nations (and without prejudice to the observance, by the UPU, of any sanctions established by the United Nations Security Council), Bidders shall expressly certify their legal and operational willingness and ability to provide the services on a non-discriminatory basis for the benefit of all eligible entities established and/or situated in the territory of any UPU member country, irrespective of the existence of diplomatic relations between a Bidder's country of incorporation and/or operation and any UPU member country (including its designated operators).

2.11 Tax exemption

Pursuant to article III, section 9, of the Convention on the Privileges and Immunities of the Specialized Agencies, the UPU is exempt from all direct taxes and from customs restrictions, duties and charges of a similar nature in respect of articles imported or exported for its official use.

Furthermore, as an intergovernmental organization and a specialized agency of the United Nations, the UPU is exempt from value-added tax (VAT) in Switzerland (OLTVA, article 22; *Instructions 2001 sur la TVA*, articles 574, 816 and others), as well as in other countries. Therefore, all prices shall be indicated in "net" form, without VAT or similar taxes.

2.12 Language

Bidders must submit all tender documents entirely in English.

2.13 Signature

Tender documents shall be signed by a representative (or representatives) duly designated and authorized to act on the Bidder's behalf and with the authority to legally bind the Bidder and accept the terms and conditions of this call for tenders.

2.14 Participation notification

Upon receipt of this call for tenders, Bidders shall send confirmation of participation to the contact person(s) listed in section 2.15 by the deadline indicated in section 2.20.

2.15 Contact persons

Secretary of the Tenders and Procurements Committee
 Universal Postal Union
 International Bureau
 Weltpoststrasse 4
 3015 BERNE
 SWITZERLAND

E-mail: caa@upu.int

2.16 Further inquiries and questions

Bidders must send any questions regarding the content of this call for tenders or any requests for clarification in writing to the contact person(s) listed in section 2.15 by 15 August 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-2025-030@upu.int with “RFP-2025-030 – “IT solution and technical services for use of postal air waybill” as the subject line.

The deadline for the submission of tenders is **5 September 2025 at 17.00 CEST**.

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 (or Vendors) capable of providing the specialized solution and 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(s). 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, experience and achievements of the Bidder and its team and/or consultant(s), as applicable to the subject matter;
- price.

The winning tender(s) 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	21 July 2025
Deadline for submission of participation notification	15 August 2025
Deadline for submission of queries	15 August 2025
Deadline for provision of responses to queries	27 August 2025
Deadline for submission of tenders to the UPU	5 September 2025 at 17:00 CEST
Estimated start of engagement	1 December 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, they shall provide a list of any such subcontractors and must specify the exact degree of these subcontractors' involvement in the provision of the solution and services.

3.5 *Technical proposal*

Bidders shall submit a technical 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 solution and services proposed, according to a usage-based pricing model, e.g. volume-based per-PAWB charges for a period to be specified, for either Service 1 or Service 2 or both services as a package. A clear explanation of pricing thresholds, scalability and billing methods should be provided, as applicable.

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*

Given the urgency of making the services covered by this call for tenders available to potential users, bidders will be evaluated based on their delivery timelines.

The delivery and payment schedules should be proposed by Bidders in their pricing structures, and must be agreed with 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 Vendor(s) will be expected to provide either service 1 or service 2, or both services 1 and 2 as a package.

Service 1: PAWB management and connection with the UPU's IT system

The IT solution/services sought are aimed at PAWB management and enabling seamless API-based communication between the Vendor's system and the UPU's IT systems and tools.

PAWB management system

- Provision of a centralized and secure digital platform for PAWB allocation, issuance, management and tracking.
- Collection of PAWB numbers from airlines willing to use the service or provided by designated operators in a specific format delivered by air carriers.
- Real-time monitoring of PAWB distribution to designated operators.
- For each carrier, management of a range of PAWB numbers per designated operator.

API-based integration with the UPU's IT system

- The solution must be able to communicate seamlessly with UPU applications via APIs or other channels.
- Designated operators using UPU mail management software will request a PAWB from the system provider by providing specific carrier information (e.g. IATA code).
- In response, the solution sends the designated operator a PAWB number specific to the carrier.
- In the event of an error, the solution sends an error message.
- The list of error codes and their descriptions must be provided to the UPU.
- The solution must ensure compliance with postal and aviation standards to facilitate PAWB usage for postal consignments transported via cargo (Cargo-IMP, Cargo-XML).
- A tool must be provided to ensure secure data exchange (e.g. security token).

Reporting and dashboard

The solution must provide reports to the UPU on the number of PAWBs requested by each designated operator, the number of PAWBs provided by each airline for each designated operator, the number of unsuccessful requests and the associated error description for each.

User access and role management

The solution must apply role-based access control to manage user permissions, ensuring that only authorized personnel can access critical functions such as PAWB allocation and message conversion.

Service 2: Comprehensive cargo messaging and integration tool

This solution/service focuses on enhancing postal-cargo integration by converting CARDIT messages, assigning PAWBs and enabling bidirectional data exchange with cargo systems under a UPU-managed contract for Union members:

- Automation of PAWB assignment, whereby the solution automatically assigns PAWB numbers to postal consignments;
- Conversion of CARDIT messages to cargo-compatible formats (e.g. freight forwarding request/freight waybill) and facilitation of cargo-to-postal data exchange by converting freight status updates into RESDIT messages, thus enabling the integration of tracking information in postal systems;

- Full integration with cargo community systems and other airline messaging platforms to ensure real-time data exchange between postal operators and cargo carriers;
- Facilitation of real-time data exchange between postal operators and cargo carriers via various channels (e.g. SITA, PIMA, SFTP, e-mail and/or other solutions) to ensure secure and efficient data transmission;
- Provision to carriers of copies of CN 38 and PAWB by e-mail or other communication channels.

General services

The following requirements apply to both services 1 and 2, regardless of whether provided separately or as a package.

Data security and compliance

Compliance with international data protection regulations and secure communication protocols (e.g. encryption, secure API access) for the transfer of sensitive data.

Scalability, flexibility, error handling and message resending

- Scalable to accommodate increasing volumes of PAWB assignments, messages and data exchanges, and adaptable to future standards or technological advancements.
- Implementation of automatic error handling, retries and validation checks for failed or incomplete transactions to ensure that no data is lost or delayed.

Reporting and analytics

Provision of a comprehensive dashboard for designated operators and cargo carriers to monitor performance, track shipments and optimize operational efficiency with data-driven insights.

System monitoring and support

- Continuous monitoring of system health and performance to ensure that the solution is operational and available at all times.
- 24/7 system availability to support round-the-clock operations, particularly for international postal and cargo operations, where time zones and urgent deliveries require constant uptime.
- Provision of customer support via multiple channels (e.g. e-mail, phone, ticketing system) to address any technical issues or inquiries, ensuring rapid response times and resolution of problems.
- Proactive maintenance and quick recovery processes to minimize downtime and service disruptions.

Interoperability with multiple carriers

Compatibility with various postal and cargo IT systems to facilitate communication with a wide range of carriers, each potentially using different standards and technologies.

Testing and validation

End-to-end testing of the entire system prior to full-scale implementation, including integration with the UPU's systems and tools and external cargo systems, to ensure that the solution works as intended.

Responsiveness and real-time communication with the UPU's IT systems

- Optimized API communication to ensure low-latency real-time exchanges between postal IT systems and the UPU's tools, reducing delays in the tracking and allocation of PAWBs.
- Fast synchronization with the UPU's systems to maintain up-to-date information for all involved parties.
- Error-resilient communication to ensure minimal disruption and maximum reliability during data exchange, especially during high-traffic periods.

Performance metrics

- API response time not exceeding 2 milliseconds for requests related to PAWB allocation and tracking.
- Data exchange latency with the UPU's system of less than 5 milliseconds.

4.2 Bidder requirements

Bidders shall be expected to:

- Demonstrate the number of airlines already providing PAWBs through their service;
- Demonstrate the tool's functionality, including the way forward regarding real-time communication and integration capabilities with the UPU's IT systems and cargo IT platforms;
- Be capable of ensuring the tool's scalability, flexibility and adaptability to handle increasing volumes and evolving industry standards;
- Be responsible for providing system documentation and details on connection of the UPU's IT systems with the proposed solution, as well as compliance, security measures and operational performance;
- Provide a detailed demonstration of how their service meets the outlined service requirements, including performance targets related to responsiveness, uptime and error handling;
- Ensure that the service is compliant with postal and aviation standards, including integration with the UPU's systems, and that data exchange is secure;
- Offer support and maintenance services, including clear response and resolution times for any technical issues;
- Outline how the tool will be integrated and configured for the specific needs of the project, with clear steps for deployment, user training and ongoing support;
- Provide evidence of past implementations, including case studies or references that demonstrate the tool's effectiveness in similar use cases.

Bidders shall demonstrate a record of satisfactory performance in similar activities (i.e. reference letters and/or work completion certificates). The business transactions and activities carried out by the Bidder must be compliant with the mandates and principles of the UPU.

4.3 Assessment criteria

Bidders will be assessed on the basis of a scoring system of up to 70 points for their technical proposal and 30 points for their pricing structure, as follows:

<i>Criteria</i>	<i>Points obtainable</i>
Maturity of the service (number of airlines already connected)	25
Delivery timelines	10
Quality of documentation and IT integration	15
Expertise and capabilities of the team	15
Location and accessibility	5
Price	30
Total	100

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

4.4 Duration of the services

The services are scheduled to commence in December 2025 for a total contract term of two years.

4.5 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.

4.6 Reporting

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

The UPU may contest the Vendor's time sheets within 10 business days of receipt thereof. If the time sheets are not contested by the UPU within the said time frame, the services detailed therein may be deemed as duly provided by the Vendor and accepted by the UPU.

4.7 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.

4.8 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.