



UPU | UNIVERSAL
POSTAL
UNION

Call for tenders

Support, maintenance and development for UPU SharePoint and K2 Five applications

14 November 2024

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	5
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	6
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	7
2.17	Delivery of tenders and deadline	8
2.18	Evaluation procedure	8
2.19	Modification, suspension or cancellation of the call for tenders	8
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	9
3.4	Proposal	10
3.5	Pricing structure	11
3.6	Delivery and payment schedule	11
3.7	UPU General Terms and Conditions	11
4	Service requirements	11
4.1	Description of the services	11
4.1.1	Business applications	11
4.1.2	Definitions	12
4.1.3	Required services	13
4.1.4	Handling of anomalies	13
4.2	Bidder requirements	14

4.3	Assessment criteria	16
Table of contents (cont.)		Page
4.4	Duration of services	16
4.5	Location of the services	16
4.6	Reporting	16
4.7	Other requirements	16
4.8	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 to the UPU of support and corrective, adaptive and extended maintenance services for the following business applications used at its International Bureau, for a period of four years:

- Pegasus
 - Document production system (K2)
 - Portal to host working documents (SharePoint)
- Compendia
 - Letter Post Compendium
 - Parcel Post Compendium
 - Postal Payment Services Compendium
 - Customs Compendium
- Standard Code List Management System (SCMS)
 - Public website for published code lists
 - Dedicated code list management website for UPU International Bureau staff and editors in member countries

2.4 Background

The aforementioned business applications have been developed by an external provider for use by the UPU International Bureau, based on Nintex K2 Five and SharePoint 2019 technologies. The UPU owns the source code and technical documentation for these applications, which it hosts in its data centres.

2.5 Objectives

The UPU seeks a provider with expertise in Nintex K2 Five, C# (Microsoft .NET), SharePoint 2019 and SQL 2019 to provide support, consultancy services and corrective, adaptive and extended maintenance for various business applications for a period of four years.

A breakdown of the services required is provided in section 4 (Service requirements), and the detailed application infrastructure is provided in Annex 1 (RFP – K2 and SharePoint applications infrastructure – Annex 1.pdf).

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 2 December 2024.

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-2024-021@upu.int with “RFP-2024-021 – “Support, maintenance and development for UPU SharePoint and K2 Five applications” as the subject line.

The deadline for the submission of tenders is 25 December 2024 at 17.00 CET.

The UPU shall not take into consideration any tenders received after this date and time. Furthermore, it shall not accept any tenders sent to any e-mail address other than that specified above or sent by any other means.

There shall be no charge to the UPU for the preparation and submission of tender documents by Bidders.

2.18 Evaluation procedure

The objective of the UPU’s evaluation process is to ensure the selection of a qualified, reliable and experienced Vendor capable of providing the specialized services and fulfilling the objectives set out in this call for tenders.

The UPU shall conduct its evaluation procedure with a view to determining as objectively as possible the tender that best meets its specific requirements. All tenders submitted shall be subject to an in-depth assessment, at the UPU’s sole discretion, in order to enable the UPU to engage the most appropriate service provider. Due consideration will be given to Bidders’ specific backgrounds, qualifications and experience in relation to the required services.

The prescribed structure of tenders, as set out in section 3, is mandatory for all Bidders. The UPU shall not take into consideration any tenders that do not fulfil the mandatory criteria.

Tenders received by the UPU must address all aspects of this call for tenders, and Bidders should identify any aspects where they envisage modifications being necessary or consider elements to be missing.

Tenders shall be evaluated on the basis of the following 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	14 November 2024
Deadline for submission of queries	2 December 2024
Deadline for provision of responses to queries	10 December 2024
Deadline for submission of tenders to the UPU	25 December 2024 at 17.00 CET
Estimated start of engagement	1 February 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 *Proposal*

Bidders shall submit a 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.

3.5 Pricing structure

Bidders shall provide a detailed pricing structure for the services proposed by completing the Excel file provided as Annex 2 (RFP – K2 and SharePoint applications support – Annex 2 – Price.xlsx).

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).

Bidders must clearly state in their proposal that the scheduled number of days of work will be paid for only if they are used; if, at the end of the four years, the number of scheduled days has not been used in full, there will be no charge for the unused days.

3.6 Delivery and payment schedule

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

Start date: 1 February 2025
End date: 31 January 2029

The delivery and payment schedules should be proposed by Bidders in their pricing structures, and must be agreed with the UPU.

The services provided by the Vendor shall be invoiced in arrears on a monthly basis. The UPU will make payment within 30 business days of receipt of invoice, subject to its acceptance of the services provided and the Vendor's transmission to the UPU of any and all documentation clearly detailing the services to which the invoice pertains (in a format to be established by the UPU).

3.7 UPU General Terms and Conditions

Bidders shall include in their tender a statement of acceptance of the UPU General Terms and Conditions for the Provision of Services, attached hereto for reference.

The final terms of any contract arising from this call for tenders shall be defined by the UPU and accepted by the Vendor. Contract negotiations shall commence only after the final selection of a Vendor by the UPU.

4 Service requirements

4.1 Description of the services

4.1.1 Business applications

a Pegasus

Pegasus is an application developed using C# (Microsoft .NET) and Nintex K2, hosted on the UPU platform in Berne. It consists of two components:

- A SharePoint portal dedicated to the storage of working documents, accessible only to International Bureau staff;
- A K2 site dedicated to the production of meeting documents for UPU bodies, accessible only to International Bureau staff.

Maintenance for Pegasus includes:

- The Pegasus database;
- The SharePoint components configured within Pegasus (document libraries, lists, controls and custom features);
- K2 SmartForms;
- K2 SmartObjects and workflows;
- K2 controls;
- PowerShell scripts.

b Compendia

The compendia consist of four applications:

- Letter Post Compendium;
- Parcel Post Compendium;
- Postal Payment Services Compendium;
- Customs Compendium.

Maintenance for the compendia includes:

- The compendia databases;
- K2 SmartForms;
- K2 SmartObjects and workflows;
- K2 controls;
- PowerShell scripts.

c Standards Code List Management System

The SCMS is the UPU's application for the management of references (code lists). The application is composed of two sites:

- A K2 portal for viewing code lists, accessible without authentication;
- A K2 portal for viewing, entering and managing code lists, accessible only to International Bureau staff and editors in member countries.

Maintenance for the SCMS includes:

- The SCMS database;
- K2 SmartForms;
- K2 SmartObjects and workflows;
- K2 controls;
- PowerShell scripts.

4.1.2 Definitions

The Vendor will be required to provide all of the services set out in section 4.1.3, based on the following definitions of anomalies and support levels:

- Anomaly: any inconsistency between the software's operating results and the reference documentation, which may be attributed to either the programs or the documentation;
- Blocking anomaly: an anomaly that prevents the normal use of an essential function of the software without a workaround;
- Major anomaly: a blocking anomaly for which there is a workaround;
- Minor anomaly: an anomaly that is neither a blocking anomaly nor a major anomaly;
- Level 1 support: operators record requests in a ticket tracking database, provide a reference number, diagnose the problem and offer basic advice for resolution. The operators' scope is relatively limited and they typically have access only to documentation on the most common problems encountered by users (i.e. relating to their level of intervention). If the resolution process is unsuccessful (e.g. owing to deadlines, skill level), the problem is escalated to a level 2 operator;
- Level 2 support: operators diagnose the failure (if the level 1 operator has not already done so). They can guide users over the phone for complex problem resolution and may take remote control;
- Level 3 support: this is an extension of level 2 by a system specialist.

4.1.3 Required services

Maintenance services are required for the latest version only of each application.

An hourly rate should be provided for each type of maintenance defined below. These hourly rates shall be fixed, i.e. shall remain unchanged, for the entire duration of the contract.

The principle of “time and materials” shall apply. Any unused capacity is carried over from one year to the next.

a *Corrective maintenance (time and materials, limited to 200 days)*

- Support at levels 2 and 3 (level 1 support is provided by the UPU);
- Correction of anomalies (e.g. bugs). Only reproducible anomalies duly documented by the UPU and reported to the Vendor will be taken into account.

Based on experience, it is estimated that the workload over the four years will be as follows:

- Pegasus: up to 90 days (720 hours) of service, usable over four years;
- UPU compendia and SCMS: up to 110 days (880 hours) of service, usable over four years.

b *Adaptive maintenance (time and materials, limited to 100 days)*

Change requests are made by the UPU functional manager via a specification document. The Vendor will be expected to provide an estimation of the number of hours required for each change request on a case-by-case basis, at the fixed hourly rate for this type of maintenance.

Based on experience, it is estimated that the workload over the four years will be:

- Pegasus: up to 40 days (320 hours) of service, usable over four years;
- UPU compendia: up to 60 days (480 hours) of service, usable over four years.

c *Extended maintenance (time and materials, limited to 20 days)*

All services outside the scope of corrective and adaptive maintenance fall under extended maintenance. This relates primarily to the following:

- Administration of SharePoint and K2 platforms (e.g. assistance with installation, configuration, architecture review);
- Knowledge transfer (e.g. technical meetings, provision of documentation at the UPU's request).

Based on experience, it is estimated that the workload over the four years will be 20 days (160 hours) for all platforms combined.

4.1.4 Handling of anomalies

a *Classification of anomalies*

- Each anomaly identified by the UPU will be classified, by agreement between the UPU and the Vendor, as a blocking, major or minor anomaly. The UPU will determine, at its discretion, the level of urgency of each anomaly and will provide the Vendor with the information necessary for reproduction and resolution thereof.
- The parties agree that blocking anomalies may be reported by phone in the first instance, followed by confirmation via a request sent by the UPU to the Vendor.

b Handling of blocking anomalies

- The Vendor will strive to reproduce any blocking anomaly in the qualification environment provided by the UPU and commits to investigating the causes of any such anomalies.
- The Vendor shall implement reasonable measures to correct, have corrected or work around blocking anomalies as quickly as possible, provided that they are attributable to the Vendor or one of its authorized suppliers or subcontractors under the contract.
- Blocking anomalies will be corrected through an exceptional delivery.
- The Vendor shall provide the UPU with a report specifying:
 - The causes of the anomaly;
 - The procedures for resolving the anomaly.

c Handling of major and minor anomalies

- The Vendor shall implement reasonable measures to correct, have corrected or work around recognized major or minor anomalies, provided that they are attributable to the Vendor. Any resulting modifications to the software will be part of periodic deliveries planned by mutual agreement between the parties.
- Major or minor anomalies reported less than one month before a periodic delivery will be taken into consideration for the following periodic delivery. In the case of major anomalies, if the proposed workaround is burdensome for users, an exceptional delivery may be planned by mutual agreement between the parties.

d Handling of anomalies resulting from software products under the maintenance defined in section 4.1.3, part c

Products may have technical limitations that render the correction of an error impossible. Similarly, the manufacturer of a product may choose not to correct an anomaly. In this case, the Vendor will propose an alternative solution, insofar as possible, within the framework of extended maintenance (on a “time and materials” basis).

e Response times

- Blocking anomaly: within eight business hours following notification by the UPU to the Vendor;
- Major anomaly: within two business days following notification by the UPU to the Vendor;
- Minor anomaly: within five business days following notification by the UPU to the Vendor.

f Penalties

- In the event of non-compliance with the response times defined in the previous paragraph, the Vendor may be charged a financial penalty at the rate of 15% of the daily rate applicable to the type of maintenance in question, for each full day of delay.
- In all cases, the total annual amount of penalties may not exceed 10% of the total amount charged during the year for corrective maintenance.

g Anomaly resolution times

The resolution of anomalies will be carried out on a “best effort” basis.

h Closure and documentation of anomalies

The UPU will confirm and document the resolution of each anomaly.

4.2 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.

The Vendor must be capable of providing the required services in English or French. Experts must be able to be present at the UPU International Bureau, in Berne, within one day in the event of an emergency.

4.3 *Assessment criteria*

Proposals will be evaluated based on the following criteria:

<i>Criteria</i>
Compliance with the expressed needs
Support capabilities
Price and adherence to the required pricing format (RFP – K2 and SharePoint applications support – Annex 2 – Price.xlsx)
Security and compliance
Team capabilities
Communication and reporting
Innovation and future-proofing
Company stability and reputation
Proximity to the UPU

4.4 *Duration of services*

The services are scheduled to commence on 1 February 2025 for a total contract term of four 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.