

Call for tenders

Handheld barcode readers and customized mobile app

28 April 2025

Table of contents		Page
1	Introduction	4
1.1	Profile of the UPU	4
2	Terms and conditions	4
2.1	Confidentiality	4
2.2	Legal status of the Vendor	5
2.3	Scope of the call for tenders	5
2.4	Background	5
2.5	Objectives	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	7
2.18	Evaluation procedure	8
2.19	Modification, suspension or cancellation of the call for tenders	8
2.20	Tentative schedule	8
3	Tender structure – Response format	9
3.1	Cover letter	9
3.2	Executive summary	9
3.3	Bidder information	9
3.4	Subcontractor information	10
3.5	Technical proposal	10
3.6	Pricing structure	10
3.7	Delivery and payment schedule	11
3.8	UPU General Terms and Conditions	11
4	Service requirements	11
4.1	Description of the services	11
4.2	Bidder requirements	16
4.3	Consultant requirements	16

Table of contents (cont.)	Page
4.4 Assessment criteria	16
4.5 Duration of services	16
4.6 Location of the services	16
4.7 Reporting	17
4.8 Other requirements	17
4.9 Additional information	17

1 Introduction

1.1 Profile of the UPU

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

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

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

2 Terms and conditions

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

2.1 Confidentiality

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

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

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

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

¹ In accordance with article 2.1.6 of the UPU Constitution, a designated operator is any governmental or non-governmental entity officially designated by the member country to operate postal services and to fulfil the related obligations arising out of the Acts of the Union on its territory.

Bidders wishing to submit a proposal in response to this call for tenders must contact the person(s) specified in section 2.15 below and may, if necessary, request additional information from the UPU in relation to this call for tenders.

Without prejudice to the confidentiality provisions set out above, Bidders agree that the receipt of any such information may be subject to the prior signature of a non-disclosure agreement between the Bidder and the UPU, under conditions to be determined and communicated by the latter.

2.2 Legal status of the Vendor

The Vendor shall be regarded as having, in law, the legal status of independent contractor. The Vendor and its agents, consultants, employees and subcontractors (as authorized by the UPU) shall in no way be regarded as employees of the UPU. Such agents, consultants, employees and subcontractors of the Vendor shall not be entitled to any employment benefits from the UPU. The Vendor alone shall be responsible for due payment of all compensation owed to such agents, consultants, employees and subcontractors, including payment of any employment taxes, benefits, compensation and insurance. The Vendor shall represent and warrant that it will comply with all laws, rules and regulations required by the relevant authorities, including the appropriate withholding, reporting and payment of all necessary taxes.

The Vendor shall be liable for all work performed, including any acts or omissions, by its agents, consultants, employees and subcontractors.

2.3 Scope of the call for tenders

This call for tenders concerns the provision of handheld barcode readers, as well as optional accessories, extended warranty options and software licences where applicable, to the UPU over a period of four years. These devices must support the tracking and inventory management of postal receptacles across UPU member countries, by means of a feature that creates and stores links between two barcodes. A customized mobile app will also be required.

2.4 Background

As postal networks continue to expand and digitalize, the demand for advanced scanning solutions has grown. The UPU requires reliable and high-performance handheld barcode readers for use in postal operations, in order to enhance efficiency in the tracking of shipments and management of inventory in logistics centres. The barcode readers must be capable of handling high-volume scanning tasks, integrating with postal IT systems, interfacing with cloud-based infrastructures and operating in diverse environmental conditions, including in warehouses and at transit hubs and outdoors on delivery routes. The selected devices should support multiple connectivity options and meet international standards for durability and performance.

2.5 Objectives

The UPU seeks a specialized supplier with expertise in linked barcode applications to provide handheld barcode readers over a period of four years, in line with the following objectives:

- procurement of high-quality handheld barcode readers: The readers must meet industry standards for performance, durability and reliability. They should be capable of scanning both 1D and 2D barcodes accurately and efficiently under various lighting conditions. They should also offer long battery life, rugged build quality and seamless operation in warehouse, logistics and postal environments;
- compatibility with existing postal tracking systems: The readers must integrate with the UPU's existing postal tracking and logistics infrastructure. This includes compatibility with standardized barcode formats used in international shipping and seamless connectivity with cloud-based databases;
- mobile app development or customization: A mobile application must be developed or customized to enable barcode scanning and real-time linking of scanned data. The app must be branded for the UPU and allow configuration of workflows specific to postal operations. It must be designed for use with Android-based handheld readers and, ideally, should also support Microsoft Windows and iOS;
- provision of long-term support and service agreements: The Vendor must offer a comprehensive support plan covering software updates, security patches and hardware maintenance for a period of four years. This includes access to technical support, availability of spare parts and defined service level agreements for issue resolution. Extended warranties and optional service contracts should also be available to ensure uninterrupted device functionality.

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 7 May 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-2025-017@upu.int with "RFP-2025-017 – Handheld barcode readers and customized mobile app" as the subject line.

The deadline for the submission of tenders is **18 May 2025 at 18.00 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 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	28 April 2025
Deadline for submission of participation notification	7 May 2025
Deadline for submission of queries	7 May 2025

Deadline for provision of responses to queries	9 May 2025
Deadline for submission of tenders to the UPU	18 May 2025 at 18.00 CEST
Estimated start of engagement	2 June 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, number of employees;
- financial data (turnover, profit, etc.);
- partners and equity holders of the company;
- company history;
- market position and share in relevant markets;
- customer reference list with descriptions of similar projects;
- quality management certifications and statements;
- company governance and sustainability executive report;
- reference letters, if available.

3.4 Subcontractor information

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

- company structure, locations/subsidiaries;
- degree of involvement, with a list of services and/or products;
- customer reference list with descriptions of similar projects;
- company governance and sustainability executive report;
- reference letters.

3.5 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, and should include, as a minimum:

- architectural diagram of the mobile app;
- maintenance model for the handheld devices and mobile app;
- description of the managerial process;
- expected response times to e-mails, purchase orders and any other queries that the UPU may have;
- any additional information that Bidders wish to provide regarding the implementation and fulfilment of the requirements set out in this call for tenders.

3.6 Pricing structure

Bidders shall provide a detailed pricing structure for the services proposed, as follows:

Hardware costs

Quantity	Unit price (USD)	Price of accessories (USD)	Price of licensing (USD)	Proposed discount (%)	Price of extended warranty (USD)	Comments
100						
200						
300						
400						
500						

Software costs

Concept	Price (USD)	Comments
Evaluation		
Development		
Licences		
User guides		

- If any component does not apply or cannot be provided, “NA” should be entered in place of a price;
- Bidders may include discounts based on volumes or long-term commitments. These should be added as new lines within the relevant table;

- If Bidders wish to offer components or add-on features that are not included in the template, new lines should be added in the relevant table;
- Bidders must specify, in the “comments” column, any service limitations, considerations, observations or additional information that may have an impact on the performance of the components;
- Bidders shall not be allowed to withdraw and resubmit their tender, for any reason whatsoever, after the tenders have been opened by the TPC;
- Bidders shall provide a pricing model that accommodates incremental purchases, starting from 100 devices and increasing in steps of 100, up to 500 devices. The pricing should also allow flexibility for the UPU to request additional devices in smaller batches (fewer than 50) after the initial purchase;
- Bidders must specify the costs associated with development or customization of the mobile app.

Bidders shall not include VAT in their pricing structure (see section 2.11 above). All pricing information shall be set out exclusively in United States dollars (USD).

3.7 Delivery and payment schedule

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

Start date: 2 June 2025
End date: 1 June 2029

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

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

3.8 UPU General Terms and Conditions

Bidders shall include in their tender a statement of acceptance of the UPU General Terms and Conditions for the Provision of Goods and 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 will be expected to provide the following goods and services:

- provision of handheld devices compliant with the requirements set out below;
- provision of a customized mobile app to link barcodes and send the data to a cloud-based database;
- set-up of the devices, including installation and configuration of the mobile app;
- delivery of the devices to the locations designated by the UPU;
- provision of support and maintenance services (which the UPU may or may not choose to take up).

4.1.1 Handheld device specifications

Vendors must propose handheld barcode readers that comply with the following specifications, ensuring that they are suitable for various postal environments while maintaining high performance and durability.

<i>Specification</i>	<i>Requirement</i>	<i>Compliance status</i>	<i>Explanation/evidence</i>
Barcode scanning	1D and 2D barcode scanning capability, supports screen-based and printed barcodes		
Wireless connectivity	Wi-Fi (dual-band), Bluetooth (minimum version 5.0 with BLE support), 4G/5G cellular support, A-GPS Optional: eSIM compatibility		
Memory	RAM: minimum 4 GB ROM: minimum 32 GB Optional: microSD card, up to 256 GB		
Display	Minimum 5.0-inch high-resolution touchscreen		
Battery	Minimum 4000 mAh removable battery Wireless charging		
Rugged design	Drop resistance to concrete of at least 1.2 metres IP65 or higher seal for dust and water resistance Optional: rubber boot		
Operating system	Android version 13+ with future security upgrades, up to at least Android 15		
Security	Encryption for communication, support for mobile device management platforms		
Environmental conditions	Operating temperature range: -10°C to 50°C Humidity resistance		
Scanning range	Close- and long-range barcode reading		
Accessories	Charging station and additional battery		
Set-up and configuration	Device set-up and configuration services must be provided to ensure seamless deployment		

4.1.2 Mobile app specifications

The Vendor must provide a mobile application that enables barcode scanning and real-time data matching with UPU tracking systems. The app must be customizable to meet specific operational requirements and be branded for the UPU. In particular, the mobile app should:

- be compatible with the handheld barcode readers provided;
- support the scanning of 1D and 2D barcodes, including damaged or low-quality barcodes;
- enable real-time synchronization with the UPU's central database and tracking system;
- ensure that data is stored in the internal memory of the device when interconnectivity is not available;

- incorporate security measures, including encrypted data transmission;
- be available for deployment on Android-based handheld devices operating in any worldwide region and, ideally, also support Microsoft Windows and iOS.

The app must contain a user interface to read and record two different barcodes (i.e. one corresponding to a standard UPU identifier and one printed on the RFID transponder) using a smartphone or similar device. Once both barcodes have been scanned, the system should link the two barcodes and save the linked pair in an existing cloud-based database.

The attributes to be stored in the database are:

- electronic product code (EPC) identifier;
- UPU identifier;
- timestamp (date and time in UTC);
- time zone;
- geolocation of the device (optional);
- serial number of the device (optional).

The specifications of each attribute are as follows:

- EPC identifier: this corresponds to the barcode printed on an RFID transponder. It is a 13–20 character code encoded in a 128-type barcode;
- UPU identifier: this is the identifier of the postal element and may relate to an item (S10), a receptacle (S9) or a dispatch (S8):
 - The image below shows an example of a standard item barcode:



- The image below shows an example of a standard receptacle label/CN 35 form. The code highlighted in yellow is the S9 identifier, which is encoded in the barcode:

		Par avion		CN 35	
From DEFRAA(DEA)					
FRANKFURT/M					
DeutschePost					
Disp Type AUN	Disp No. 1153				
Date 2004-11-10					
Rec. Type BG	Rec. No. 2				
Format P					
Rec. Subcl. UN	No of items				
Gross Wgt 5,3	Net Wgt 5,1				
		Date Transport		Unload	
		10 FRA SQ 0325 SIN 11 SIN SQ 0221 SYD		SYD	
Proc date		IPZ1 23:347 NYS			

- The image below shows an example of a standard letter bill/CN 32 form. The dispatch ID barcode is the S8 identifier:

Dispatch-ID  **LETTER BILL** **CN 32**
Bulk mail

☐ CN 44 trial note attached

Operators	Origin	GBA – Royal Mail Great Britain					Previous number 5 0043	
	Destination	INA – Department of Posts (India)						
Origin OE and IMPC code		Destination OE and IMPC code		Category	Sub-class	Year	Dispatch No.	Date
LANGLEY 2 GBLALB		DELHI IMC INDELA		Priority air A	UB	8	0001	2018-04-12
Transportation LHR BA 0033 DEL								

1 Receptacle labels and types

Receptacle labels			Receptacle types	Bags	Trays	Others	Total
Number of labels	Red 1	Violet 4	Receptacles in mail	5			5
Total weight	450.0		Receptacles to be returned				
			Empty receptacles being returned				

2 Number of items and weight per format

Format	Number of receptacles	Weight	Number of items
P or S			
G			
E			
Mixed mail	5	450.0	2 042

3 Identified items

	Number of receptacles containing	Number of inner packets containing	Number of special lists	Number of items subject to additional terminal dues	Number of items exempt from additional terminal dues	Total number of items
Registered items						
Insured items						
Tracked items			_____			

4 Miscellaneous information

Number of CN 65 bills	Presence of COD:	unregistered items <input type="checkbox"/>	registered items <input type="checkbox"/>
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- timestamp: this provides the date and time at which the two barcodes were linked. This feature will be used for operational quality control;
- time zone: this provides the time zone in which the two barcodes were linked. It should be expressed as a positive or negative number representing the number of hours to be added to or subtracted from the time in UTC.

Furthermore, the following requirements shall be taken into consideration with regard to the user interface of the application:

- branding: the user interface should be customized, with regard to all functionalities and icons, so as to be identified as a UPU application;
- operational aspects: the software must be suitable for use in the fast-paced environment where scanning operations take place. Any additional effort required by postal staff will be a barrier to adoption of the solution. Hence, the number of “clicks” required to link barcodes must be optimized, while ensuring data quality. It is expected that the app should operate according to the following basic workflow:
 - i Initiate scan process (first click/press);
 - ii The app automatically starts searching for the first barcode (regardless of whether this is the EPC or UPU identifier);
 - iii The app automatically scans the first barcode;
 - iv The app automatically starts searching for the second barcode;
 - v The app automatically scans the second barcode;
 - vi The user confirms the link (second “click”/press);
 - vii The app automatically sends the two barcodes to the database and restarts the process from step 2;
 - viii The process continues to repeat the process from step 2 to step 6 until the user finalizes the scan process. Therefore, the number of clicks is equal to the number of receptacles + 2 (initialization and end).

Bidders may suggest improvements to this workflow based on their experience.

4.1.3 Set-up and configuration specifications

The Vendor must provide set-up and configuration services to ensure the smooth deployment of the handheld barcode readers and associated software, including:

- pre-configuring the devices with necessary software, including barcode scanning applications and UPU tracking integration;
- establishing connectivity settings, such as Wi-Fi, Bluetooth and mobile network configuration;
- implementing security policies, including device encryption and mobile device management set-up;
- conducting initial testing to ensure full functionality before deployment;
- providing documentation and training materials for UPU staff to facilitate device usage and troubleshooting;
- offering remote or on-site support for the initial roll-out phase to address any issues relating to set-up.

4.1.4 Delivery of equipment

The Vendor shall be solely responsible for delivering all items in good condition to various destination countries (to be defined by the UPU), under the following conditions:

- the Vendor shall be responsible for the packaging (in accordance with international requirements) of all equipment to ensure the safety of the content;
- the Vendor shall make the goods available at its premises until shipment;
- the Vendor shall inform the UPU of the shipment options, respective transit times and costs;
- the Vendor shall ship the goods according to the shipment option selected by the UPU;
- the Vendor shall be responsible for completing all export and customs documentation;
- shipment tracking information shall be sent to the project team once it is available.

Shipments are subject to the prior written consent of the UPU. Reimbursement of any unavoidable costs shall be subject to the presentation, by the Vendor to the UPU, of any and all documents constituting proof of such costs.

4.2 Bidder requirements

Bidders shall have proven experience in the development of mobile applications used to scan and link barcodes, and in providing integrated solutions, including hardware and support services.

Bidders are expected to provide a turnkey solution that integrates hardware, software and add-on support services.

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 Consultant requirements

Not applicable.

4.4 Assessment criteria

Bidders will be assessed based on the following criteria:

- suitability: ability to provide the required goods and services;
- technical proposal: assessment of the quality of the proposed solution;
- financial proposal: actual price of the bid.

With regard to the assessment of suitability, failure to comply with the following criteria will be considered as eliminatory:

- compliance with the required response format;
- financial sustainability;
- compliance with the UPU General Terms and Conditions for the Provision of Goods and Services;
- proven experience in the development of tandem scanning applications.

The technical proposal will be assessed on the basis of the following criteria:

<i>Criteria</i>	<i>Points obtainable</i>
Versatility of the solution	40
Design, functionality and suitability of the proposed hardware	25
Design, functionality and suitability of the proposed software	25
Support, warranties and logistics	10
Total	100

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 June 2025 for a total contract term of four years.

4.6 Location of the services

The Vendor shall in principle work from its own premises.

Software maintenance services will be provided remotely from the Vendor's premises.

Hardware will be delivered to the end users from the Vendor's premises, with shipping costs to be covered by the UPU (see section 4.1.4 for further information).

The Vendor 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 updates with regard to the progress of the work, and any obstacles or deviations from the agreed plan. Such updates shall be provided via e-mail, and conference calls may be organized if deemed necessary.

4.8 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.

4.9 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.