1. Consolidated response — Questions 1, 2, 5, 8, 9, 10, 11 and 12

Question 1 — Programme transition (sections 2.4, 2.5 and 4.1)

The RFP refers several times to the “progressive transition” of the Quality Programme. Could the UPU clarify what is transitioning from what to what (e.g. replacement or re-platforming of the GMS, a new operating or funding model, or a change of provider), and what milestones are expected during 2027?

Question 2 — Measurement systems in scope (section 2.4)

The RFP states it is “not limited to a single measurement system”. Apart from the GMS, which measurement systems or platforms will the consultants support, and is any new platform being implemented in 2027?

Question 5 — Commercial activities (section 4.1, PMO)

Regarding revenue streams, market expansion, sales strategy and procurement/vendor cost reductions: does the UPU have specific targets or KPIs for 2027, and are there current service or solution providers within the scope of the procurement initiatives?

Question 8 — Participants

Approximately how many designated operators currently participate in the Quality Programme / GMS, and how many are expected to require individual membership support during 2027?

Question 9 — Regional distribution

How are participating designated operators distributed across UPU regions? Is either Quality Expert expected to focus on a particular region or language group?

Question 10 — Measurement platform roll-out (section 4.1)

The Quality Experts will support configuration and quality control “for a sample of designated operators”. How many operators are in that sample, and in which countries?

Question 11 — Regulators

In how many countries is engagement with regulators anticipated?

Question 12 — Travel within member countries (sections 4.6 and 4.8)

Beyond visits to Berne, are consultants expected to travel to member countries for workshops, training or on-site support? If so, approximately how many trips per year would be appropriate and to which regions?

Consolidated response to Questions 1, 2, 5, 8, 9, 10, 11 and 12

The call for tenders concerns the provision of consultant resources with the qualifications and capabilities specified in the tender documentation. It is not based on the procurement of predetermined volumes of activities or deliverables.

The operational scope, volume, frequency and allocation of the relevant activities will be determined in accordance with the requirements and priorities of the Quality Programme during the contract period. Operational quantities and allocations are not predetermined.

For Question 9, responsibilities will be allocated between the International Quality Experts according to the needs of the Programme. The applicable language requirements remain those specified in the call for tenders.

For Question 12, consultants may be required to undertake travel in accordance with the needs of the Programme. Travel requested by the UPU is subject to prior written authorization. Travel costs incurred within Switzerland will not be reimbursed.

Question 3 — Software development and AI (section 4.1, PMO)

Question: The PMO role includes implementing AI agents and MVP software development using Claude Code, Cursor or similar tools. What proportion of the role is this expected to represent? Will the UPU provide the tool licences, GitHub repositories and hosting environments, or should these be costed by the Vendor? Are there UPU IT security or data-handling policies the consultant must comply with?

Response: The proportion of working time devoted to AI agents and MVP software development will depend on the operational requirements and priorities of the Quality Programme.

The AI tools, licences, API usage and hosting required for the relevant activities will be provided by the UPU. The UPU has applicable rules governing the use of AI tools and the processing of data.

Question 4 — Intellectual property in deliverables

Question: Who will own the software, AI agents, code and documentation produced during the engagement? Will the UPU General Terms and Conditions apply unchanged in this respect?

Response: The UPU will own the intellectual property rights in the software, AI agents, code and documentation produced in the course of the engagement.

Question 6 — Incumbent arrangements

Question: Is the UPU currently supported by external consultants in these roles? If so, is a handover from the current team planned ahead of 1 January 2027?

Response: Information concerning current arrangements does not form part of the tender requirements and will not be provided. Tenderers are requested to prepare their proposals on the basis of the scope of services and pricing requirements set out in the call for tenders.

A 15-day onboarding and knowledge-transfer period is envisaged at the beginning of the contract.

Question 7 — Supervision and governance

Question: To whom will the consultants report on a day-to-day basis (e.g. the Programme Manager, Postal Operations Directorate)? Is there a performance or deliverables framework in addition to the monthly time sheets (section 4.7)?

Program manager.

Question 13 — Working-time allocation (section 3.6)

Question: The pricing table requests rates from 30% to 100% working time. Could the UPU indicate the expected percentage for each profile, or the total person-days anticipated for 2027, so that bids can be compared on a like-for-like basis? Or is this down to the consultants to decide?

Response: The UPU will determine the percentage of working time required for each profile in accordance with its operational requirements. Any percentage within the 30% to 100% range specified in section 3.6 may be requested. No fixed allocation for each profile or total number of person-days is predetermined. Tenderers are requested to provide the applicable rates for the full range indicated in the call for tenders.

Question 14 — Variation of allocation

Question: Will the percentage of working time be fixed for the full term, or may the UPU vary it month by month? If variable, what notice period will apply?

Response: The percentage of working time may vary during the contract period in accordance with the UPU's operational requirements. Any adjustment will be communicated to the Vendor with one month's prior notice.

Question 15 — Indicative budget (section 4.4)

Question: Price is assessed on "whether the proposed cost is within range". Could the UPU share the budget envelope or range for this engagement, or explain how the 30 price points will be calculated?

Response: There is no reference budget or indicative price range for this call for tenders. The evaluation criteria and their respective scoring and weighting are set out in section 4.4 of the call for tenders.

Question 16 — Basis of the monthly rate

Question: How many working days or hours constitute a 100% month? Are UPU and Swiss public holidays excluded?

Response: For the purpose of calculating the applicable working-time percentage and monthly rate, 100% working time corresponds to 22 working days per month. Monthly invoicing will be based on the percentage applicable to the relevant billing period.

Question 17 — Travel and subsistence (section 4.8)

Question: Should travel and subsistence costs for missions to Berne and other locations be excluded from the price and reimbursed at cost subject to prior approval?

Response: The consultants will normally work remotely, outside the UPU headquarters, but may be required to attend the headquarters in Berne or undertake travel according to Programme requirements. Travel requested by the UPU is subject to prior written authorization. Travel costs incurred within Switzerland will not be reimbursed.

Question 18 — Currency

Question: Prices must be quoted in CHF. May bidders based outside Switzerland invoice and be paid in CHF, and will the UPU accept any provision for exchange-rate movements?

Response: The requirements set out in the call for tenders apply equally to all bidders, irrespective of whether they are established within or outside Switzerland. All pricing information shall be expressed exclusively in Swiss francs (CHF), in accordance with section 3.6.

No additional agreements or price adjustments to compensate for exchange-rate fluctuations will be accepted.

Question 19 — Extension

Question: As this is a global project, is there an option to extend the contract beyond 31 December 2027? If so, should bidders price the optional period?

Response: The call for tenders provides for a 12-month contract period, from 1 January to 31 December 2027, as specified in section 4.5. Tenderers are therefore requested to price the 12-month period in accordance with section 3.6; no pricing for an optional extension period is required.

Question 20 — Quality Programme specifications

Question: Could you please provide the detailed requirements and expectations for the Quality Programme?

Response: The scope and objectives of the consultancy services are set out in sections 2.3 to 2.5 of the call for tenders. The detailed service requirements and the requirements applicable to bidders and proposed consultants are provided in sections 4.1 to 4.3.

The engagement concerns the provision of a complete team of three consultants: one Programme Management Officer and two International Quality Experts for Postal Services. The services cover programme management, membership support, the sustainability of quality-related services and assistance with programme transition.

The call for tenders concerns the provision of consultant resources with the qualifications and capabilities specified in the tender documentation, rather than predetermined volumes of activities or deliverables. Activities and resource allocations will be determined in accordance with the operational requirements and priorities of the Quality Programme.

Question 21 — AI tools

Question: What specific Artificial Intelligence tools or platforms is your organization currently utilizing?

Response: The UPU currently uses Claude Code and the Anthropic platform for AI-assisted development and agentic applications, together with n8n for workflow automation.

Relevant areas of technical knowledge include Amazon Web Services (AWS), Supabase, retrieval-augmented generation (RAG), graph-based retrieval-augmented generation (GraphRAG), and the development and orchestration of AI agents. These references clarify the technical context of the assignment and do not introduce additional mandatory requirements beyond those specified in the call for tenders.

The AI tools, licences, API usage and hosting required for the relevant activities will be provided by the UPU. Applicable rules governing the use of AI tools and the processing of data will be communicated upon commencement of the engagement.

Question 22 — Accreditations and compliance

Question: What are the mandatory certifications, accreditations and regulatory compliance standards required for this project?

Response: The applicable bidder eligibility requirements and minimum consultant requirements are set out in sections 4.2 and 4.3 of the call for tenders.

Bidders must be companies or other legal entities and must propose the complete team of three consultants. They must demonstrate satisfactory performance in similar activities through reference letters and/or work completion certificates and provide the curriculum vitae of each proposed consultant.

The call for tenders does not specify additional mandatory professional certifications or corporate accreditations. Bidders must comply with the applicable terms and conditions in section 2, including the legal obligations specified in section 2.2, and include a statement of acceptance of the UPU General Terms and Conditions for the Provision of Services, as required by section 3.8.

Question 23 — Proposal currency

Question: In which currency should the financial proposal and pricing be submitted?

Response: In accordance with section 3.6 of the call for tenders, all pricing information must be expressed exclusively in Swiss francs (CHF), excluding VAT. This requirement applies equally to all bidders, irrespective of whether they are established within or outside Switzerland.

No additional agreements or price adjustments to compensate for exchange-rate fluctuations will be accepted.