



Request for proposals

Global Monitoring System – Brazil – Development and Technical Implementation
Date: 14 August 2020

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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 goal 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. This encompasses the commitment towards free circulation of postal items over a single postal territory composed of interconnected networks, adoption of fair common standards and use of technology, cooperation and interaction among stakeholders, promotion of effective technical cooperation, and satisfaction of customers' changing needs. The UPU is thus expected to play a major role in the constant revitalization of postal services.

Furthermore, the UPU facilitates the development of worldwide postal services by providing an information and communication technology framework that allows designated operators (DOs)¹ 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 RFP terms and conditions

Unless otherwise stated in this request for proposal (RFP), the term "Bidder" shall refer to any person, company or legal entity submitting a proposal in response to this RFP. The term "Vendor" shall refer to a successful Bidder, as the case may be.

2.1 Confidentiality

Bidders shall treat in strict confidence all information contained in this RFP and its attached documents which is not already publicly known or generally accessible, particularly any documentation marked as confidential and distributed by the UPU to Bidders as additional confidential RFP documentation. Bidders shall prevent 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 tendering process. These provisions shall not affect the UPU's and the Bidder's legal obligations to disclose information.

Bidders shall not use such information for any purpose other than the purposes associated with this RFP. This RFP and all attached documents may only be distributed or made available to persons directly involved in the tendering process on behalf of Bidders. In case external agents or subcontractors are involved in the preparation of the tender documents, they have to be named and indicated in the participation notification (see section 2.13).

Bidders assume full responsibility for compliance of their agents, employees and subcontractors, as well as any third parties involved on their behalf in this tendering 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 the Bidder can prove that no fault is attributable to it. This penalty shall amount to no more than 50,000 CHF per infringement. Payment of any such penalty shall not release Bidders from their obligation to observe confidentiality.

¹ In accordance with article 1.7 of the Constitution of the UPU, 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 willing to submit proposals in response to this RFP shall transmit such proposals to the contact person(s) specified in section 2.14 below, and may request additional information relating to this RFP from the UPU, as the case may be.

Without prejudice to the confidentiality provisions set out above, Bidders hereby agree that the receipt of 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 in law as having the legal status of independent contractor. The Vendor and its consultants, employees and subcontractors (as authorized by the UPU) shall in no way be regarded as employees of the UPU. Such consultants, employees and subcontractors of the Vendor shall not be entitled to any employment benefits of the UPU. The Vendor shall be solely responsible for due payment of all compensation owed to such consultants, employees and subcontractors, including payment of any employment taxes, benefits, compensation and insurance. The Vendor represents and warrants 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 by its employees, consultants and subcontractors, as well as for any act or omission by such employees, consultants and subcontractors.

The Vendor shall not assign, sublicense, subcontract, pledge or otherwise transfer or dispose of its offer, or any of the rights and obligations contained in it, without 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 any subcontractor.

2.3 Scope of the RFP

This RFP concerns the provision of consultancy services to support the development and implementation of the Global Monitoring System ("GMS") at Empresa Brasileira de Correios e Telégrafos, the designated operator of Brazil (hereinafter "Brazil Post"), in particular for its offices situated in São Paulo/SP, Brazil.

2.4 Background

Through resolution C 45/2008, the 24th UPU Congress instructed the UPU International Bureau to implement the GMS, a core global system aimed at monitoring the quality of service provided by designated operators in relation to terminal dues, and which serves as a tool for evaluating the achievements of designated operators in implementing projects financed through the UPU Quality of Service Fund. The GMS RFID network comprises GMS RFID equipment and related software, and is aimed at capturing RFID registrations necessary for the measurement of GMS performance and the tracing of postal items. In this regard, the UPU is currently carrying out a programme on the implementation of GMS radio frequency engineering services in support of designated operators of UPU member countries. The function of the network is to capture RFID registrations used to measure GMS performance and to trace postal items.

Within the context of the implementation of the aforementioned project in support of Brazil Post, the UPU has provided Brazil Post with RFID equipment installed at its offices in São Paulo/SP, Brazil.

2.5 Objectives

The UPU wishes to contract the provision of specialized consultancy services for the development and technical implementation of the GMS project at Brazil Post, in accordance with the specific knowledge, skill set and experience requirements and associated conditions specified herein.

2.6 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, employees and subcontractors.

2.7 Collusive bidding, anti-competitive conduct or any other similar conduct

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

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

For the purposes of this RFP, collusive bidding, anti-competitive conduct or any other similar conduct may include disclosure to, or exchange or clarification with, any other Bidder of information (in any form), regardless of whether such information is confidential to the UPU or to any other Bidder, in order to alter the results of the RFP 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 offer submitted by a Bidder that, in the UPU's opinion, has engaged in any collusive bidding, anti-competitive conduct or other similar conduct with any other Bidder in relation to the preparation or submission of offers, whether in respect of this RFP or other procurement processes conducted by the UPU.

2.8 Intellectual property

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

2.9 Privileges and immunities

Nothing in or relating to this RFP, 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 which 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), as well as any other conventions and laws recognizing and/or granting such privileges, immunities and facilities to the UPU and its officials (including, without limitation, Decrees 52.288/1963, 59.308/1966 and 63.151/1968 in the case of Brazil, or 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 document 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 by executive, administrative, judicial or legislative action. The Vendor shall immediately contact the UPU in case of any attempt to violate or any violation of the UPU's privileges and immunities and take any reasonable measures to prevent such violation.

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 on 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).

2.10 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, the UPU, as an intergovernmental organization and a specialized agency of the United Nations, 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.**

2.11 Language

Tender documents shall, in their entirety, be formulated by Bidders in English.

2.12 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 RFP.

2.13 Participation notification

Upon receipt of this RFP, the Bidder shall send a confirmation of participation to all contact persons listed in section 2.14 below, in line with the deadline indicated in section 2.16 below.

2.14 Contact persons

Secretary of the Tenders and Procurements Committee
 Universal Postal Union
 International Bureau
 Tel.: +41 31 350 31 11
 E-mail: caa@upu.int

2.15 Further inquiries and questions

Questions regarding the content of this RFP or any requests for clarification from Bidders shall be sent in written form to the contact person(s) listed in section 2.14 above.

Answers to questions submitted by Bidders or additional information relevant to this RFP shall be transmitted by the UPU to all Bidders **no later than 10 September 2020**.

2.16 Delivery of offers and deadline

In the light of the current situation relating to the ongoing COVID-19 pandemic, all bids shall, on an exceptional basis, be submitted electronically to the UPU. For confidentiality and transparency reasons, bids must be sent **ONLY** to RFP-2020-019@upu.int with “RFP-2020-019 - DOP Global Monitoring System – Brazil – Development and Technical Implementation” as subject. Under no circumstances should you copy the TPC Secretariat or any UPU staff member/consultant.

The deadline for the submission of bids is **21 September 2020 at 16.00 Central European Summer Time (CEST)**. Offers received after the aforementioned date and time shall not be considered by the UPU. Moreover, offers sent to any address other than the one specified above or by any other means shall not be considered by the UPU.

The preparation and submission of tender documents by Bidders shall be free of charge for the UPU.

2.17 Evaluation procedure

The objective of the evaluation process is to ensure the selection of a qualified, reliable and experienced Vendor for the technical support services that are subject of this RFP.

The evaluation procedure applied by the UPU shall be conducted at its sole discretion, with a view to determining as objectively as possible the bid that best meets the specific requirements of the UPU, on the basis of its assessment of bids received against the requirements defined herein.

The prescribed structure of proposals (as set out in sections 3 and 4 below), is mandatory for all Bidders. Bids not fulfilling the aforementioned mandatory criteria shall not be taken into further consideration by the UPU.

Bids received by the UPU must address all aspects of the RFP in respect of which necessary modifications are envisaged or missing elements are identified.

Qualitative criteria

- Conformity of the proposals with the requirements of this RFP;
- Quality of proposed support services (including, but not limited to, troubleshooting and other assistance);
- References of similar projects and accomplishments;
- Customer reference list;
- Competence, experience, references and English language skills of technical staff proposed by Bidders; and
- Bidder's management experience.

Economic criteria

- Overall cost of the proposed technical support services;
- Clear and detailed pricing structure; and
- Financial and organizational stability of the Bidder;

The deliberations of the UPU Tenders and Procurements Committee (TPC) are strictly confidential. The TPC shall submit a report on the evaluation of bids received to the Director General of the UPU International Bureau, together with its final recommendation for his assessment and authorization.

The UPU General Terms and Conditions for the Provision of Services (attached for reference purposes) shall be accepted by all Bidders. The final terms of any resulting contract shall be defined by the UPU and accepted by the Vendor. Contract negotiations shall start only after final selection by the UPU of a Vendor.

Bidders will be informed immediately after a selection decision is taken by the UPU.

2.18 Modification, suspension or cancellation of the RFP

The UPU reserves the right, at its sole discretion and at any time before conclusion of the RFP (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 RFP.

2.19 Tentative schedule

Publication of RFP announcement	14 August 2020
Deadline for submitting questions to the UPU	10 September 2020
Receipt of offers by the UPU (deadline)	21 September 2020, at 16.00 CEST
Estimated start of engagement	1 November 2020
Estimated end of services	30 November 2021

3 Offer structure – Response format

All information provided shall be delivered by Bidders in full conformity with the terms and conditions set out in section 2 above, as well as in this section 3 and section 4 below.

Moreover, the requirements stipulated in this RFP shall be covered in their entirety, in accordance with 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

For each of the requirements listed in this RFP, Bidders shall answer with one of the following statements:

- a Covered;
- b Covered, with limitations (explaining relevant limitations);
- c Not covered.

When 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 agrees to all provisions of this RFP; and
- the Bidder’s name, telephone number, physical address and e-mail address, and the name(s) of its representative(s).

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 RFP, and shall include a confirmation of such authorization by the Bidder.

3.2 Executive summary

The Bidder shall provide an executive summary highlighting the most important aspects of its offer.

3.3 Bidder information

- Company structure, locations/subsidiaries;
- Financial data (turnover, profit, etc.);
- Partners and equity holders of the company;
- Company history; and
- Market position and share in relevant markets.

3.4 Subcontractor information

Vendors may not assign, sublicense, subcontract, pledge or otherwise transfer or dispose of their services, or any of the rights and obligations contained in the relevant 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 any subcontractor.

3.5 Functional structure

The Bidder shall provide answers to all of the requirements set out in section 4 below (General requirements).

3.6 Pricing structure

Bidders shall provide a detailed pricing structure – as required under section 4 below (General requirements).

Bidders shall not include VAT in the aforementioned pricing structure (see section 2.10 above). Furthermore, all pricing information shall be set out exclusively in United States dollars (USD).

3.7 UPU General Terms and Conditions

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

3.8 Delivery and payment schedule

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

Services start date:	1 November 2020
Services end date:	30 November 2021

Delivery and payment schedules shall be further detailed and agreed with the UPU.

4 General requirements

4.1 Bidder requirements

The UPU shall have the right to reject any bids that do not fulfil the requirements set out herein.

For the purposes of this RFP, Bidders shall propose at least three individual consultants in accordance with the profile requirements specified in the present RFP for the performance of the services and activities described herein. In this regard, Bidders shall also provide the CVs and certificates of the proposed consultants for further verification and evaluation by the UPU.

The UPU shall select two individual consultants from the list of consultants proposed by the Bidder. The UPU shall have the right to reject a proposed consultant if the individual does not fulfil the UPU's defined requirements as referred to herein.

Bidders shall describe any relevant procedures for ensuring continuity of activities/services, appropriate backup and retraining, as well as any relevant procedures pertaining to project handling and communication.

Bidders shall describe any relevant procedures concerning replacement of individual consultants if so requested by the UPU.

Bidders shall confirm that they have included in their offer the provision of any necessary office and supplies, Internet access, computer equipment and mobile phone as referred to in section 4.5.

Bidders shall also confirm that their bids shall cover all costs associated with the provision of the services referred to herein. Other costs to be incurred by the Vendor, including without limitation any travel and subsistence costs incurred in the performance of the services between the Vendor's offices and the locations referred to in section 4.4 or others 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 completion of the services, equally subject to prior written consent of the UPU.

4.2 Description of activities

Under the supervision of the UPU, the Vendor shall ensure, through its consultants, due coverage of a wide range of skills and abilities with a view to developing, implementing and providing technical support in hardware and software implementation for the UPU's GSM-related software platform, as well as vertical applications for its scientific/analytical product lines, particularly in order to ensure due implementation of the GSM project by Brazil Post.

The Vendor, through its consultants, shall address the day-to-day development expectations of both the UPU and Brazil Post with regard to the aforementioned software development activities, and take full responsibility

for implementation of the GMS project in Brazil. The Vendor's consultants shall also be responsible for assisting and guiding the successful implementation of any related technology projects from the collection of functional requirements until the project closure.

The Vendor, through its consultants, shall be able to proactively anticipate issues and manage any changes in requirements and/or scope during the performance of the services/activities described herein.

In particular, the Vendor, through its consultants, shall conduct the following services/activities:

- Operations life cycle support (80% of expected allocated time)
 - Configuration, testing and quality control of RFID equipment prior to its installation;
 - Technical support provided to Brazil Post during the full cycle of installation of RFID equipment to assure equipment is operational in accordance with the project requirements;
 - Auditory, start-up and certification of the RFID system installations in accordance with project requirements;
 - Administration and registration of RFID equipment implemented in the management and ticketing applications;
 - Continuous monitoring and maintaining of installed RFID network through a UPU network management system that allows preventing maintenance;
 - Support for the information technology (IT) helpdesk of Brazil Post;
 - Assistance in the implementation of the maintenance programme established by the UPU GMS team for preventive and corrective maintenance of the GMS RFID network;
 - Assistance to end-users by performing advanced technical support and training; and
 - Assistance in managing the inventory of RFID spare parts.
- Reporting (20% of expected allocated time)
 - Assistance in the administration of the database with the relevant information concerning the GMS RFID network;
 - Periodic preparation of activity performance reports, technical reports and data sets for delivery to stakeholders on a regular basis;
 - Registration and updates of any RFID network incident through the existing UPU ticketing tool.

The UPU shall remain responsible for supervision of the services provided by the Vendor, including management of the overall scope of the project, approaches taken, development platforms and technologies, schedules and modifications thereof, completion procedures, delivery conditions and implementation estimations.

4.3 Location of the services

The Vendor's consultants shall be located in the metropolitan area of São Paulo/SP, Brazil, and be required (unless otherwise specified by the UPU) to work from a dedicated or shared local office (and in the field during visits to the project team).

4.4 Business travel

The Vendor, through its consultants, shall coordinate and work closely with the UPU (as instructed by the latter) and may be required to carry out certain tasks in different cities of Brazil and at UPU headquarters in Berne, Switzerland.

As indicated in section 4.1, the Vendor shall not be reimbursed for travel expenses associated with work on this project unless otherwise specifically authorized by the UPU. In this regard, Bidders are required to note that a number of UPU-defined procedures regarding reimbursement for incurred travel and subsistence costs shall apply, without prejudice to other conditions that may be determined by the UPU in the relevant services agreement with the Vendor.

Bidders' offers shall include costs for two return business trips to UPU headquarters in Berne. Each meeting shall have a duration of five days (without considering travel time).

Bidders' offers shall also include estimated costs for 90 travel days between the Vendor's offices and the following cities: Brasília/DF, Cajamar/SP, Curitiba/PR, Goiânia/GO, Indaiatuba/SP, Rio de Janeiro/RJ, Salvador, São José do Rio Preto/SP and São José dos Campos/SP. This list of cities is given for reference only; the Vendor's consultants may be required to travel to other cities in Brazil, depending on the evolution of the project.

For the purposes of the estimated travel costs referred to above, Bidders shall specify, in their offers, such costs on the basis of reasonable car rental and/or return economy class travel (and associated reasonable subsistence expenses) to the locations indicated herein.

4.5 *Equipment*

The Vendor shall ensure that its consultants are provided with the necessary and efficient working equipment for the performance of the services/activities described herein. Such equipment shall include, but not be limited to:

- Office desk;
- Stable internet access;
- Portable computer with the latest version of the Microsoft Office application package; and
- Mobile phone with an international SIM card for global communications.

4.6 *Service hours*

The Vendor's consultants shall cover a daily 12-hour operational service window between 8.00 and 20.00 (unless otherwise specified by the UPU), divided in two working shifts of nine hours each (8.00 to 17.00 and 11.00 to 20.00, official Brazil time UTC-3).

The Vendor's consultants must be able to work to flexible schedules in order to accommodate various time-zone requirements.

4.7 *Required qualifications and experience for the Bidders' proposed consultants*

Technical-specific knowledge/skills

- IT/IS oriented and openness to new technologies;
- Ability to configure, install, monitor and maintain RFID equipment;
- Knowledge of IT network administration;
- Ability to research networking issues and troubleshooting techniques, such as TCP/IP, DHCP and DNS, within different operating systems;
- Knowledge of technology projects, preferably with experience in international projects; and
- Knowledge of RFID industry.

Personal-specific knowledge/skills

- Strong analytical and problem-solving skills and ability to apply them to complex situations;
- Hands-on approach and adaptive mindset;
- Loyal and trust-inspiring, ethically oriented, with demonstrated high integrity standards;
- Excellent verbal and written communication skills to communicate effectively with the project team and all levels of management within an intergovernmental organization;
- Strong interpersonal skills, including mentoring, coaching, collaborating, conflict management;

- Team-building within a multicultural environment; and
- Self-driven, motivated and able to be productive without significant supervision.

Desired experience

- Minimum two years' experience in supporting IT helpdesk services;
- Experience in administrating, configuring and maintaining data networks;
- Experience in implementing RFID and/or wireless technologies;
- Experience of managing, leading and implementing multiple stakeholder projects within a technology, logistics and governmental environment, with the ultimate goal of delivering the project on time, within budget and with a high level of satisfaction; and
- Experience in applying basic diagnostic techniques to identify problems, investigating causes and recommending smart solutions.

Education

A first-level university degree or equivalent professional or specialized studies in telecommunications, network or computer engineering is/are required.

Language skills

Proficiency in Portuguese and English is required, with solid communication skills in both written and oral form. Intermediate knowledge of Spanish is also required.

4.8 Business model and costs

The Bidder shall provide its detailed pricing structure as follows:

- Daily and annual rate per consultant;
- Full-service quotation (all inclusive);
- Detailed description of pricing structure and services offered.

The services carried out by the Vendor shall be fully invoiced on a monthly basis (in arrears), and the payments shall be remitted by the UPU within 30 business days of receipt of the invoice by the UPU, subject to the UPU's acceptance of the services provided and the Vendor's transmission to the UPU of any and all documentation clearly detailing the services relating to the invoice (in a format to be established by the UPU). The Vendor shall be paid per actual consulting day.

In the event of sudden on-site departure of an individual consultant, the Vendor shall provide 10 additional consulting days at no additional charge for the replacement consultant.

4.9 Reporting

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

The UPU may contest the Vendor's time sheets within 10 business days of receipt of such documents by the UPU. In the event that such documents are not contested by the UPU within the aforementioned time frame, the services may be deemed as duly provided by the Vendor and accepted by the UPU.

4.10 Additional Information

Bidders may include any additional information deemed necessary or relevant for a clear and detailed understanding by the UPU of the services being offered.