



**UPU** | UNIVERSAL  
POSTAL  
UNION

## **Call for tenders**

### **IT Development Services**

15 July 2021

<b>Table of contents</b>		<b>Page</b>
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	7
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	8
2.17	Delivery of tenders and deadline	8
2.18	Evaluation procedure	8
2.19	Modification, suspension or cancellation of the call for tenders	9
2.20	Tentative schedule	9
3	Tender structure – Response format	9
3.1	Cover letter	9
3.2	Executive summary	10
3.3	Bidder information	10
3.4	Subcontractor information	10
3.5	Functional proposal	10
3.6	Pricing structure	10
3.7	Delivery and payment schedule	10
3.8	UPU General Terms and Conditions	10
4	Service requirements	11
4.1	Description of the services	11
4.1.1	Business Analysis	11
4.1.2	Software Development	11
4.1.3	Quality Assurance (Software testing Services)	13
4.2	Bidder requirements	13
4.3	Consultant requirements	14
4.4	Assessment criteria	14
4.5	Duration of services	15

4.6	Location of the services	15
4.7	Reporting	15
4.8	Other requirements	15
4.9	Additional information	15

## **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 operators<sup>1</sup> 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.

<sup>1</sup> In accordance with article 1bis.1.7 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 Vendors providing software development services on a time and material basis to the UPU for a period of 4 years

## *2.4 Background*

## *2.5 Objectives*

The UPU seeks contractor to provide IT development services for a period of 4 years.

The objectives of the services are to support and supplement UPU's own software development activities in accordance with the system requirements, technical summary and instructions contained herein. The selected vendor shall, under the supervision of UPU, deliver business analysis, software development, and testing services on a "time and materials" basis, including but not limited to the following tasks:

- a) analyze the functional specifications and business requirements related to software development activities. Alternatively, when requested, develop functional specifications from the business requirements provided;
- b) design and develop the requested changes or new software modules in accordance with the schedule provided by the UPU. This includes the extension of software packages in response to development requests by the UPU, the correction of related issues, adjustment and customization of software packages, implementation and updating of new functionalities and the assessment of resulting impacts on the system and on existing information technology structures;
- c) respect software-coding rules communicated by the UPU, and document the source code in the form and manner prescribed by the UPU;
- d) perform unit tests on any software (and related source code) developed;
- e) responsible for the quality check of software development and deployment, performing automated and manual tests to ensure the software created by developers is as per the specifications.
- f) participate and contribute in any regional or global manual and automated testing efforts of the resulting software;
- g) report to the UPU on a regular basis as and when required on all software development activities to be performed;

h) when needed, provide support and services to UPU in adapting new and emerging IT technologies and venturing into new domain areas.

i) provide third level technical support as per the defined Service Level Specifications for the software packages developed.

For the purposes of this tender process and the software development activities indicated herein, "software" shall mean any computer programs in machine-readable object code and source code form and any subsequent error corrections or updates, for which the Vendor participated in the development and/or supply pursuant to the provisions contained herein and the final terms of the contract to be signed between the UPU and the Vendor.

The UPU shall remain responsible for supervision of all business analysis, software development, and software testing activities including the management of the overall scope of the project, methodology applied, development platforms and technologies, schedules, modifications to the schedules, completion procedures, delivery conditions and implementation estimations.

#### *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 language.

#### *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, in line with 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](mailto:caa@upu.int)

#### *2.16 Further inquiries and questions*

Bidders must send any questions regarding the content of this call for tenders or any requests for clarification in writing to the contact person(s) listed in section 2.15 by 15 September 2021.

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](http://www.upu.int/en/Universal-Postal-Union/Procurement).

#### *2.17 Delivery of tenders and deadline*

In view of the current situation relating to the ongoing COVID-19 pandemic, all tenders must, on an exceptional basis, be submitted to the UPU by e-mail **ONLY** at [RFP-2021-011@upu.int](mailto:RFP-2021-011@upu.int) with "RFP-2021-011 – IT Consultants for UPU software development" as the subject line.

**The deadline for the submission of tenders is 07 October 2021 at 6.00 CET/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 tenders as soon as possible after the UPU has made its final selection.

### 2.19 *Modification, suspension or cancellation of the call for tenders*

The UPU reserves the right, at its sole discretion and at any time before the conclusion of the tender process (i.e. at any time prior to the signature of the relevant contract with the Vendor), to modify, suspend or cancel all or part of this call for tenders.

### 2.20 *Tentative schedule*

Publication of call for tenders	21 July 2021
Deadline for submission of participation notification	09 September 2021
Deadline for submission of queries	15 September 2021
Deadline for provision of responses to queries	29 September 2021
<b>Deadline for submission of tenders to the UPU</b>	<b>07 October 2021 at 16.00 CET/CEST</b>
Estimated start of engagement	02 February 2022

## 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 tenders.

### 3.3 *Bidder information*

Bidders must provide the following information:

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

### 3.4 *Subcontractor information*

The Vendor may 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.

### 3.5 *Functional proposal*

Bidders shall submit a proposal addressing all of the requirements set out in section 4 (Service requirements). The UPU shall evaluate such answers according to the same structure.

### 3.6 *Pricing structure*

Bidders shall provide a detailed pricing structure for the services proposed, as required by section 4 (General requirements):

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

### 3.7 *Delivery and payment schedule*

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

Start date: 01 February 2022

End date: 31 January 2026

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 tenders a statement of acceptance of the UPU General Terms and Conditions for the Provision of Services, attached hereto for reference.

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

## 4 Service requirements

### 4.1 Description of the services

The Vendor will be expected to provide the following services:

#### 4.1.1 Business Analysis

Responsible for understanding and evaluating the changing needs of the business, analyse the impact on the systems and processes, document and support communication between different stakeholders, and capture requirements needed to initiate a change.

Following will the main duties:

- Collect and analyse business requirements, and elaborate detailed functional specifications and designs
- Maintain the Customer Relations Management (CRM) system database for all accounts under its supervision
- Manage the project's functional requirements with the designated client counterpart and take corrective measures and/or update the requirements when necessary.
- Monitor the quality of the projects (conformity of the deliverables with the expectations from the requesting UPU Functional or Project Managers, and quality of these deliverables)
- Work in close cooperation with the software development team, the test team, and the technical writing team for setting-up the software development projects, and manage them together with the Project Management Office (PMO)
- Cooperate with other team members for the management of 2nd level support
- Liaise with the development team or the network team when needed (3rd level support),
- Collect and/or log change requests, assess and assign priorities

#### Education

- University Degree in Computer Science, Engineering or related fields
- Technical knowledge:
  - Knowledge and experience of working in Logistics, Postal or Transportation industry verticals a portfolio of Technical Accounts, preferably in an international environment
  - Knowledge of managing a portfolio of software products (designs and release plans) would be an asset, experience in the postal/customs sector would be an advantage
  - Project management skills
  - Capacity to acquire quickly a strong functional knowledge on large software applications and a significant product line
  - Experience with process and/or software architecture modelling tools and notations (e.g. UML, BPMN) would be an advantage
  - Basic knowledge of information system security
- Skills and abilities / competencies:
  - Good presentation and communication skills
  - Negotiation skills
  - Ability to speak to technical and non-technical people
  - Adaptability: capacity to accept changes in priorities and scope for the projects
  - Excellent interpersonal skills
  - Language skills:
    - English: Fluent
    - French: Would be an advantage

#### 4.1.2 Software Development

Develop and test new applications according to functional and technical specifications with a correct level of technical documentation in order to facilitate the maintenance and support.

- Analyze or develop functional and technical specifications;
- Evaluate implementation workload;
- Develop application based on technical specifications and research to determine the most feasible

- solutions;
- Unit and functional testing.

#### Third-level support and maintenance

Upgrade and test existing applications according to the requests coming from the UPU (including but not limited to corrections and evolutions).

- Support to software users;
- Support and training to the UPU IT operational team;
- Technical support, problem investigation and diagnosis;
- Resolution, recovery and follow-up.

#### Quality management

- Responsibility for the source code developed;
- Ensure project objectives are met by reporting progress and activities;
- Report to UPU External Project Manager;
- User and technical documentation;
- Responsibility for unit tests.

#### Test script development and execution

- Responsibility for creating and execution of manual and automated Test scripts according to a Test plan;
- Ensure Test plan objectives are met by reporting progress and activities;
- Report to UPU Test Manager;
- Ensure maintenance of automated Test scripts

#### Education

- University Degree in Computer Science, Engineering or related fields

#### Professional knowledge and technical experience

- C#, Java and .Net development platform, SQL, Microsoft SQL Server, Windows OS;
- Web Services and mobile (native Android, iOS) applications with n-Tier architecture;
- Experience with Web API development (REST or SOAP)
- Experience with Micro services Architecture
- Vuejs or similar front-end JavaScript framework
- Experience with the application of MVC and MVVM design patterns
- Experience with the development of responsive SPAs for mobile devices
- C++ with MFC libraries (some projects may involve supporting C++ code or porting code from MFC/C++ to .Net/C#);
- Experience in postal, mail, logistic and related accounting systems;
- Experience in PKI or network security in the finance domain;
- UML, object oriented design and analysis, design patterns;
- Experience with iterative & incremental software development (SCRUM, AGILE);
- Experience with managing large datasets using Hadoop technologies (nice to have)

#### Additional requirements

- Interpersonal/human relations skills;
- Able to work in a multicultural team;
- Adaptability;
- Motivated, responsible, organized;
- Creative problem-solving skills;
- Good communication skills;
- Experience in international environments;
- Preferable experience in working on postal projects/products.

#### Required level of language proficiency

- Excellent proficiency in English (at least CEFR B2/C1 level). Knowledge of other languages, especially those used in the United Nations system, is an advantage.

#### 4.1.3 Quality Assurance (Software testing Services)

- Acquire and maintain functional knowledge of the product, work under the guidance and supervision of the Project Manager.
- Elaborate and write test design and test cases.
- Participate in test phase according to the test plan.
- Design, build, develop and deploy the necessary code and scripts in order to automate the testing effort essential for quality assurance checks.
- Report on a weekly or daily basis on test progress.
- Work together closely with development and business analysts on solving technical and functional issues affecting testing.
- Work together closely with development team and onsite business analysts on solving technical and functional issues affecting testing

#### Education

- University Degree in Computer Science, Engineering or related fields

#### Professional knowledge and technical experience

- High level of experience in manual and automated testing
- High level of experience in Performance testing
- High level of experience in API testing
- Knowledge of identifying test conditions, creating test plans and test cases/scripts from project documentation (Functional design).
- Creative problem solving skills
- Basic understanding of .Net, C# knowledge.
- Knowledge of functional and non-functional test types.
- Knowledge of client-server, database and Web applications testing.
- Good working knowledge of English.
- Knowledge of RANOREX test automation tool
- Expertise in Security testing

#### 4.2 Bidder requirements

Bidders shall be providing its detailed pricing structure as follows:

- Daily rate per offsite and onsite consultant;
- Quotation per mentioned person day packages
- A full service quotation (all included);
- A general description on the pricing structure of the services offered;
- A description of a discount model for the offered services;
- Provide information on how the UPU may profit from future reductions on list prices

Bidders are expected to offer its pricing structure based on daily rates, on working packages of 100 person days each, 500 person days each, 1000 person days each and for the complete potential project volume of 6000 person days.

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 Bidder shall be paid per consulting day. The work shall be fully invoiced monthly in arrears as delivered, and the payment remitted within 30 (thirty) days of receipt of the invoice by the UPU, provided due and final acceptance of the documentation on the amount of work performed is granted by the UPU in the form described.

No extra consulting days shall be charged by the Vendor to the UPU for any reason whatsoever, in case the process of replacement of an individual consultant within any given software development schedule, causes a temporary overlap concerning the physical presence of both the previous and the new consultant at the premises of the UPU.

In the event of sudden onsite departure of an individual consultant, the Vendor will provide ten (10) extra consulting days at no charge for the replacement consultant.

The bidder shall provide documentation on the amount of work performed weekly to the UPU in an appropriate format to be agreed upon the parties. The UPU may contest the provided time sheets within 5 (five) business days following receipt of such documents by the UPU. In case no written contest is sent by the UPU within such period, the documentation shall be deemed as correct and the listed work deemed as delivered.

The daily fees shall cover the entire Vendor's travel expenses, ground transportation costs, as well as all other applicable living expenses. No other fees shall be paid by the UPU to the Vendor.

**N.B. –** Do not include VAT in any price information (see section 2.9). All price information must be exclusively in CHF.

#### 4.3 Consultant requirements

- The bidder has to offer at least 2 onsite and 4 offsite consultants according to the skill requirements specified herein. The bidder has to provide such consultants' CVs and certificates for certification.
- The proposed consultants have to be classified as junior and/or senior consultants and the UPU has to have the right to choose different profiles according to the complexity and importance of the engagement.
- The UPU has the right to reject a proposed consultant if the consultant does not fulfill the UPU's hiring qualifications.
- The bidder has to describe its procedure of insuring continuity/backup as well as re-training.
- The bidder has to describe its procedure of replacing consultants based on qualification deficits discovered by the UPU.
- The bidder has to describe its procedures of project handling and communication.
- The bidder has to have its headquarters or at least a branch of its company in Switzerland.

#### 4.4 Assessment criteria

Bidders will be assessed on the basis of a scoring system of up to 70 points for their Technical and Quality criteria proposal and 30 points for their pricing structure.

The Technical and Quality proposal shall be assessed on the basis of the following criteria:

<i>Criteria</i>	<i>Points obtainable</i>
References of similar projects and accomplishments (onsite and offsite development);	10
Competence and experience of the consultants (certifications and references);	20
Company profile;	10
Location and accessibility of the company	15
Offsite support capability (distributed collaboration models, flexibility in capacity & cost scaling, development methodologies provided, core skillsets available, IT security)	10
UNI EN ISO 9001, CMMI Level 3/5 certification or an equivalent and accredited quality endorsement in the area of software development and testing services.	5

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 February 2021 for a total contract term of 4 years.

#### *4.6 Location of the services*

The Vendor or its assigned consultant shall in principle work from its own premises at the offsite location or under some special circumstances and with prior approval from UPU, at 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.

#### *4.7 Reporting*

The Vendor or its assigned consultant 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) or as per the definition of reporting and documentation principles within the project.

#### *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 tenders cover 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.