



**UPU** | UNIVERSAL  
POSTAL  
UNION

## **Call for tenders**

**Harmonized System code lookup**

**Prohibitions and restrictions**

**Denied parties**

**Landed cost calculator**

26 June 2023

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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 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.

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.

Bidders wishing to submit a proposal in response to this call for tenders must contact the person(s) specified in section 2.14 below and may, if necessary, request additional information from the UPU in relation to this call for tenders.

<sup>1</sup> 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.

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 the following services and technologies, which are to be integrated with existing UPU software (specifically, the Customs Declaration System – CDS) through application programming interfaces (APIs):

- i Harmonized Commodity Description and Coding System (Harmonized System) lookup engine (hereinafter “HS Lookup”);
- ii Prohibitions and restrictions lookup engine (hereinafter “P&R Lookup”);
- iii Denied parties lookup engine (hereinafter “DP Lookup”);
- iv Landed costs calculator (hereinafter “LC Calculator”).

HS Lookup is the core component; all Bidders must offer a solution covering the HS Lookup requirements set out in section 4.1. The three other components are optional and Bidders may offer a solution for all, some or none of the three options (i.e. 2, 3 and 4 above). Bidders offering a solution for some or all of the three optional components must describe in their pricing structure how the prices may vary if the UPU decides to engage the Bidder for all or only some of the components.

The UPU reserves the right to engage different Vendors for each component.

## 2.4 *Background*

The requirements relating to electronic advance data (EAD) defined by the UPU Acts, the World Customs Organization (WCO) and the International Civil Aviation Organization (ICAO), and enshrined in national and regional legislation (e.g. the United States STOP Act and the European Union’s Import Control System 2 – ICS2), oblige designated operators and carriers to exchange information for fiscal and risk assessment purposes. The exchange of electronic data interchange (EDI) messages between operators and carriers serves to ensure their compliance with pre-loading advance cargo information (PLACI) regulatory requirements.

The UPU provides software applications and services to enable designated operators to comply with EAD requirements. CDS is a core software application that enables origin designated operators to collect and capture data and to prepare and transmit the UPU standard ITMATT message (ITMATT is the electronic version of the CN 22 or CN 23 customs declaration form). CDS also enables destination designated operators to receive the ITMATT message and to transfer the electronic declaration to the local customs authority, by means of the CUSITM message. The customs authority replies with a CUSRSP message or may be connected directly to the local instance of CDS. CDS also supports the transmission of referral messages and the responses thereto (ITMREF/REFRSP).

The ITMATT message may contain an HS code, together with a description of the goods. At the moment, the inclusion of the HS code in the ITMATT message is optional according to the UPU standard, but this is likely to become a UPU requirement, in order to align with the requirements of the various PLACI regimes (and, specifically, ICS2).

## 2.5 Objectives

The UPU wishes to package the following features with its CDS system:

i	HS Lookup	Mandatory	<ul style="list-style-type: none"> <li>– HS code lookup based on a description of the goods and</li> <li>– Validation of coherence when both an HS code and description are provided</li> </ul>
ii	P&R Lookup	Optional	<ul style="list-style-type: none"> <li>– Use of the HS code or the description of the goods to check export and import prohibitions and restrictions in the respective countries</li> <li>– Additional verification of prohibitions and restrictions that are specific to the postal sector or to air transport</li> </ul>
iii	DP Lookup	Optional	Verification of whether either the sending or receiving party is on a denied parties list, either at origin or at destination (based on ITMATT, which records the details of the sending and receiving parties (which may be individuals or businesses))
iv	LC Calculator	Optional	Calculation of the full landed cost (product, transport, insurance, customs fees, foreign exchange fees, handling fees and overhead if applicable) of the destination country

By “package”, the UPU means that the features should be integrated both technically and financially. With regard to financial integration, Bidders proposing a pricing model that can easily be bundled with the existing CDS fees will have an advantage.

The use of CDS is billed according to a pay-per-use model and is currently charged at 0.03 CHF per declaration or referral sent through the system, subject to an annual cap (i.e. declarations and referrals are free of charge once the annual cap has been reached). The UPU’s objective is for all four services listed above to be encompassed in an all-inclusive per-declaration fee.

## 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 *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)

### 2.15 *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 2.14 **by 14 July 2023**.

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).

### 2.16 *Delivery of tenders and deadline*

All tenders must be submitted to the UPU by e-mail only at [RFP-2023-014@upu.int](mailto:RFP-2023-014@upu.int) with "RFP-2023-014 – HSCodes\_DeniedParties\_LandedCosts" as the subject line.

The deadline for the submission of tenders is **4 August 2023 at 16.00 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.

### 2.17 *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. The UPU reserves the right to engage different Vendors for each component listed in section 2.3.

Bidders will be informed of the outcome of their tender as soon as possible after the UPU has made its final selection.

#### *2.18 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.

#### *2.19 Tentative schedule*

Publication of call for tenders	28 June 2023
Deadline for submission of queries	14 July 2023
Deadline for provision of responses to queries	28 July 2023
<b>Deadline for submission of tenders to the UPU</b>	<b>4 August 2023 at 16.00 CEST</b>
Estimated start of engagement	1 October 2023

### **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 Pricing structure

Bidders shall provide a detailed pricing structure for the services proposed, ideally using a structure that is aligned with the UPU CDS fee structure (see section 2.5).

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

### 3.4 Delivery and payment schedule

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

Start date: **1 October 2023**

End date: **30 September 2027**

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

### 3.5 UPU General Terms and Conditions

Bidders shall include in their tender a statement of acceptance of the UPU General Terms and Conditions for the Provision of Services, attached hereto for reference as Annex 1.

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 Requirements

### 4.1 HS Lookup

The Vendor is expected to fulfil the following requirements:

	<i>Requirement</i>	<i>Vendor's response</i>
HS1	<p>The UPU CDS software will call the Vendor's software with a description of goods in natural language. The Vendor's software will return the six-digit HS code, or a list of possible HS codes, matching the description.</p> <p>Specify whether the proposed solution can return more precise HS codes (i.e. eight- or 10-digit).</p>	

	<i>Requirement</i>	<i>Vendor's response</i>
HS2	The UPU CDS software will call the Vendor's software with a description of goods in natural language and the corresponding HS code. The Vendor's software will check whether the provided code and description match and, if not, propose alternatives (i.e. either a different code or a revised description).	
HS3	The description in natural language will be provided by the UPU in English or any local language. Specify the languages supported by the proposed solution and outline any additional costs for these languages.	
HS4	The Vendor's solution shall use the 2022 edition of the HS Nomenclature and the Vendor commits to keeping its solution updated with any new release of the Nomenclature by the WCO.	
HS5	Describe the mechanism (e.g. artificial intelligence/machine learning) used by the solution to interpret the description of the goods in any natural language and to find the most appropriate HS code.	
HS6	The Vendor's solution may be called by the UPU CDS software either individually (for a specific customs declaration) or in batch mode (for a list of pre-filled customs declarations).	
HS7	Describe relevant use cases, preferably in the postal sector, where the proposed solution has been integrated according to either the HS1 or HS2 model, or both. Ideally, a point of contact should be provided so that the UPU can collect feedback on these use cases.	

#### 4.2 P&R Lookup

The Vendor is expected to fulfil the following requirements:

	<i>Requirement</i>	<i>Vendor's response</i>
P&R1	The UPU CDS software will call the Vendor's software with the HS code or a description of the goods, and the export and import locations (countries). The Vendor's software will return any prohibitions or restrictions applicable either at export from the country of origin or at import to the country of destination.	
P&R2	Describe how the solution operates and, in particular, which data sources are used to check prohibitions and restrictions, and how these sources are kept up to date.	
P&R3	Specify which countries are covered with regard to prohibitions and restrictions, specifying any differences between the lists of countries covered for export and import respectively.	
P&R4	The UPU maintains a Customs Compendium containing prohibitions and restrictions specific to the postal supply chain for each country.  Specify whether the proposed solution already includes reference data specific to the postal sector and, if so, explain how. Alternatively, confirm whether the UPU's reference database could be integrated into the proposed solution.	
P&R5	The Vendor's solution may be called by the UPU CDS software either individually (for a specific customs declaration) or in batch mode (for a list of pre-filled customs declarations).	
P&R6	Describe relevant use cases, preferably in the postal sector, where the proposed solution has been integrated. Ideally, a point of contact should be provided so that the UPU can collect feedback on these use cases.	

#### 4.3 DP Lookup

The Vendor is expected to fulfil the following requirements:

	<i>Requirement</i>	<i>Vendor's response</i>
DP1	<p>The UPU CDS software will call the Vendor's software with the details of the sending party in the country of origin and/or the details of the receiving party in the country of destination. These details will include the name of the person/business/organization and the postal address.</p> <p>The Vendor's software will return any alert related to the party (person/business/organization) and the nature of the alert, i.e. denied party (DP), politically exposed person (PEP), etc.</p> <p>Specify whether the proposed solution will return either a "yes or no" assessment or a more detailed "risk score" associated with the party.</p>	
DP2	<p>Describe how the solution operates and, in particular, which data sources are used to check denied parties, and how these sources are kept up to date.</p> <p>Specify whether the denied party assessment is made only on the basis of the party's inclusion on a list or whether the assessment includes additional parameters (e.g. thresholds/cumulative number of transactions over a given period, via the postal network or other activities/channels).</p>	
DP3	<p>CDS users will be able to configure the lists (i.e. add/remove lists) to be checked by DP Lookup.</p>	
DP4	<p>CDS users will have access to a user interface in order to view additional details when an alert is raised (e.g. reason for the alert, past records related to the party) and thus make an informed final decision on further processing of the mail item.</p> <p>Provide the list of languages available for the user interface and specify how user access will be granted and secured.</p>	
DP5	<p>Specify which countries are covered by the lists embedded by default in the solution.</p>	
DP6	<p>The Vendor's solution may be called by the UPU CDS software either individually (for a specific customs declaration) or in batch mode (for a list of pre-filled customs declarations).</p>	
DP7	<p>Describe relevant use cases, preferably in the postal sector, where the proposed solution has been integrated. Ideally, a point of contact should be provided so that the UPU can collect feedback on these use cases.</p>	

#### 4.4 LC Calculator

The Vendor is expected to fulfil the following requirements:

	<i>Requirement</i>	<i>Vendor's response</i>
LC1	<p>Describe how the solution operates, in particular with regard to:</p> <ul style="list-style-type: none"> <li>– The data/input parameters required to calculate landed costs. The UPU can provide the HS code and countries of origin and destination and, in the case of e-commerce items, the purchase price of the item</li> <li>– The data/output parameters returned by the proposed API: <ul style="list-style-type: none"> <li>• What is included in the calculated costs and how are the various components of the full landed costs calculated?</li> </ul> </li> </ul>	

	<i>Requirement</i>	<i>Vendor's response</i>
LC1 (cont.)	<ul style="list-style-type: none"> <li>• Is the breakdown of the total landed cost returned or only the total cost?</li> <li>• Which of the following cost components are covered (add/remove components from the list, as appropriate)? <ul style="list-style-type: none"> <li>– Product costs</li> <li>– Transport</li> <li>– Insurance</li> <li>– Customs fees + VAT/GST + Foreign exchange</li> <li>– Handling fees</li> <li>– Overhead, if applicable</li> </ul> </li> </ul>	
LC2	Can the calculated landed cost be provided to the shipper (or buyer) of the goods as a guaranteed cost or is it simply indicative?	
LC3	Describe the customer payment collection and financial settlement platform provided (or partnered with), if any, for international settlement between the parties to e-commerce transactions (buyer, online merchant platform, Posts).	
LC4	Specify which countries are covered/not covered.	
LC5	The Vendor's solution may be called by the UPU CDS software either individually (for a specific customs declaration) or in batch mode (for a list of pre-filled customs declarations).	
LC6	Describe relevant use cases, preferably in the postal sector, where the proposed solution has been integrated. Ideally, a point of contact should be provided so that the UPU can collect feedback on these use cases.	

#### 4.5 Integration requirements

These requirements are the same for and apply to Vendors covering any/all of the components listed in sections 4.1 to 4.4 above. If the responses to the questions below are not the same for all components 4.1 to 4.4, the Vendor may provide multiple tables, clearly indicating to which component(s) each table corresponds. The Vendor is expected to fulfil the following requirements:

	<i>Requirement</i>	<i>Vendor's response</i>
I1	Describe the software interfacing/integration options available with the proposed solution. If documentation is publicly available, indicate the link(s) to access the relevant documentation.	
I2	The technical integration documentation is available in English.	
I3	Describe the hosting options available with the proposed solution, i.e. at UPU premises or solution as a service only (e.g. cloud-based)	
I4	Describe the security standards and features in place regarding access to the proposed solution.	
I5	The Vendor will provide a demonstration and test environment, during the UPU software integration project.	
I6	The Vendor will provide technical support, during the UPU software integration project.	
I7	Indicate the costs, if any, charged to the UPU for the software integration project (specifically in response to requirements I5 and I6 above).	

	<i>Requirement</i>	<i>Vendor's response</i>
I8	<p>For each of the four components in sections 4.1 to 4.4, explain if/how calls (input parameters) made by the UPU CDS software will be stored in the proposed solution. If these calls are stored, specify:</p> <ul style="list-style-type: none"> <li>– The data retention period</li> <li>– The data protection mechanisms and provisions for compliance with data protection regulations, such as the General Data Protection Regulation (GDPR)</li> <li>– The purpose and usage of this data (e.g. for further machine learning)</li> </ul>	

#### 4.6 Pricing and packaging requirements

These requirements are the same for and apply to Vendors covering any/all of the components listed in sections 4.1 to 4.4 above. If the responses to the questions below are not the same for all components 4.1 to 4.4, the Vendor may provide multiple tables, clearly indicating to which component(s) each table corresponds.

The CDS software is licensed by the UPU to the designated operators of member countries. In some countries, the customs authority may also be directly connected to CDS. However, it is more common for CDS to be interfaced with the local customs authority's system. CDS may be either cloud-based (CDS Cloud, CDS.post) or installed at the designated operator's IT premises. CDS is now used by more than 150 designated operators, and this number is growing. Users include a full range of Posts from around the world, from very small to very large organizations.

The Vendor is expected to fulfil the following requirements:

	<i>Requirement</i>	<i>Vendor's response</i>
P1	<p>The UPU will bundle the CDS software with the Vendor's solution: access to the new CDS features enabled by the Vendor's solution will be authorized through the standard UPU licence to the designated operator.</p> <p>Confirm acceptance.</p>	
P2	<p>Describe the pricing model and fees, taking note of the current CDS fees. In particular, indicate:</p> <ul style="list-style-type: none"> <li>– Fixed and/or variable costs</li> <li>– A fee applicable globally to the UPU (irrespective of the number of CDS instances running) or a fee per running instance of the CDS software</li> <li>– The services included in the fees, e.g. software upgrades, technical support (see P4 below)</li> <li>– Invoicing and payment schedules</li> </ul> <p>Indicate whether the fees can be influenced through:</p> <ul style="list-style-type: none"> <li>– White-labelling of the Vendor's solution (i.e. the Vendor's brand is not visible to CDS users and the functionalities appear as standard CDS features)</li> <li>– The new CDS features appearing with an indication "powered by XXX"</li> </ul>	
P3	<p>Specify the level of service applicable to the solution (i.e. service level agreement), in particular with regard to:</p> <ul style="list-style-type: none"> <li>– Availability/uptime</li> <li>– Business continuity plan</li> <li>– Maximum number of calls per minute and response time</li> </ul>	

	<i>Requirement</i>	<i>Vendor's response</i>
P3 (cont.)	If access to the Vendor's solution is provided through a cloud-based service contracted by the Vendor, the Vendor must take note that calls may originate either from the UPU's data centres (in Switzerland) or from local instances of CDS (anywhere in the world). For the latter, describe how network latency problems are addressed (e.g. with cloud hosting in various parts of the world).	
P4	<p>Explain how user and technical support will be provided and, in particular, whether either of the two models below is feasible:</p> <ul style="list-style-type: none"> <li>– Support accessible to the UPU technical helpdesk only, in English</li> <li>– Support accessible directly to UPU CDS licensees, in English and other languages (specify the list of languages)</li> </ul> <p>For either/both of the two models above, specify:</p> <ul style="list-style-type: none"> <li>– Helpdesk availability</li> <li>– The associated SLA (response and resolution times)</li> <li>– Helpdesk access points (phone, e-mail, IT service management platform) and information system to track tickets</li> <li>– Availability of a knowledge base</li> </ul>	

#### 4.7 Bidder requirements

Bidders shall be companies of international repute in the areas of activity defined herein.

Moreover, Bidders are expected to demonstrate:

- The maturity of their solution. The use cases requested in each of the requirement sections (see 4.1 to 4.4) are therefore of critical importance;
- Affordable prices, considering that the UPU serves the full range of postal operators worldwide;
- Experience of working within the contractual requirements of United Nations entities, including the UPU and/or other intergovernmental organizations.

An understanding (or, preferably, proven experience) of the postal supply chain would be an advantage.

#### 4.8 Assessment criteria

The UPU will assess each proposal for the four functional requirements (HS Lookup, P&R Lookup, DP Lookup and LC Calculator) independently, according to the following criteria:

<i>Criteria</i>	<i>Points obtainable</i>
1 The solution covers the functional needs. Maturity is proven with concrete use cases.	40
2 The complexity of the technical integration project and costs to the UPU appear to be reasonable.	20
3 The prices and pricing structure are compatible with integration into the UPU CDS fees. A technical support service is available and workable for the existing UPU technical helpdesk.	40
4 The range of countries or territories supported by each technical proposal is satisfactory.	20

#### *4.9 Duration of services*

The services are scheduled to commence:

- Immediately, upon award of the contract to the Vendor, for the software integration project;
- No later than 1 October 2023 in production mode (i.e. functionalities available to designated operators, for the HS Lookup requirements as a minimum).

The total contract term is four years, with effect from 1 October 2023.

#### *4.10 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.