



**UPU** | UNIVERSAL  
POSTAL  
UNION

## **Call for tenders**

### **API management solution**

14 September 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.

<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.

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.

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 an application programming interface (API) management solution, to be integrated with the existing UPU information technology (IT) architecture and software applications.

The solution must include:

- an API gateway;
- a management module;
- a reporting and logging module.

As an option, the solution may also include a module for API development.

The solution is either to be installed at the UPU premises or hosted by the Vendor.

## *2.4 Background*

The UPU provides software applications and services to designated operators and wider postal sector players (WPSPs), such as customs authorities, carriers and ground handlers.

Some of these software applications and services are hosted by the UPU in web, private or shared cloud environments. The applications and services are independent of each other, hosted on different servers, and developed using different technologies. They all have APIs that designated operators and WPSPs can use.

## *2.5 Objectives*

The UPU wishes to implement an API management solution comprising a gateway that allows designated operators and WPSPs to discover, register for and subscribe to the UPU's APIs, and to manage their API keys. The Vendor is expected to provide and implement the solution, which is to be installed at the UPU premises or hosted by the Vendor. The technical specifications of the solution are set out in detail and in summary form in section 4.

## *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 6 October 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-2023-21@upu.int](mailto:RFP-2023-21@upu.int) with "RFP-2023-21 –API management solution" as the subject line.

The deadline for the submission of tenders is **20 October 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.

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	14 September 2023
Deadline for submission of queries	6 October 2023
Deadline for provision of responses to queries	13 October 2023
<b>Deadline for submission of tenders to the UPU</b>	<b>20 October 2023 at 16.00 CEST</b>
Estimated start of engagement	1 December 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 *Bidder information*

Bidders must provide the following information:

- Qualifications;
- Detailed description of the proposed solution.

### 3.4 *Pricing structure*

Bidders shall provide a detailed pricing structure for the services proposed.

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

### 3.5 *Delivery and payment schedule*

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

Start date: 1 December 2023

End date: 30 November 2027

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



### 3.6 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 Technical specifications

This section provides a detailed description of the UPU's technical requirements. A table summarizing these requirements is provided in section 4.2, and Bidders are asked to reproduce the table when providing their response.

#### 4.1.1 Protocols

The API gateway must support the REST, SOAP and gRPC protocols.

As an option, the API gateway may include:

- a SOAP to REST transformation functionality;
- the support of WebSocket APIs.

#### 4.1.2 Versioning

The API management solution must support multiple versions of APIs.

#### 4.1.3 Authentication

The solution must support API key authentication. It must enable the creation and management of API keys, and support API key expiration and renewal.

It must be possible for designated operators to create several API keys for the same API, for sharing with various partners. For example, a designated operator may share keys with several e-commerce companies that all import customs declarations into the database of the designated operator.

Some UPU services require the use of a client certificate issued by the UPU certification authority to connect to certain APIs. Users can access APIs requiring a client certificate by implementing either the TLS or MLS protocol. The UPU provides designated operator users with the Enroll tool in order to request and collect client certificates allocated to one designated operator and usable from one unique device. UPU administrators manage certificate requests and certificates (issuance and revocation) by means of the UPU Enrollment Suite. A few API operations check which designated operator is associated with a certificate, in order to filter the information returned as an extra security step. The solution must support APIs that implement the TLS or MLS protocol with specific certification authority, and it must keep track of the client certificate in use when calling a UPU API requiring a client certificate.

Other authentication methods are optional.

#### 4.1.4 Encryption

The solution must support secure communication between the API gateway and clients by implementing TLS encryption.

#### 4.1.5 Input validation

The proposed solution must be able to validate and sanitize all incoming requests to prevent common security vulnerabilities, such as SQL injection, cross-site scripting (XSS) and other forms of code injection attacks.

#### 4.1.6 Security

The solution must support the protection of backend systems from distributed denial-of-service (DDoS) attacks.

#### 4.1.7 Security headers

The solution must support the set-up of appropriate security headers in API responses to protect against common web-based attacks. This includes headers such as Content-Security-Policy (CSP), Strict Transport Security (HSTS) and X-XSS-Protection.

#### 4.1.8 Security testing

The Vendor should present evidence or reports of regular security assessments, vulnerability scans and penetration tests for the proposed solution.

#### 4.1.9 Compliance and regulatory considerations

The Vendor shall indicate the compliance of the proposed solution with national, regional and international regulations and standards (e.g. ISO, GDPR).

#### 4.1.10 IP restriction

The solution must be able to restrict access to a given service based on the source IP of the request.

#### 4.1.11 Reporting and logging

The UPU needs to access statistics on API usage per Post and per API key. These statistics must include the number of API calls within a certain period (predefined or to be selected). The statistics may be based on a full API call and response audit trail.

The API management platform must therefore provide at least the following statistics and reports on API usage:

- number of API calls per Post (used to invoice Posts);
- number of API calls per token (used to report to Posts usage and cost per token, which may be allocated to a different IT vendor (sub-agent) approved by a Post);
- number of API calls per client certificate, if client certificate in use;
- errors;
- latencies;
- performance.

#### 4.1.12 Dashboard

There should be the possibility to create a monitoring dashboard for administrators and customers, with various charts relating to API traffic, quality and usage.

#### 4.1.13 Audit trail analysis

There should be the possibility to develop reports and interrogate the audit trail.

#### 4.1.14 Rate limiting

The platform must provide functionalities to set limits on the number of API calls within a given time period. Two limits are necessary:

- global or per API (to avoid overwhelming the endpoint);
- per designated operator (to correspond with pricing scheme options).

The platform should also comprise a mechanism to set API usage thresholds with e-mail notifications, so that designated operators and WPSPs receive a warning well before they exhaust their allocated volume.

#### 4.1.15 Documentation

The documentation relating to the UPU's REST APIs is hosted on Redocly. There is no central repository for the documentation relating to the UPU's SOAP APIs.

The API gateway can either host the SOAP documentation and point to Redocly for the documentation on the REST APIs, or can host all the documentation.

#### 4.1.16 Subscription

Designated operators and WPSPs should be able to subscribe to any API published on the API gateway. The UPU will be notified of each subscription submitted, and will be able to either confirm or reject the subscription.

Each published API may be accessible via one or more plans, with each plan representing a maximum number of API calls. A person submitting a request must select an API, a version and a plan, and provide their full name, company name and e-mail address.

The UPU's decision as to whether or not to grant access to an API is sent by the API gateway to the applicant by e-mail.

Each API has a standard cost associated with it. This cost may vary depending on the company's profile (e.g. designated operator, WPSP).

#### 4.1.17 Payment/billing

As an option, the solution could provide a payment mechanism. Invoices could be generated based on API usage and the solution could allow designated operators and WPSPs to make payment directly via the API management solution.

#### 4.1.18 Developer portal

As an option, the solution could provide a developer portal for the publication of the APIs.

### 4.2 Requirements summary table

The technical requirements expected of the Vendor are summarized in the table below. Bidders should use the table when formulating their response to this call for tenders.

	<i>Requirement</i>	<i>Vendor's answer</i>
R1	The API gateway provided allows designated operators and WPSPs to discover, register for and subscribe to the UPU's APIs, and manage their API keys.	
R2	The API management solution supports the REST, SOAP and gRPC protocols.	
R3	The API management solution supports SOAP to REST transformation functionality and WebSocket APIs (optional).	
R4	A list is provided of additional protocols supported by the solution, if any.	
R5	The API management solution supports multiple versions of APIs.	
R6	The solution enables the creation and management of API keys, and supports API key expiration and renewal.  It is possible for designated operators to create several API keys for the same API.	

	<i>Requirement</i>	Vendor's answer
R7	The solution supports APIs implementing the TLS or MLS protocol with specific certification authority, and keeps track of the client certificate in use when calling a UPU API requiring a client certificate.	
R8	A list is provided of additional authentication methods supported by the solution, if any.	
R9	The solution is able to restrict access to a given service based on the source IP of the request.	
R10	The solution supports secure communication between the API gateway and clients by implementing TLS encryption.	
R11	The solution supports the protection of backend systems from distributed denial-of-service (DDoS) attacks.	
R12	The solution is able to validate and sanitize all incoming requests to prevent common security vulnerabilities such as SQL injection, cross-site scripting (XSS) and other forms of code injection attacks.	
R13	The solution supports the set-up of appropriate security headers in API responses to protect against common web-based attacks. This includes headers such as Content-Security-Policy (CSP), Strict Transport Security (HSTS) and X-XSS-Protection.	
R14	Evidence or reports are provided regarding regular security assessments, vulnerability scans and penetration tests for the solution.	
R15	The solution is compliant with national, regional and international regulations and standards (e.g. ISO, GDPR).	
R16	The API management platform provides statistics and reports on API usage, including but not limited to: <ul style="list-style-type: none"> <li>– number of API calls per Post;</li> <li>– number of API calls per token;</li> <li>– number of API calls per client certificate, if client certificate in use;</li> <li>– errors;</li> <li>– latencies;</li> <li>– performance.</li> </ul>	
R17	A description is provided of the options for creating reports and dashboards (including audit trail analysis, if available).	
R18	The solution provides functionalities to set limits on the number of API calls within a given time period, with two required limits: <ul style="list-style-type: none"> <li>– global or per API (to avoid overwhelming the endpoint);</li> <li>– per designated operator (to correspond with pricing scheme options).</li> </ul>	
R19	The platform comprises a mechanism to set API usage thresholds with e-mail notifications, so that designated operators and WPSPs receive a warning well before they exhaust their allocated volume.	
R20	A description is provided of the options for hosting API documentation.	
R21	The technical integration documentation is available in English.	
R22	Designated operators and WPSPs are able to subscribe to any API published on the API gateway by selecting an API, a version and a plan, and providing their full name, company name and e-mail address.	
R23	The solution includes billing and payment functionalities (optional). If yes, details must be provided.	

	<i>Requirement</i>	Vendor's answer
R24	A description is provided of the hosting options available with the solution (e.g. on the UPU premises or solution as a service only – cloud-based).	
R25	A description is provided of the security standards and features in place to access the solution.	
R26	A demonstration and test environment will be provided during the UPU software integration project.	
R27	Technical support will be provided during the UPU software integration project.	
R28	An indication is provided of any costs to be charged to the UPU for the software integration project (specifically in response to requirements R26 and R27 above).	
R29	A description is provided of the pricing model and fees.	
R30	The service level agreement (SLA) for the solution is specified. For a cloud-based solution, please specify: <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>	
R31	An explanation is furnished as to how user and technical support will be provided, in particular: <ul style="list-style-type: none"> <li>– helpdesk availability;</li> <li>– 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>	
R32	Details are provided of fine-grained access control, role-based access control or other access control mechanisms.	
R33	Details are provided as to how communication between the API gateway and clients is secured.	
R34	The solution includes a developer portal for the publication of APIs (optional).	

#### 4.3 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;
- affordable prices, taking into consideration 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 of – and preferably proven experience in – the postal supply chain would be an advantage.

#### 4.4 Assessment criteria

The UPU will assess Bidders' technical proposals according to the criteria set out below.

<i>Criteria</i>		<i>Points obtainable</i>
1	The solution covers the functional needs and its maturity is proven.	<b>45</b>
1.1	Protocols supported	10
1.2	Management of API keys	15
1.3	Reporting	15
1.4	Hosting of the documentation	5
2	The technical integration project is not unnecessarily complex and costs for the UPU appear to be reasonable	<b>55</b>
2.1	Implementation costs	15
2.2	Running costs	15
2.3	Hosting options	10
2.4	Security standards	10
2.5	Compliance with national, regional and international regulations and standards	5

#### 4.5 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 December 2023 for production.

The total contract term is four years, with an estimated start date of 1 December 2023.

#### 4.6 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.