



Request for proposals

GMS: QMS development

Date: 09 June 2020 – **Revised 16 July 2020**

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1 Introduction

1.1 Profile of the UPU

The Universal Postal Union (UPU) was founded in 1874 in Berne, Switzerland, with the main goal of establishing a single postal territory for the reciprocal exchange of letter-post items and adopting common principles for the international postal service in a non-discriminatory manner. Currently comprising 192 member countries, the UPU became a specialized agency of the United Nations in 1948.

The main mission of the UPU is to stimulate the lasting development of efficient and accessible universal postal services of quality, in order to facilitate communication between the inhabitants of the world. This encompasses the commitment towards free circulation of postal items over a single postal territory composed of interconnected networks, adoption of fair common standards and use of technology, cooperation and interaction among stakeholders, promotion of effective technical cooperation, and satisfaction of customers' changing needs. The UPU is thus expected to play a major role in the constant revitalization of postal services.

Furthermore, the UPU facilitates the development of worldwide postal services by providing an information and communication technology environment which allows designated operators (DOs)¹ of UPU member countries to concentrate on the delivery of postal services to their customers. In this context, the UPU provides a global network with value-added services, as well as computerized applications for the management of international mail and international postal money orders.

2 RFP terms and conditions

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

2.1 Confidentiality

Bidders shall treat in strict confidence all information contained in this RFP and its attached documents which is not already publicly known or generally accessible, particularly any documentation marked as confidential and distributed by the UPU to Bidders as additional confidential RFP documentation. Bidders shall prevent disclosure or distribution of all such information to third parties and other entities and persons not expressly authorized herein. In case of doubt, these confidentiality provisions shall nevertheless be observed. All Bidders are obliged to observe these confidentiality provisions before, during and after the tendering process. These provisions shall not affect the UPU's and the Bidder's legal obligations to disclose information.

Bidders shall not use such information for any purpose other than the purposes associated with this RFP. This RFP and all attached documents may only be distributed or made available to persons directly involved in the tendering process on behalf of Bidders. In case external agents or subcontractors are involved in the preparation of the tender documents, they have to be named and indicated in the participation notification (see section 3.4).

Bidders assume full responsibility for compliance of their agents, employees and subcontractors, as well as any third parties involved on their behalf in this tendering process, with these rules of confidentiality and shall be liable for any damages resulting from misconduct or unauthorized disclosure.

If a Bidder violates the confidentiality provisions contained herein, it shall be liable to pay a penalty to the UPU unless the Bidder can prove that no fault is attributable to it. This penalty shall amount to no more than 50,000 CHF per infringement. Payment of any such penalty shall not release Bidders from their obligation to observe these confidentiality requirements.

¹ In accordance with article 1.7 of the Constitution of the UPU, a designated operator is any governmental or non-governmental entity officially designated by the member country to operate postal services and to fulfil the related obligations arising out of the Acts of the Union on its territory.

Bidders willing to submit proposals in response to this RFP shall contact the persons specified in section 2.14 below, and may request receipt of additional information related to this RFP from the UPU, as the case may be.

Without prejudice to the confidentiality provisions set out above, Bidders hereby agree that the receipt of any such additional information may be subject to the prior signature of a non-disclosure agreement between the Bidder and the UPU, under conditions to be determined and communicated by the latter.

2.2 Legal status of the Vendor

The Vendor shall be regarded in law as having the legal status of independent contractor. The Vendor and its consultants, employees and subcontractors (as authorized by the UPU) shall in no way be regarded as employees of the UPU. Such consultants, employees and subcontractors of the Vendor shall not be entitled to any employment benefits of the UPU. The Vendor shall be solely responsible for due payment of all compensation owed to such consultants, employees and subcontractors, including payment of any employment taxes, benefits, compensation and insurance. The Vendor represents and warrants that it will comply with all laws, rules and regulations required by the relevant authorities, including the appropriate withholding, reporting and payment of all necessary taxes.

The Vendor shall be liable for all work performed by its employees, consultants and subcontractors, as well as for any act or omission by such employees, consultants and subcontractors.

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

The approval by the UPU of the engagement of any subcontractor shall not relieve the Vendor of any of its obligations or responsibilities concerning the work performed by any subcontractor.

2.3 Scope of the RFP

This RFP concerns the provision of software development by a service provider specialized in information technology (hereinafter IT) services. Such services shall include, without limitation, software development; IT architecture design and other IT solutions.

The software will be developed with the support of Empresa Brasileira de Correios e Telégrafos (hereinafter the "Project Partner"), which assisted in the functional specification of system development. The Project Partner will provide a framework development and will be the first DO to implement this software.

Bidders are requested to propose the most cost-effective development and innovative software capable of meeting the requirements defined in Annex 3.

2.4 Background

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

Additionally, the UPU currently develops a number of IT solutions (and associated services), and provides them, at the lowest possible cost (i.e. with a view to covering its operating costs), to its member countries, their DOs and other eligible entities from the wider postal sector environment.

The provision of the software scoped in this RFP seeks to provide an analytical tool for DOs using the data captured in the GMS RFID network, as is the case of the Project Partner, which is to be equipped with an RFID infrastructure of more than 2,000 RFID installations across the country. The Project Partner's headquarters and IT department are located in the city of Brasilia.

The Project Partner's IT department has already developed several systems to manage specific operations in the postal pipeline, namely:

- SARA: a system to register posted items;
- SRO: a system to manage traceability of postal items; and
- SISRFID: a system to manage data captured by the GMS RFID network installed by the Project Partner.

SISRFID has been developed in Java and is intended to be run on site. It is a requirement that its framework development be used as a reference to develop the software scoped in this RFP.

2.5 Objectives

The UPU wishes to hire a qualified software development service provider in accordance with the requirements and conditions for the provision of services specified in this document. The service resulting from this RFP will be the development of software in line with the requirements described in section 4 and using agile methodology scrum.

The above-mentioned software will be used by postal entities to manage their domestic quality performance by analyzing and reporting data concerning postal items posted by customers and delivered by Posts across the domestic postal network. The software will be named QMS (Quality Management System) and will comprise the following modules:

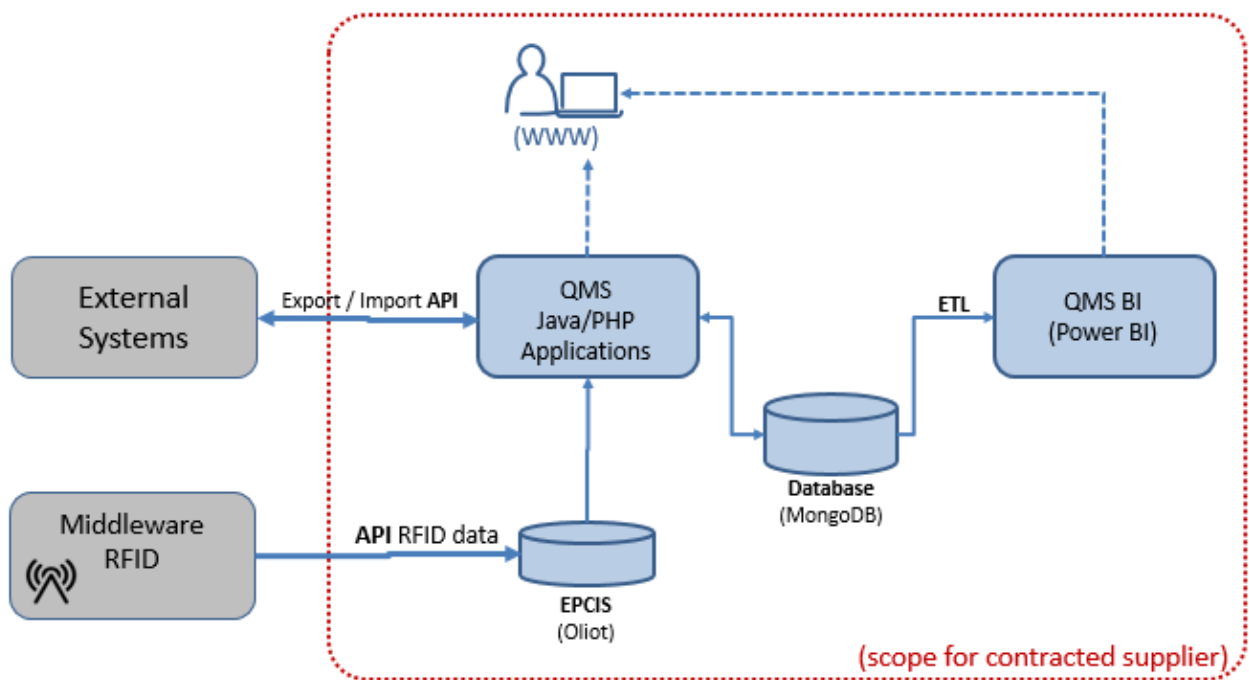
- A. *Global configuration*: in order to enhance scalability through global postal environments, the software needs to be configurable according to each postal operator's structure. Accordingly, this module aims to set up the software in the postal environment, providing it with the capacity to define all the parameters that will drive the calculation and logic rules of the software.
- B. *Operations management*: this module aims to provide support to postal employees engaged in live operations in order to carry out postal operational processes as planned and meet the quality targets.
- C. *Quality reporting*: aims to provide useful information to assess operational performance in relation to meeting quality targets and thus provide trends analysis. It will provide offline reports identifying operations that need to be improved.
- D. *Postal security management*: this module aims to provide alerts on items that need to be identified for security purposes, working closely with the operations management module.
- E. *Assets management*: related to physical checks on the location and physical condition of the equipment used to transport postal items.
- F. *Sales and customer service*: aims to provide data relevant to sales operations that add value to their activities, thus enhancing the engagement of the potential customers. It also aims to provide data relevant to customer service operations that add value to their activities, thus enhancing customer experience and retaining existing customers.

Each of these modules must meet the specific requirements defined in section 4.

The software can be installed locally or in cloud servers shared between different postal organizations. Accordingly, two releases will be provided:

- The first release of the software will be installed on the Project Partner's premises and will be customized with user interfaces and language (Portuguese) in line with the Project Partner's requirements specified in section 4. It will be developed using the existing framework development used in SISRFID. Accordingly, this first release will be named QMS SISRFID.
- The second release will be a non-customized version that can be installed globally using cloud shared servers. It will follow the UPU user interface requirements and be displayed in various languages (English, French and Portuguese). This second release will be referred to as QMS Global.

In both cases, the proposed system architecture will be the following:



Bidders may propose improvements or suggestions to the proposed system architecture.

2.6 Use of the emblem, name and initials of the UPU

Bidders/Vendors 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/Vendors shall take all reasonable measures to ensure compliance with this provision by their agents, employees and subcontractors.

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

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

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

For the purposes of this RFP, collusive bidding, anti-competitive conduct or any other similar conduct may include disclosure to, or exchange or clarification with, any other Bidder of information (in any form), regardless of whether such information is confidential to the UPU or to any other Bidder, in order to alter the results of the RFP in such a way that would lead to an outcome other than that which would have been obtained through a competitive process. In addition to any other remedies available to it, the UPU may, at its sole discretion, immediately reject any offer submitted by a Bidder that, in the UPU's opinion, has engaged in any collusive bidding, anti-competitive conduct or other similar conduct with any other Bidder in relation to the preparation or submission of offers, whether in respect of this RFP or other procurement processes conducted by the UPU.

2.8 Intellectual property

This RFP and all its attached documents, including any content, forms, statements, concepts, projects and procedures explicitly or implicitly forming part of this RFP, constitute the exclusive intellectual property of the

UPU. This RFP is communicated to the various Bidders with the sole purpose of assisting them in the preparation of their respective offers. Any hard copies of this RFP shall be destroyed or returned to the UPU by non-selected Bidders upon request of the UPU.

2.9 Privileges and immunities

Nothing in or relating to this RFP, the activities described herein or any potential agreements related thereto shall be deemed as a waiver, expressed or implied, of any of the privileges, immunities and facilities which the UPU enjoys as a specialized agency of the United Nations system, pursuant to the Swiss Host State Act and the Agreement on Privileges and Immunities of the United Nations (on Swiss territory), the Convention on the Privileges and Immunities of the Specialized Agencies (outside Switzerland), as well as any other conventions and laws recognizing and/or granting such privileges, immunities and facilities to the UPU and its officials (such as the International Organizations Immunities Act in the case of the United States of America).

Accordingly, Bidders shall expressly acknowledge and agree that the property and assets of the UPU, including any archives, data, documents and funds belonging to the UPU or held by it (including without limitation the data/hosting environments and servers pertaining to or associated with the provision of the services, as well as any data or document in any form belonging to or held by the UPU on behalf of UPU member countries and their DOs), are inviolable and shall be immune from search, requisition, confiscation, expropriation and any other form of interference, whether by executive, administrative, judicial or legislative action. Bidders shall immediately contact the UPU in case of any attempt to violate or any violation of the UPU's privileges and immunities and take any reasonable measures to prevent such a violation.

In the light of the UPU's status as a specialized agency of the United Nations (and without prejudice to the observance, by the UPU, of any sanctions established by the United Nations Security Council), Bidders shall expressly certify their legal and operational willingness and ability to provide the services on a non-discriminatory basis for the benefit of all eligible entities established and/or situated 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 DOs).

2.10 Tax exemption

Pursuant to article III, section 9, of the Convention on the Privileges and Immunities of the Specialized Agencies, the UPU is exempt from all direct taxes and from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use.

Furthermore, the UPU, as an intergovernmental organization and a specialized agency of the United Nations, is exempt from Value Added Tax (VAT) in Switzerland (OLTVA, article 22; *Instructions 2001 sur la TVA*, articles 574, 816 and others), as well as in other countries; **therefore, any prices shall be indicated "net", without VAT or similar taxes.**

2.11 Language

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

2.12 Signature

Tender documents shall be signed by a representative (or representatives) duly designated and authorized to act on the Bidder's behalf and with the authority to legally bind the Bidder and accept the terms and conditions of this RFP.

2.13 Delivery of offers and deadline

Upon receipt of this RFP, the Bidder shall send a confirmation of participation to all contact persons listed in section 2.14 below, in line with the deadline indicated in section 2.15 below.

2.14 Contact persons

Secretary of the Tenders and Procurements Committee
 Universal Postal Union
 International Bureau
 Weltpoststrasse 4
 3015 BERNE
 SWITZERLAND

Tel: +41 31 35 03 502

E-mail: caa@upu.int

2.15 Further inquiries and questions

Questions regarding the content of this RFP or any other associated requests for clarification from Bidders shall be transmitted to the UPU in written form to the contact persons listed in section 2.14 above, **no later than 10 July 2020** at the latest.

Questions and answers submitted by Bidders or additional information shall be published and regularly updated on the UPU website (www.upu.int/en/resources/calls-for-tenders/current-calls-for-tenders.html).

2.16 Delivery of offers and deadline

In the light of the current situation relating to the ongoing COVID-19 pandemic, all bids shall exceptionally be submitted electronically to the UPU at RFP-2020-010@upu.int with "Global Monitoring System – QMS" as subject.

The deadline for bid submission is **29 July 2020 at 16.00 Central European Summer Time (UTC+2)**. Offers received after this date will not be considered by the UPU. Moreover, offers sent to any address other than those specified above or by any other means shall not be accepted by the UPU.

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

2.17 Evaluation procedure

The evaluation procedure applied by the UPU shall be conducted at its sole discretion, with a view to determining as objectively as possible the bid that best meets the specific requirements of the UPU, on the basis of its assessment of bids received against the requirements defined herein. The prescribed structure of the tender documents (as set out in sections 3 and 4 below), is mandatory for all Bidders. Bids not fulfilling the mandatory criteria as indicated in sections 3 and 4 below shall not be taken into further consideration by the UPU.

Bids received by the UPU must address all aspects of the RFP for which they envisage necessary modifications or identify missing elements.

The following scoring system will be used to evaluate the bids:

	<i>Attributes</i>	<i>Weight (%)</i>	<i>Score</i>	<i>Bidder 1</i>	<i>Bidder 2 (etc.)</i>
Quality criteria	Business model	5	1 to 5, relative to the other bids	x 0.05	x 0.05
	Business structure	5		x 0.05	x 0.05
	Technical assessment	12		x 0.12	x 0.12
	Scrum master services	8		x 0.08	x 0.08

	<i>Attributes</i>	<i>Weight (%)</i>	<i>Score</i>	<i>Bidder 1</i>	<i>Bidder 2 (etc.)</i>
Economic criteria	Total costs of architecture design	8	1 to 10, relative to the other bids	x 0.08	x 0.08
	Total costs of the development framework	8		x 0.08	x 0.08
	Module A	12		x 0.12	x 0.12
	Module B	12		x 0.12	x 0.12
	Module C	10		x 0.1	x 0.1
	Module D	7		x 0.07	x 0.07
	Module E	7		x 0.07	x 0.07
	Module F	6		x 0.06	x 0.06
Total score		100		Total sum	Total sum

The business model score will be based on the following non-exhaustive list of parameters:

- Financial and organizational stability of the bidder;
- Type of services provided; and
- Customer reference list.

The business structure score will be based on the following non-exhaustive list of parameters:

- Allocation of resources for the project and its turnover rate;
- Percentage of senior resources in the hourly rate composition;
- Headquarters and other locations of the company; and
- English skills of the technical staff allocated.

The technical assessment score will be based on the following non-exhaustive list of parameters:

- References of similar projects and accomplishments;
- Performance using the required software development languages;
- Experience in agile methodologies; and
- Experience in software architecture design.

The scrum master services score will be based on the following non-exhaustive list of parameters:

- Description of the scrum master activities provided;
- Experience managing teams in Scrum methodology; and
- Scrum certification.

For the assessment of economic criteria, costs provided by each Bidder will be objectively compared and given a score between 1 (the most expensive offer) and 10 (the most affordable).

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

- / The UPU General Terms and Conditions for the Provision of Goods and Services (see Annex 1) shall be accepted by Bidders. The final terms of any resulting contract shall be defined by the UPU and accepted by the Vendor. Contract negotiations shall only start after final selection by the UPU of a Vendor.

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

2.18 Modification, suspension or cancellation of the RFP

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

2.19 Tentative schedule

Publication of RFP announcement	09 June 2020
Deadline for receipt of inquiries and questions	10 July 2020
Deadline for receipt of offers by the UPU	29 July 2020, at 16:00 Central European Summer Time (UTC+2) (revised 29 July 2020)
Estimated start of engagement	21 September 2020

3 Offer structure – Response format

All information provided shall be delivered by Bidders in full conformity with the terms and conditions set out in section 2 above.

Moreover, the requirements stipulated in this RFP shall be covered 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

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

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

When the answer is "covered" or "covered, with limitations", Bidders shall provide further details and/or examples of existing implementations of their solution in the field.

- / A checklist is provided in Annex 4 under "Offer structure" in order to facilitate the compliance of the bid with the response format.

3.1 Cover letter

Bidders shall submit a cover letter including:

- a statement that the Bidder has read, understands and agrees to all provisions of this RFP.
- its name, telephone number, address and e-mail address, and the name(s) of its representative(s).

The cover letter shall be signed by a representative (or representatives) duly designated and authorized to act on the Bidder's behalf and with the authority to legally bind the Bidder and accept the terms and conditions of this RFP, and shall also include a confirmation of such authorization by the Bidder, as well as a statement that the Bidder's proposed tender documents are valid for a minimum period of 90 days.

3.2 Executive summary

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

3.3 Bidder information

- / Bidders shall provide the information requested in Annex 2.

3.4 Subcontractor information

Vendors 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 structure

Bidders shall meet all of the requirements set out in section 4 below (General requirements) and fill in the checklist provided in Annex 4 under "Functional structure", indicating whether the functional requirement is "covered", "covered with limitations" or "not covered".

When the answer is "covered" or "covered with limitations", Bidders shall provide further details and/or examples of existing implementations of their solution in the field.

The UPU shall evaluate such answers in accordance with the same structure.

3.6 Pricing structure

Bidders shall provide a detailed pricing structure as required under section 4 below (General requirements). The UPU shall evaluate the responses according to the same structure.

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

3.7 UPU General Terms and Conditions

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

3.8 Delivery and payment schedule

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

Services start date	21 September 2020
Services end date	21 April 2021

Payment will be made following the completion of the activity or sprint, dependent on the work performed being duly accepted by the UPU.

Sprint lengths and payment schedules shall be discussed in further detail and agreed on with the UPU.

4 General requirements

4.1 Bidder requirements

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

Bidders shall describe any relevant procedures for ensuring continuity of activities/backup.

Bidders shall describe any relevant procedures pertaining to project handling and communication.

Bidders shall also confirm that their bids shall cover all costs for provision of the goods and services referred to herein. Other costs to be incurred by the selected Vendor, including without limitation travel costs between the Vendor's offices and the premises of *Empresa Brasileira de Correios e Telégrafos* premises in Brasilia (Brazil) or any other locations specifically designated by the UPU for the performance of the services, shall be

subject to the prior written consent of the UPU. No other fees shall be paid, with the exception of reimbursement of other unavoidable costs incurred for successful completion of the services, equally subject to prior written consent of the UPU.

4.2 *Description of activities*

Tasks:

- Prepare the QMS Global development
 - Design of the architecture for QMS Global
 - Framework development for QMS Global
- Develop QMS SISRFID (fulfilling relevant requirements from modules A to F)
- Develop QMS Global (fulfilling relevant requirements from modules A to F)

Technical requirements:

The provided software needs to be accordant with the functional and non-functional requirements detailed in Annex 3. Therefore, the above-mentioned tasks must be deployed following the non-functional requirements. The development resulting from those tasks must be compliant with the functional requirements.

The checklist included in Annex 4 under “Functional structure” must be completed

Language skills:

Bidders should be fluent in English and Portuguese (written and spoken).

4.3 *Business model and costs*

The Bidder shall provide its detailed pricing structure by filling in the table provided in Annex 4 under “Pricing structure”. The pricing structure should consider, but not be limited to:

- Development hour rate;
- Quotation per mentioned activity;
- A full service quotation (all-inclusive);
- A general description on the pricing structure of the services offered; and
- A description of a discount model for the offered services, if any.

The Bidder shall offer its pricing structure based on hourly rates.

The Vendor shall be paid for the work done at the end of each sprint. The work shall be fully invoiced in arrears as delivered and the payment remitted within 30 days of receipt of the invoice by the UPU, provided due and final acceptance of the work performed is granted by the UPU in accordance with the project requirements.

No extra effort shall be charged by the Vendor to the UPU for any reason whatsoever.

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

4.4 *Reporting*

A specific method of periodic reporting and documentation principles for the project shall be defined between the parties.

4.5 *Additional Information*

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

5 List of annexes

Annex 1: UPU General Terms and Conditions for the Provision of Goods and Services

Annex 2: Bidder information questionnaire

Annex 3: Technical requirements

Annex 4: Offer templates