RFP-2026-019 - Procurement of RFID equipment – Q&A

1. Please confirm the dwell time or duration of the read event that will apply when assessing the requirement to identify 99% of 500 tags and 90% of 2,000 tags.

The tags shall be read while postal items are moving under normal operational conditions. No fixed dwell time or read-event duration is specified.

2. Please confirm the tag types, dimensions, and placement/orientation conditions that will be used for the high-density RFID performance tests.

Bidders shall propose suitable passive UHF RFID tags capable of achieving the specified reading performance. Tests will use tagged postal parcels and letters contained in postal trolleys.

3. For the RFID printer requirement, would UPU accept a solution providing a 168 mm print width and 300 dpi resolution with a maximum print speed of 8 ips, against the specified 14 ips requirement?

Section 4.1.4 specifies a minimum print speed of 14 ips. A solution with a maximum speed of 8 ips does not meet this requirement.

4. Please confirm whether EPL support is mandatory, or whether ZPL would be acceptable where it supports all required RFID encoding and printing operations.

Section 4.1.4 requires both ZPL and EPL as a minimum. ZPL support alone does not meet this requirement.

5. Would UPU accept the Zebra FXR90 as part of the proposed RFID reader architecture, subject to successful demonstration and validation of interoperability with UPU's GMS environment?

The Zebra FXR90 may be proposed, subject to successful demonstration and validation of interoperability with the UPU's GMS environment and compliance with the other technical requirements.

6. Please confirm whether an ARMv8-based industrial computer may be proposed where an appropriate software runtime provides compatibility with the required application environment.

Yes. Section 4.1.1 permits ARMv8 (32/64-bit) architecture, provided that the proposed computer supports the GMS IoT application environment and meets the specified hardware and software requirements.

7. Does UPU require a single antenna to provide continuous coverage across the entire 860–960 MHz range, or may region-specific antennas supporting the legally allocated UHF RFID bands in each deployment country be proposed?

A single antenna shall support the 860–960 MHz range, allowing adaptation to the UHF RFID bands legally allocated in each deployment country.

8. Please confirm whether the specified RF power limits and compliance requirements will be assessed based on EIRP or conducted reader output.

The reader transmit power specified in section 4.1.1 is expressed in EIRP, rather than conducted reader output. Applicable national RF regulations shall also be respected.

9. Please confirm whether the stated 15 kg weight limit applies to the complete assembled main unit.

The 15 kg figure is a reference value intended to facilitate logistics and installation, rather than a mandatory mechanical limit.

10. Please clarify the acceptance-test methodology that will be used to determine compliance with the 99% identification requirement for 500 tags and the 90% requirement for 2,000 tags. In particular, will compliance be assessed on a single passage, across repeated trials, or using an aggregate statistical result?

Reading performance will be assessed over three passes under normal operational conditions. The maximum, minimum and average identification rates will be compared.

11. Please advise which countries are expected to form part of the initial deployment phase. This information is required to correctly address regional RFID frequencies, certification, cellular connectivity, and associated logistics requirements in our bid.

The countries for the initial deployment phase have not yet been defined.

12. Please confirm whether equivalent current industrial cellular technologies, such as 4G LTE or 5G, may be proposed in place of GPRS, subject to local availability and UPU approval.

Yes. The tender permits GPRS or an equivalent cellular data communication technology. Current technologies such as 4G LTE or 5G may be proposed, subject to the applicable requirements and local availability.

13. Where one industrial computer is intended to manage up to three RFID readers, please clarify the applicable runtime, interface, and performance requirements.

The requirements in section 4.1.1 apply, including ARMv7 or ARMv8 architecture, a minimum of 2 GB RAM and 16 GB storage, Linux 11 with kernel 5.4, Docker 19.03.4 or above, and Java 11

14. Please confirm whether IK08 impact protection is required for each exposed component individually or for the complete/main enclosure assembly.

The IK08 impact protection requirement applies to the complete outdoor unit, not to each component individually.

15. Please confirm whether alternative antenna configurations may be proposed for difficult read zones where additional RF engineering is required to achieve the specified performance levels.

Alternative antenna configurations may be proposed for difficult read zones, provided that they meet the tender requirements. Floor-mounted reading gates are not accepted.

16. To support interoperability planning and validation, please provide or confirm the existing GMS software interface, supported firmware, runtime environment, and any other applicable technical integration requirements.

As specified in section 4.1.1, the UPU's GMS IoT software was developed for ARMv7l (32-bit) architecture and is currently compatible with Zebra FX9600 readers with four RF ports. The runtime, Ethernet connectivity and updated manufacturer firmware requirements specified in that section apply.

The UPU is responsible for software integration. Under section 4.10, the Vendor may be requested to provide development, configuration, integration and testing services. The tender does not include a detailed GMS software interface specification.

17. Please confirm two signed customer reference letters, satisfy sections 3.3, 4.13 and 4.14.

The tender does not prescribe a minimum number of reference letters. References must demonstrate satisfactory performance in similar activities and include the customer reference list and project descriptions required under section 3.3. Compliance cannot be confirmed solely on the basis of submitting two signed letters.

18. Must the specified print speed be achieved at the required resolution and during RFID encoding? Would a 167.5 mm print width and ZPL/EPL emulation be acceptable?

The minimum print width remains 168 mm. A nominal print speed of 10 ips at 300 dpi is acceptable. No minimum throughput during RFID encoding is specified. ZPL/EPL emulation is acceptable, provided that the required printing and RFID encoding functions operate correctly.

19. Are ISO 18000-6B and UCODE 1.19 mandatory for both fixed and handheld readers? For handhelds, would a device rated to +50°C be considered, and does the 24 V DC requirement refer to the charging arrangement

ISO 18000-6B and UCODE 1.19 are specified for both fixed and handheld readers in sections 4.1.1 and 4.1.3.

The required handheld operating temperature range is −10 to +60°C. A device rated only to +50°C does not meet this requirement.

Section 4.1.3 specifies “24 V DC including 100–240 V AC (50–60 Hz)”. It does not explicitly state whether the 24 V DC requirement refers to the charging arrangement.

20. Please identify the intended distribution and version described as “Linux 11” and advise whether the ARMv7l application/container image and interface documentation can be supplied for compatibility testing.

Section 4.1.1 specifies Linux 11 (kernel 5.4), Docker 19.03.4 or above, and Java 11 support. It does not identify a Linux distribution or specify that an ARMv7l application/container image and interface documentation will be supplied for compatibility testing. The UPU is responsible for software integration.

21. In configurations with external antennas, are these additional to the integral antenna or the total antenna count? Do pricing bands apply to each purchase order or cumulative purchases over the contract?

The external antennas are additional to the integrated antenna in the main unit. Pricing bands apply to cumulative purchases over the contract.

22. Please confirm the expected staffing and relief-cover arrangements for one dedicated professional across the stated Monday–Friday, 08:00–18:00 CET service window, including public holidays and absence cover.

The tender requires 100% dedication of a full-time position, Monday to Friday, from 08:00 to 18:00 CET, for the full duration of the contract. Bidders shall propose a named professional and include their CV. Any replacement requires the UPU’s prior written approval. The tender does not specify separate arrangements for public holidays or absence cover.

23. Please provide the intended tag population, loading, orientation, passage speed and test method for demonstrating the required detection performance.

Tests will use passive UHF RFID tags proposed by the Bidder, in postal letters and parcels contained in postal trolleys, with random tag orientation. Performance will be assessed over three passes under normal operational conditions, comparing the maximum, minimum and average identification rates. The specified requirements are 99% identification for up to 500 tags and 90% for up to 2,000 tags within a 4 × 4 metre reading range. No numerical passage speed is specified.

24. Please confirm the intended start date, given the January 2027 and November 2026 dates appearing in different sections, and provide the complete applicable General Terms and Conditions referred to in the RFP

In accordance with section 3.7, the three-year contractual period runs from the date of signature of the agreement by the parties. The calendar dates indicated are estimates.

25. Section 4.15 states that services commence in November 2026, while sections 2.20 and 3.7 indicate January 2027. Which date applies?

In accordance with section 3.7, the three-year contractual period runs from the date of signature of the agreement by the parties. The calendar dates indicated for the services are estimates.

26. Are technical drawings, photographs or datasheets of the current UHF RFID GMS postal unit (modular kit and compact structure) available to bidders for reference?

The UPU cannot provide the requested technical drawings, photographs or datasheets of the current equipment, as this information is subject to confidentiality agreements.

27. Section 4.1.1 states that the GMS IoT software is currently compatible with Zebra FX9600 readers and that these “should be included in the proposal” if commercially available. Is the Zebra FX9600 mandatory, or will a tender that offers only readers of another brand be accepted as compliant?

Alternative reader models are acceptable only if they are Zebra readers and meet the tender’s technical and compatibility requirements. Readers from other manufacturers will not be accepted. The FX9600 should be included in the proposal if commercially available.

28. If other brands are accepted, will the UPU integrate the GMS IoT software with the proposed reader at its own cost, as indicated in section 4.1.1 (“the UPU shall be responsible for software integration”)? Which interface or protocol must the reader support for this integration (for example LLRP)?

The UPU will carry out and bear the cost of integrating the GMS IoT software with the accepted alternative Zebra reader. Section 4.1.1 specifies a direct Ethernet connection but does not prescribe LLRP or another specific integration protocol.

29. Will a tender offering a reader other than the Zebra FX9600 be scored lower under “Design, functionality and suitability of the proposed hardware” than one offering the FX9600?

An alternative Zebra reader may receive a lower score if it offers fewer capabilities than the reference FX9600, or a higher score if it offers greater capabilities, within the assessment criteria set out in section 4.14.

30. Is circular polarization mandatory for the antennas, or are other polarizations (for example cross-polarized linear) acceptable if the read-rate performance is met?

Circular polarization is the reference specification. Alternative polarizations may be proposed as a technical enhancement, subject to the UPU’s assessment of their benefits and compliance with the required reading performance.

31. Must both the modular kit and the compact structure be offered for every configuration, and how should the price tables in section 3.6 distinguish between them?

Both the modular kit and the compact structure shall be offered for each configuration, with separate prices for each version across the quantity brackets in section 3.6.

32. Do the extendable arms of up to 4 m refer to the length of each arm or to the total span?

The 4-metre dimension refers to the overall width of the assembly, not the length of each arm.

33. Are the air interface protocols ISO 18000-6B and UCODE 1.19 mandatory, or is EPC Class 1 Gen 2 / ISO 18000-63 sufficient?

ISO 18000-6B and UCODE 1.19 remain required under section 4.1.1. Support for EPC Class 1 Gen 2 / ISO 18000-63 alone does not meet all the specified protocol requirements.

34. For the data communication module, is LTE/4G or 5G accepted as an equivalent to GPRS, and who provides the SIM cards and data subscriptions?

LTE/4G or 5G is acceptable as an equivalent to GPRS, provided that the tender requirements are met. The UPU will provide the SIM cards and data subscriptions.

35. Is country-level radio type approval of the equipment the responsibility of the Vendor or of the designated operator?

No separate country-level type-approval procedure is required under this tender. The equipment must be configured to comply with the applicable RF regulations and specifications of each country.

36. How will the 99% read rate for 500 items be verified (tag model, test set-up), and where and when would bidder demonstrations take place?

Tests will use tags proposed by the Bidder, in postal letters and parcels within postal trolleys, with random orientation. Three passes will be performed under normal operational conditions, comparing the maximum, minimum and average identification rates. The required identification rate is 99% for up to 500 tagged items within a 4 × 4 metre reading range.

Under section 4.12, short-listed Bidders may be required to demonstrate their solutions before contract award, at no additional cost to the UPU. The venue and further details will be communicated subsequently. The time allocated to each Bidder will be communicated 20 working days before the demonstration.

37. For the handheld device, the storage temperature upper limit (45°C) is below the operating limit (60°C), and a 24 V DC power supply is specified. Could you confirm these values?

The temperature ranges specified in section 4.1.3 remain −10 to +60°C for operation and −30 to +45°C for storage. The power supply specification remains “24 V DC including 100–240 V AC (50–60 Hz)”. The tender does not explicitly state whether this refers to the charging arrangement.

38. For the printer, are the 168 mm print width and 14 ips print speed firm minimums, and are both ZPL and EPL required?

The minimum print width remains 168 mm. A nominal print speed of 10 ips at 300 dpi is acceptable. Both ZPL and EPL are required; emulation is acceptable provided that the required printing and RFID encoding functions operate correctly.

39. Is there a reference model for the UHF RFID power detection device currently in use?

No specific reference model is prescribed. Bidders shall propose a device complying with the technical specifications in section 4.1.2.

40. Do the quantity brackets (up to 100, 101 to 250, 251 to 500) apply to cumulative volume over the contract or to each individual order?

The quantity brackets apply to cumulative purchases over the contract, not to each individual order.

41. On which delivery basis (Incoterm and place) should unit prices be quoted, and are shipping costs to destination countries reimbursed separately under section 4.5?

No specific Incoterm is prescribed. Under section 4.5, the goods shall be made available at the Vendor's premises until shipment. The Vendor shall provide shipment options, transit times and costs, and ship according to the option selected by the UPU to destinations defined by the UPU. Shipments require the UPU's prior written consent. Reimbursement of unavoidable costs is subject to documentary evidence.

42. Which price totals will be used to calculate the 40 points for the pricing structure, given the multiple configurations, brackets and optional items?

Section 4.14 allocates up to 40 points to the pricing structure. The tender does not specify an aggregation formula or which combination of configurations, quantity brackets and optional items will be used to calculate the score.

43. Are the travel cost tables used for evaluation only, or do they set a ceiling for reimbursement?

The travel tables in section 3.6 provide estimates intended to include potential travel costs in the overall contract amount. The tender does not state that these estimates constitute reimbursement ceilings. Reimbursement requires specific authorization by the UPU and is subject to the expense conditions set out in section 4.11.

44. The service hours are 8.00 to 18.00 CET with a dedication of 100% of one full-time position. Is continuous coverage of the full ten-hour window expected, and how should leave and public holidays be covered?

Section 4.9 requires 100% dedication of a full-time position, Monday to Friday, from 08:00 to 18:00 CET, throughout the contract. Bidders shall propose a named professional and include their CV. Any replacement requires the UPU's prior written approval. Separate arrangements for leave and public holidays are not specified.

45. Is there any requirement regarding the location of the monitoring professional, or languages other than English?

Under section 4.9, the service may be provided remotely. No specific location requirement is stated for the monitoring professional. A good command of English is required; no other language is specified.

46. Section 2.20 and 3.7 state an estimated start of January 2027 (end December 2029), while section 4.15 states that services commence in November 2026. Please confirm the binding start date and contract term.

In accordance with section 3.7, the three-year contractual period runs from the date of signature of the agreement by the parties. The calendar dates indicated for the services are estimates.

47. The assessment table in section 4.14 appears misaligned: the text states 60 points for the technical proposal and 40 points for pricing, but the table lists values 40/10/30/20/100 against the criteria. Please confirm the exact points allocated to each criterion (Pricing structure; Technical proposal; Bidder's reputation, experience and qualifications; Design, functionality and suitability of hardware; Support, warranties and logistics).

Section 4.14 allocates the points as follows:

Pricing structure: 40 points.

Technical proposal: 60 points, comprising:

Bidder's reputation, experience and qualifications: 10 points.

Design, functionality and suitability of the proposed hardware: 30 points.

Support, warranties and logistics: 20 points.

Total: 100 points.

48. Section 2.18 lists price as the least important criterion, while section 4.14 assigns 40 of 100 points to price. Please confirm how the price score will be calculated (e.g. lowest price / bidder price x 40) and which totals (hardware brackets, services, monitoring, travel) are included in the evaluated price.

The point allocation is set out in section 4.14. The tender does not prescribe a price-scoring formula or specify which combination of hardware configurations, quantity brackets, services, monitoring, travel and optional items will constitute the evaluated price.

49. The UPU General Terms and Conditions are referred to as "attached hereto", but they were not included in the document we received. Please provide them. Please also confirm whether the applicable document is the GTC for the Provision of Services (3.8) or for the Provision of Goods and Services (4.11).

The applicable document is the UPU General Terms and Conditions for the Provision of Goods and Services. These conditions shall prevail in the event of any conflict.

50. May Bidders propose reasonable deviations or clarifications to the UPU General Terms and Conditions (e.g. limitation of liability, warranty start, force majeure, component end-of-life), or will any deviation lead to rejection of the tender?

Bidders shall accept the applicable UPU General Terms and Conditions without reservations. Proposed deviations from these conditions will not be accepted.

51. Section 2.18 states that the UPU may accept all or part of a tender. May Bidders submit a tender for only part of the scope (e.g. GMS postal units only, or the monitoring and recovery service only), or must every tender cover all items?

Under section 2.18, tenders must address all aspects of the call for tenders. The UPU’s right to accept all or part of a tender does not authorize Bidders to omit mandatory parts of the scope.

52. Are consortium or joint-venture tenders accepted? If so, must one party act as the prime contractor with sole contractual liability?

The proposal must be submitted by a single Bidder, with whom the UPU will conclude the contract. Subcontracting is subject to the UPU’s prior written consent. The Bidder remains responsible to the UPU for the subcontracted work and shall provide the information required under section 3.4

53. What is the required format of the participation notification (simple e-mail, specific form)? If received shortly after 16 November 2026, will it still be accepted?

A confirmation email shall be sent to caa@upu.int no later than 16 November 2026. No specific form is prescribed. Notifications received after that deadline will not be accepted.

54. For the financial data requested in section 3.3, how many financial years are required, and must the statements be audited?

Section 3.3 requires financial data, including turnover and profit. It does not specify a number of financial years or require audited financial statements.

55. How many reference letters / work completion certificates are expected, and is there a required recency (e.g. projects in the last 3-5 years) or minimum project size?

The tender does not prescribe a fixed number of reference letters or work completion certificates, a recency requirement or a minimum project size. References shall demonstrate satisfactory performance in similar activities, in accordance with sections 3.3 and 4.13.

56. Section 2.5 mentions up to 500 GMS postal units with an expected annual purchase of 100 units (i.e. approx. 300 over three years). Are the quantities in section 3.6 (500 / 200 / 50 / 50) maximum quantities without any purchase commitment? Is there any guaranteed minimum volume?

The quantities are indicative maximums and do not constitute a purchase commitment. No minimum purchase volume is guaranteed. The expected annual purchase is an estimate.

57. Do the quantity brackets (up to 100 / 101-250 / 251-500) apply to the quantity in a single purchase order, to the cumulative quantity ordered during the contract, or to the annual volume?

The quantity brackets apply to cumulative purchases over the contract, not to individual orders or annual volumes.

58. Which price will be used for evaluating the GMS postal units: a specific configuration and bracket, or a weighted average? What mix of outdoor/indoor and configurations does the UPU expect?

The tender requires separate prices for each configuration and quantity bracket. It does not specify a reference configuration, weighted average or expected outdoor/indoor configuration mix for price evaluation.

59. The modular kit and the compact (telescopic) structure are described as two design options, but the pricing table only lists three configurations per range. Should the compact structure be priced separately, and if so, where?

Both versions shall be offered for each configuration and priced separately in the configuration pricing table in section 3.6, across all quantity brackets.

60. The component table has a single line for RF cabling, while section 4.1.1 requires 3, 6 and 9 m lengths. Should each cable length be priced separately?

Bidders shall quote a separate unit price for each RF cable length offered in the component breakdown under section 3.6.

61. Are prices to be fixed for the whole three-year term, or is a price adjustment mechanism acceptable (e.g. annual indexation, or adjustment for documented changes in component prices, tariffs or exchange rates)?

Prices shall remain fixed throughout the three-year contract term. No price adjustment mechanism will be accepted.

62. Should hardware unit prices be quoted EXW/FCA at the Vendor's premises, with transport quoted per shipment as stated in section 4.5, or should they include delivery to destination? Which Incoterms does the UPU expect? Will shipping costs be reimbursed at cost or with a handling fee?

No specific Incoterm is prescribed. Under section 4.5, goods shall be made available at the Vendor’s premises until shipment. The Vendor shall provide shipment options, transit times and costs for selection by the UPU. Shipments require prior written consent, and reimbursement of unavoidable costs requires documentary evidence. The tender does not provide for a separate handling fee.

63. Payment terms for hardware: may hardware be invoiced upon shipment/delivery per purchase order (rather than monthly in arrears for services)? Is an advance payment or partial payment upon order possible for large hardware orders?

Under section 3.7, Bidders shall propose delivery and payment schedules in their pricing structures, subject to agreement with the UPU. Monthly invoicing in arrears expressly applies to services. The tender does not specify a separate hardware invoicing schedule or expressly authorize advance payments.

64. Are the travel cost tables for evaluation purposes only, with actual travel reimbursed at cost against receipts, or will the quoted amounts act as caps? Please indicate which countries/cities should be assumed per region, the class of travel allowed, and whether subsistence should follow UN DSA rates.

The travel tables provide estimates for inclusion in the overall contract amount; they are not expressly defined as reimbursement caps. Reimbursement requires specific UPU authorization and is subject to section 4.11.

No specific countries or cities are identified for the regional estimates. Two return trips to UPU headquarters in Berne shall be included. Travel shall follow the most direct route and use the most economical means of transportation. No specific travel class or reference to UN DSA rates is prescribed.

65. How will optional products and services be evaluated - are they included in the evaluated total price and in the technical score?

Optional products and services shall be identified and priced under section 3.6. The tender does not specify a separate evaluation weighting or how their prices will be included in the evaluated total.

66. Please confirm the tender validity period of 120 days starts from the submission deadline of 26 November 2026.

The tender shall remain valid for a minimum of 120 days from the date of contract award.

67. The reader specification requires transmit power of +10 to +33 dBm (EIRP), while the postal unit specification requires +10 to +36 dBm. Please confirm whether +33 dBm refers to conducted power at the reader port and +36 dBm to EIRP including antenna gain (i.e. 4 W EIRP).

Section 4.1.1 specifies +10 to +33 dBm EIRP for the reader and +10 to +36 dBm for the postal unit, subject to the applicable national RF regulations. The latter specification does not identify the measurement basis. The proposed interpretation of +33 dBm as conducted power is therefore not confirmed.

68. The GMS IoT software is currently compatible with the Zebra FX9600. If alternative readers are proposed, which interface/protocol must they support for integration (e.g. LLRP, Zebra IoT Connector, vendor SDK)? Will the UPU validate alternative readers before award, and who bears the integration risk?

Alternative readers must be Zebra models meeting the tender requirements. The UPU will perform and bear the cost of software integration, but the Vendor shall bear the risk that the proposed reader cannot be integrated. The tender specifies a direct Ethernet connection without prescribing a specific integration protocol. Demonstrations may be requested before contract award; prior validation of every alternative reader is not guaranteed.

69. Please confirm the operating system requirement "minimum Linux 11 (Kernel version 5.4)" - does this refer to Debian 11 (which ships with kernel 5.10), or another distribution? For ARMv8 64-bit hardware, is it acceptable to run the GMS IoT containers in 32-bit (armhf) compatibility mode?

Section 4.1.1 does not identify a Linux distribution; Debian 11 is therefore not confirmed. ARMv8 hardware running the GMS IoT containers in 32-bit compatibility mode would be subject to successful practical integration validation

70. Please specify the test conditions for the required read performance (99% for up to 500 tags / 90% for up to 2,000 tags within 4 x 4 m): tag/inlay model used in GMS test letters, passing speed, container types (e.g. metal cages, ULDs), tag orientation, and which configuration (integrated antenna, one or two external antennas) is expected to achieve it. How will this be verified (demonstration, acceptance test)?

All offered configurations shall meet the required identification rates: 99% for up to 500 tagged items and 90% for up to 2,000 tagged items within a 4 × 4 metre reading range.

Tests will use tags proposed by the Bidder, in postal letters and parcels within postal trolleys, with random orientation. Three passes will be performed under normal operational conditions, comparing the maximum, minimum and average identification rates. No numerical passage speed is specified.

Demonstrations may be requested before contract award in accordance with section 4.12.

71. The air interface list includes "ISO1800-6C, ISO1800-6B, ISO1800-63, UCODE 1.19". Please confirm that ISO/IEC 18000-6C / 18000-63 (and 18000-6B) are meant, and clarify what "UCODE 1.19" refers to. Is ISO/IEC 18000-6B support mandatory, given that many current readers no longer support it?

The ISO references are to ISO/IEC 18000-6C, ISO/IEC 18000-6B and ISO/IEC 18000-63. ISO/IEC 18000-6B support remains required. “UCODE 1.19” refers to Philips UCODE EPC 1.19, a legacy UHF RFID tag technology.

72. GPRS (2G) networks have been or are being shut down in many countries. May Bidders propose LTE Cat-1/Cat-4, LTE-M/NB-IoT or 5G modules with 2G fallback as the "equivalent cellular technology"?

Alternative cellular technologies may be proposed as equivalents to GPRS, provided that they meet the tender requirements.

73. Is the Vendor expected to provide SIM cards / eSIM and global data plans, or only the hardware module? If connectivity is expected, what monthly data volume per unit should be assumed and how should recurring connectivity costs be priced?

The Vendor shall offer the communication hardware module. The UPU will provide the SIM cards and data subscriptions.

74. Windows Mobile is no longer supported. Please confirm that Android-based handhelds are acceptable as the preferred option.

Android-based handhelds are acceptable, as expressly indicated in section 4.1.3

75. The handheld storage temperature range (-30 to 45°C) is narrower than the operating range (-10 to 60°C). Please confirm the intended storage range. Please also confirm the "24 V DC" power supply requirement and whether newer WLAN standards (802.11 n/ac/ax) satisfy the 802.11 a/b/g requirement.

The specified temperature ranges remain −10 to +60°C for operation and −30 to +45°C for storage. The power supply specification remains “24 V DC including 100–240 V AC (50–60 Hz)”.

Newer WLAN standards, including IEEE 802.11 n/ac/ax, are acceptable provided that compatibility with the specified 802.11 a/b/g standards is maintained.

76. Is the maximum three-month delivery lead time applicable regardless of order size (e.g. 250+ units in one order)? Can deliveries be split into partial shipments?

The maximum delivery lead time is three months from placement of the purchase order, regardless of order size. Each order shall be delivered in a single shipment. Partial shipments are not accepted, to avoid additional transportation costs.

77. The six-month notice for component substitutions may not be achievable when a manufacturer announces end-of-life at shorter notice. Will the UPU accept notice "as soon as reasonably possible" with a last-time-buy proposal in such cases?

The requirements in section 4.7 remain unchanged. Component substitutions require the UPU's prior written authorization and at least six months' notice. New or modified components shall be thoroughly tested, with the tests documented before their introduction.

78. Please clarify the division of responsibilities between L1/L2 (designated operators, monitoring professional) and the L3 technical support quoted in section 3.6. Is business-hours availability (8.00-18.00) defined in CET? May the Vendor use its existing ticketing/web portal?

Under section 4.9, the monitoring professional provides first- and second-level support in countries receiving full support. In the country with its own support department, that department handles first-level diagnosis and on-site actions, escalating unresolved incidents to the monitoring professional. Specialist technical support under section 4.8 addresses complex product issues and liaison with the manufacturer.

Technical support hours are Monday to Friday, 08:00–18:00 CET. The Vendor may use its existing support portal, provided that it meets section 4.8 requirements. Monitoring and reporting under section 4.9 shall use the UPU-provided system.

79. Please provide historical volumes for the monitoring service: average number of incidents per month, proportion resolved remotely, and number of escalations from the second-level support country.

Historical figures for monthly incidents, remote-resolution rates and escalations from the country with its own support department are not available.

80. For software development services, please describe the technology stack of the GMS IoT solution (languages, frameworks, repositories). Will development be done on UPU infrastructure, and who will own the intellectual property of the deliverables?

Development shall be carried out on UPU infrastructure. The tender specifies a Linux/Docker environment with Java 11 support but does not detail the development languages, frameworks or repositories.

Intellectual property rights in developments produced for the UPU shall belong to the UPU in accordance with article 10 of the applicable General Terms and Conditions. Pre-existing or independently developed rights remain with the Vendor, subject to the licence granted to the UPU under that article.

81. Where will the demonstration in a real postal operational scenario take place (Berne or a designated operator facility, which country)? Will the UPU provide the test letters/tags, and who covers shipping of demonstration equipment?

The demonstration venue and further details will be communicated by the UPU. The Bidder shall provide the test letters and tags and bear the costs of shipping the demonstration equipment. Demonstrations shall be conducted at no additional cost to the UPU.

82. What is the expected timeframe for short-listing and demonstrations, given the estimated start of engagement on 1 January 2027 and the 20 working days notice?

The tender does not specify dates for short-listing or demonstrations. Demonstrations, if requested, shall take place before contract award. The time allocated to each invited Bidder shall be communicated 20 working days in advance, in accordance with section 4.12.

83. What minimum insurance coverage amounts (e.g. professional liability, product liability, general liability) are required under the UPU General Terms and Conditions?

No numerical minimum coverage amounts are specified in the tender or the applicable General Terms and Conditions. Article 7 requires insurance adequate to cover the specified risks and liabilities, with evidence of coverage provided before contractual performance begins. Section 4.11 additionally requires insurance for the Vendor's consultants, including against illness, accident, disability and death.

84. Section 2.18 requires tenders to address all aspects of the call for tenders, while also inviting Bidders to identify elements they consider missing. Could the UPU confirm whether complete coverage of the product scope set out in section 4.1 is a mandatory criterion for eligibility, or whether a tender may be submitted for a substantial part of that scope, with the remaining elements declared in accordance with section 3?

Tenders shall cover the full mandatory scope set out in section 4.1, in accordance with section 2.18 and section 3. A tender covering only a substantial part of that mandatory scope does not meet this requirement.

The declarations "covered", "covered with limitations" and "not covered" required under section 3 do not waive the obligation to meet the tender requirements in their entirety. Likewise, the invitation to identify missing elements does not authorize omission of mandatory items.

This requirement does not extend to products or services expressly identified as optional.

85. Could you please clarify whether a tendering company may be supported by an independent commercial agent for market research and supplier coordination, with all substantive proposals, qualification documents and contractual responsibilities remaining with the actual bidder? If applicable, please point us to the prescribed channel for tender clarifications.

The UPU does not accept independent sourcing or commercial-introduction agents acting solely as intermediaries as Bidders. The UPU will contract directly with a company offering the proposed products and services as the supplier.

Specific processes, products or services may be subcontracted, subject to the UPU's prior written consent. However, the bidding company shall remain fully responsible to the UPU for the tender as a whole and for the performance of the resulting contract, including all subcontracted elements. Subcontracting does not transfer or limit that responsibility.

86. kindly clarify whether the 860—960 MHz requirement refers to the overall frequency capability of the proposed equipment for worldwide deployment, while the actual operating frequency and transmission power must be configured according to the regulations of each destination country. Specifically, for equipment intended to operate in Jordan, would a UHF RFID Reader supporting the 865-868 MHz band be considered compliant with Item No. 1, or is full 860—960 MHz frequency capability mandatory regardless of the installation country? Your clarification will help us ensure that the proposed equipment complies with both the tender specifications and the applicable local telecommunications regulations.

The 860–960 MHz requirement refers to the worldwide frequency capability of the proposed reader and antennas. The actual operating frequency and transmission power shall be configured in accordance with the applicable regulations of each destination country.

A reader limited to 865–868 MHz would not meet the global frequency capability required under section 4.1.1, even if that band is permitted in the intended installation country.

87. Considering that Android is based on the Linux kernel, kindly clarify whether an Android-based Industrial Microcomputer would be accepted as an alternative to the specified Linux operating system, provided that it meets the required hardware specifications and supports the necessary software functionalities and compatibility requirements.

The requirements in section 4.1.1 remain unchanged: Linux 11 (kernel version 5.4), Docker version 19.03.4 or above, and Java 11 support. Android is not accepted as an alternative to the specified operating environment.

88. Considering that the primary purpose of the equipment is to print and encode UHF RFID inlays, where the RFID data is stored electronically in the transponder rather than in the externally printed information, we would appreciate clarification on the specific technical or operational justification for requiring a minimum resolution of 300 DPI. From a cost optimization perspective, 203 DPI printers may offer a more economical solution while still supporting UHF RFID encoding and the required postal applications. In this regard, kindly clarify:
    A. Is the 300 DPI resolution required for a specific printing application, such as high-density barcodes, small text, or other detailed printed information?
    B. Would the UPU consider accepting a 203 DPI UHF RFID printer as an alternative, provided that it meets the RFID encoding requirements and all other applicable technical specifications stated in Section 4.1.4?

The minimum print resolution of 300 DPI specified in section 4.1.4 remains unchanged. A 203 DPI printer is not accepted as an alternative. The tender does not identify a specific printing application as the basis for this requirement.

89. Considering that the RFID equipment will be deployed across multiple countries and that the final destination countries have not yet been specified, we kindly request clarification regarding the anticipated procurement and distribution mechanism.
    Specifically, please clarify whether:
    1. Destination-Based Purchase Orders: The UPU intends to issue separate Purchase Orders for each destination country or location, specifying the required quantities, equipment configurations, applicable regional frequency requirements, and delivery addresses.
    2. Consolidated Purchase Orders: The UPU intends to issue consolidated Purchase Orders for larger quantities, with the equipment initially delivered to a central distribution hub (for example, in Jordan), from which the equipment would subsequently be distributed to the designated destination countries as required.

The UPU will issue separate purchase orders for each destination country or location. Each purchase order will specify the destination country, quantities, equipment configurations, applicable national frequency and transmission power requirements, and delivery address.

Equipment shall be delivered directly to the specified destination. Consolidated delivery to an intermediate hub for subsequent distribution to other countries is not envisaged.

90. The public notice contemplates third-party solutions. Could you confirm whether an international systems integrator incorporated in Zambia may bid with a disclosed RFID equipment manufacturer/OEM as subcontractor or consortium partner, and what evidence would be required for hardware certification, warranty responsibility, prior postal/logistics deployments and financial capability? Please also identify the correct procurement portal or submission instructions and the latest permissible clarification date.

The tender does not specify restrictions concerning companies incorporated in Zambia. A systems integrator may submit a tender as the supplier of the proposed products and services, with a manufacturer or OEM identified as a subcontractor.

The proposal must be submitted by a single Bidder, with whom the UPU will conclude the contract. Subcontracting requires the UPU's prior written consent, and the Bidder shall provide the subcontractor information and references required under section 3.4.

The bidding company shall remain fully responsible to the UPU for the tender as a whole and for the performance of the resulting contract, including all subcontracted work, any acts or omissions of its subcontractors and all consequences arising therefrom. The UPU's approval of subcontracting shall not relieve the bidding company of any of its obligations or liabilities.