

Open Call for Tender

STDO009 “Postal Services”

for 1 Project Leader to develop 1 standard of the European Working Group CEN/TC 331/WG 1 “Customers, products and Services” within the framework of the Standardisation Request M/590 to the European Committee for Standardisation as regards postal services and the improvement of quality of service in support of Directive 97/67/EC of the European Parliament and of the Council and Regulation (EU) 2018/644 of the European Parliament and of the Council

Starting date: 2025-02-28

Deadline for tenders: 2025-04-04
(= publication date + 35 calendar days)

I Introduction

I.1 General

The project of CEN TC331 WG3 - WI 00331132 Postal services – Harmonized track and trace events – Part 1: Harmonization of track and trace events – Forward flow – which is part of the standardisation request/ CEN Work Programme (M/590) has led to a final report. This gives the opportunity to upgrade TS 15472 which is a technical specification from 2016 on how to measure the quality of service (transit time) of parcels using track & trace data in stead of test items. TS 15472 in its current state is a crude description of the possible ways to use track & trace data, but the feeling of WG1 is that due to the excellent work on Harmonization of track and trace events – Forward flow significant improvements can be made. There is a need to involve an expert in the work as the capacity to do the work is lacking within the group (WG1).

We are looking for an expert, who as project leader can develop a proposal for an upgraded TS 15472 using the results of WI 00331132 Postal services – Harmonized track and trace events – Part 1: Harmonization of track and trace events – Forward flow.

I.2 Context

This project is part of the standardisation request by the EC/ CEN Work Programme (M/590).

II Objectives

The objectives of this project are:

Upgrade TS 15472 - Method for measurement of parcel transit time for cross-border parcels within the European Union and EFTA using Tracking and Tracing – using the T&T events defined by the working group on Harmonized T&T.

The end goal is to develop a (more) useful standardised tool to monitor the transit time of cross border parcels using track and trace data related to the now standardised T&T events.

This contains:

- Definition and calculation of gross transit time based on the standardised T&T events
- Calculation rules based on the standardised T&T events
- Guidelines on monitoring, independence and reporting

The objective of the project is to develop a (more) useful standardized tool to monitor and to help improve the quality of the postal services concerning intra-EU parcels.

III Execution

III.1 General tasks of the 'Advertised position'

The expert/ project leader will be responsible for the execution of the project which involves the following tasks:

Revision and upgrading of TS 15472 which will lead to:

- The definition of a measurement of parcel transit time for cross-border parcels within the European Union and EFTA using Tracking and Tracing – using the T&T events defined by the TS/TR Harmonized track and trace events, Part 1: Forward flow (WI 00331132).
- Containing:
 1. Definition and calculation of gross transit time based on the standardised T&T events
 2. Calculation rules based on the standardised T&T events
 3. Guidelines on monitoring, independence and reporting provide a detailed list of all tasks

III.2 Timeframe

The project to developing tools using T&T data to measure transit time of parcels is expected to be do-able in 5 weeks (25 working days) full time work, that is $25/18.33 = 1,36$ person months.

This should take into account:

- Related Standardization Request: the work is related to Harmonization of track and trace events – Forward flow – which is part of the standardisation request/ CEN Work Programme (M/590) has lead to an almost final report, which will be published in the first half of 2024 (?) WG 3?
- Possible time needed for the selection of subcontractors – 3 months after the call for experts (November 2024)
- Potential delay linked to risks of the project – not to be foreseen
- Time to have a grant agreement signed – approx. 8-10 from the moment the call is issued (November 2024)

IV Financial support

The European Commission and EFTA have decided to provide financial support to the upgrade TS 15472. The financial support from the European Commission and EFTA is based on the SMP 'Single Market Programme Regulation' (including its Financing Decision) and the MGA (Multi or mono beneficiary(ies) Grant Agreement). Unless specified otherwise, costs of external subcontractors are generally funded at 100%, with approx. 95% being borne by EC and 5% by EFTA. Costs have to qualify as eligible as defined in *MGA N° 101196457* and also in compliance with [EC Financial Regulation](#), and be justified. The payment is usually divided into several instalments after completion of defined milestones and approval of the interim/final reports and the justification of costs. The subcontractors shall fulfil the conditions of the *MGA N° 101196457*, including those relating to liability, ownership of results, confidentiality, conflict of interests, publicity, evaluation, assignment, checks and audits.

The subcontractors' costs shall be justified with copies of the relevant invoices. All relevant evidence shall be kept in view of future payments (reports, work, drafts and deliverables, contracts & invoices, time sheets, tickets, boarding cards, hotel invoices, attendance lists with signatures, meeting agendas & reports, invoices for any consumables, purchase orders, etc...).

The applicants shall comply with the following requirements:

The weight attributed to each required skill/expertise is also given in Annex II.

From the applications received as a result of the Open Call for Tender, the selection of the project leaders will be done by a selection panel.

The selection and appointment of the project leaders will be conducted by a selection panel that may be composed of :

- the Secretary of CEN/TC 331 "Postal Services";
- the Chairperson of CEN/TC 331 "Postal Services";
- the convenor of CEN/TC 331/WG 2 "Organic and organo-mineral Fertilizers";
- a representative of the Secretariat of CEN/TC 260/WG 8 "Organic and organo-mineral Fertilizers";
- a representative from CEN.

Costs incurred before the Grant Agreement is signed (unless, exceptionally differently agreed with the EC) and before the selection procedure is finalized, will not be considered as eligible for EU financial support.

AFNOR will be managing the contracts (subcontracting) with the selected project leader: the project leaders selected will sign an agreement with AFNOR before starting to work on the project. Payments to the project leaders are dependent on AFNOR having received the corresponding payments from CEN. Applicants should be forewarned that the elapsed time between completion of the deliverables and AFNOR being in a position to issue the payment is at least five months. This will be partly overcome by the fact that CEN and the European Commission have agreed on payment steps.

V Selection criteria

VI Award criteria

The selection of the most suitable candidate will be made on the basis of the following criteria:

a) Documented experience (maximum 7 points *(the list below is given by way of example)*):

- number of years performing relevant activity;
- (typical) annual activity / number of relevant activities;
- experience with comparable projects on the development and validation of test methods;
- Industrial and academic background of the relevant personnel involved;
- general project management and communication skills of the relevant personnel involved;
- years of experience in European and/or International standardization work of the relevant personnel involved;
- experience in the management of task groups (working groups).

b) Organisation (demonstration of the ability to carry out the project, maximum 4 points *(the list below is given by way of example)*):

- infrastructure (equipment, description of the monitoring site, etc.);
- planning/organisation of the development and validation of test methods;
- established analytical quality system;
- ability to submit agreed deliverables at specified dates and detailed cost estimations.

The candidate who will reach the highest score will be considered as the best value for money offer and hence should be the candidate selected to perform the expected activities (unless force majeure).

VII Eligibility criteria

The following candidates will be excluded:

- Candidates who were the subject of a non-likely judgment of recourse for a professional infringement
- Candidates who are in an irregular tax situation or in an irregular special taxation situation
- Candidates who provide incomplete or erroneous information.
- Candidates who submit their application after the submission deadline.
- Candidates with any conflict of interest.

VIII Tenders

Tenders shall be sent to Hans Blikman, Convenor WG1 TC 331 (hans.blikman@postnl.nl), as soon as possible, to be received at the latest by **[2025-04-04]**. The tender shall be in English and contain:

- Curriculum Vitae of each relevant person participating in the project, demonstrating the necessary expertise for the 'Advertised position';
- Any required accreditation certificates;
- A schedule and a description of the execution of the tasks which will be carried out in the project as such;

- Appropriate documentation to prove the economic and financial capacities;
- Any further documents to prove the qualification required in the above Clauses on Selection and Award criteria;
- A signed declaration, by which the candidate(s) certifies not to be subject to one of the exclusion criteria as described in Clause “Eligibility criteria” and the veracity of the adjoining documents.

Please note that, to ensure equal treatment of all tenders, it is not possible to modify offers after their submission in relation to the technical and financial proposals. Therefore, incompleteness in this section can only result in negative impact for the evaluation of award criteria. Please note also that proposals deviating from the technical specifications may be rejected for non-conformity.

Candidates may apply for more than one role. In case of multiple applications candidates shall state their priorities.

Tenders should be sent by legal representative, i.e. to be considered, any possible association has to be formalized according to the local legislation before submitting the tender. Working teams, partnerships and other groups of people, particularly under the aegis of an institute qualify as contractors for the service contracts awarded in the course of this CfT (Call for Tender). Partnerships or joint ventures and other legally binding co-operations regardless of their organizational form qualify as well, provided they are recognized entities under the applicable national laws. Potential candidates may come from the public sector as well as from the private industry. It is essential however that the qualifications and experience of the individual fulfilling the tasks are properly described.

It is possible to apply for a work package as a consortium. If a consortium is formed, one institute needs to be identified as the leader of the consortium and the division of labour between the consortium members should be clearly described and justified. In this case, only the leader of the consortium would sign the contract with the contractor and ensure that all tasks are fulfilled and is responsible for the justifications and expenses of the consortium members. It is essential however that all members of the consortium are properly identified within the offer.

Regarding question concerning the information provided in this call for tender or in case of need for clarification or additional information please contact

Eric BALCAEN

Senior Standardization Project Manager

DTDS

Department of Sustainable and Societal Transitions

AFNOR

11 rue François de Pressensé - 93571 La Plaine Saint-Denis Cédex

Tél : (+33) 01.41.62.80.71

e-mail : eric.balcaen@afnor.org

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If due to queries or other reasons supplementary information to this call for tender is required, this will be published on the website of *AFNOR and CCMC*.

Please send your application to

Eric BALCAEN

AFNOR

11 rue François de Pressensé – F-93571 La Plaine Saint-Denis Cédex

e-mail : eric.balcaen@afnor.org

