1. The RFP reports that the Bidder needs to state if the requirements listed are "Covered/Covered with limitations/Not Covered". However, there is no formal Table/List of requirements in the documentation. Do these "requirements" refer to technical functional and non-functional equirements as described in Annex1, paragraph 2. Requirements Details → general system functionlities? Or should we consider all the paragraphs of that document individually? A list of requirements for which you require this indication would help better answer this point.

   - All the requirements described in annex 1 are relevant.

2. In our understanding, the focus of the RFP is on implementing a custom solution that will standardize the EmIS (and other communication types) workflow. Is this correct, or are you mainly looking for market-ready products?

   - Any solution that meets the requirements would be acceptable

3. Annex 1, par. 2.4.2.1 Re-direction. What does "program" refer to here? UPU: It is the entity (organizational unit) in charge of the relevant task. Is this a third-party software? UPU: No What do you mean by sending the entire "workflow" to the other program? Can you elaborate?

   - Re-assign the workflow step to another entity

4. Annex 1, par,. 2.4.2.1 Tables and dashboards. Do you mean that the user must be able to configure their own dashboard at his/her preference? Like enabling / disabling / moving widgets?

   - UPU: One dashboard managed by the Administrator

5. Annex 1, par. 2.4.4 Databases. What do you mean here by "creation of settings" in the database? Can you clarify what is the actual need/process to be covered here?

   - Manage the reference data (master data), users and permissions

6. Would it be possible to provide us a sample of forms (circulars, Emis and force majeure cases? etc.)?

   - Please refer to the detailed information provided in annex 1: 2.1.1; 2.2.1; 2.3.1

7. Since you're asking for weekly Timesheets, we assume the project will be done in T&M, is it correct?

   - No, we expect a fixed-price quotation

8. What are the mandatory standards or technologies to be used in this project?

   - There are no mandatory standards and technologies. However, the system should comply with the requireements decribed in annex 1

9. Since you wrote "The system must be able to interface with other software such as QCS Mail, PEGASE and domestic systems.", will you provide the documentation and the requirements for these systems or the estimation will be done once the project is started?

   - Interfaces with existing custom developed systems hosted on premise (i.e., PEGASE) that provides an API interfaces

10. Since we should integrate the system with UPU identity and authorization management system (Annex1 chapter 2.4.8), could you provide us SSO documentation?

    - Not at this stage.

11. Will there be access to UPU's internal resources (e.g., documentation, databases)?

    - Yes, as required

12. Do you want the maintenance contract based on T&M or fixed price ?

    - Fixed price

13. Are there specific SLAs (Service Level Agreements) to comply with for support and maintenance?

    - Not at this stage.

14. In chapter 2.4.9 in Annex1, you wrote you want the system to be flexible for the development of new features without new software development, how do you forsee that?

    - The system must be as configurable as possible so that simple changes can be done in-house

15. What is the term EPSI, PSCB, DFI, DACAB, DL, QSG

    - These are acronyms of internal organisational units

16. Two DOP & EPSI are the same user or two different users in this schema ?

    - Two different users

17. Do you have any constraints in term of resources?

    - No

18. All requests should be displayed on PEGASE ?

    - All requests for editing and translation should be handled using PEGASE

19. Are there any plans for a presentation of the offer?

    - No

20. Users' Access: As stated in the "Requirements Details" section, all users must have a UPU account. Do you foresee access for external users, i.e., individuals who do not hold a UPU account?

    - External users should have access and will have a UPU external account

21. Access Levels: Users can request access through account.upu.int after registration. Does this mean access levels are stored in something like LDAP, and retrieved by the new application at login? Should the attribution of access levels be managed directly within the new application, as suggested by Section 2.4.8?

    - Depending on the implementation, the access levels can be inside or outside the system

22. User Dashboard Flexibility: What level of flexibility do you expect for the user dashboard as mentioned in the "Requirements Details" section? Should users be able to define new widgets/metrics, or simply rearrange predefined ones?

    - One dashboard managed by the Administrator

23. Mobile Access: Should a dedicated mobile application be produced, or is responsive web design sufficient?

    - Responsive web design is sufficient

24. Integration Details: Could you provide more information on the external systems involved, particularly PEGASE? What communication protocols and data formats are expected for integration?

    - Interfaces with existing custom developed systems hosted on premise (i.e., PEGASE) that provides an API interfaces

25. Due Date Calculation: The due date and time for a request are automatically calculated. Can you share the rules for this calculation, and whether these parameters may change over time?

    - Must be configurable in the system (now+n)

26. Request Redirection and Recall: Redirecting or recalling requests after submission could disrupt operations. Should statuses like OPEN, PROCESSING, etc., be used to prevent such disruptions during redirection/recall?

    - Yes

27. Escalation Mechanism: Should an escalation mechanism (in addition to notifications) be implemented for missed deadlines when responding to a request?

    - Yes

28. Electronic Signature Requirement: When stating "as soon as the relevant director electronically signs the request," does this require a formal tool like DocuSign, or is implicit approval sufficient for publication?

    - Implicit approval sufficient for publication

29. IB Messaging System: Can you provide more details about the International Bureau (IB) messaging system? Specifically, what technology and protocols does it use?

    - MS Office 365

30. Deactivation/Reactivation of Workflows: Is there a time limit after which a workflow cannot be reactivated? Who has the authority to deactivate a workflow, and are there circumstances under which deactivation is restricted?

    - Deactivation means canceling the workflow instance

31. Redirection Details: Is there a predefined set of subprocesses to which a request can be redirected? Should the request return to the original flow after being redirected?

    - It is to re-assign the workflow step to another entity as described in annex 1: 2.1.1; 2.2.1; 2.3.1.

32. Marking Requests as Unread: Could this feature be managed using statuses instead, such as READ, SCHEDULED, etc.? Re-marking requests as unread may lead to confusion and skipped requests.

    - Yes

33. Assigning Messages to Users: Would it be more efficient to assign messages to groups rather than individuals, especially to handle absences?

    - Yes

34. Should work calendars be considered when automatically assigning messages to users?

    - No

35. If someone requests ownership of a message, what process should be followed to grant that ownership (e.g., should previous handlers provide explicit approval)?

    - Previous handlers do not need to provide explicit approval

36. Contacting Users by Phone: Is displaying the user's phone number sufficient, or should integrated phone-calling features be considered?

    - Displaying the user's phone number is sufficient

37. Reminder Channels: Should reminders also be sent via email, considering that users may not access the platform on the specified date?

    - Yes

38. Data Encryption Requirements: Could you provide more information about your expectations for encryption mechanisms for data at rest and in transit? Should we comply with specific standards beyond those mentioned (e.g., AES-256)?

    - The data should be encrypted and the supplier should provide the cryptography mechanism that will be implemented.

39. System Availability and Recovery: You mentioned a system recovery time of four hours and 99.4% availability. Are there specific SLAs tied to these requirements, and how is the failover process expected to work in practice?

    - The requirement that the system should be available. SLA will come later.

40. Hosting Environment: Would you prefer a cloud-based solution hosted in a specific region (e.g., Europe) or an on-premises deployment? If cloud-hosted, are there specific compliance or certifications required for the hosting provider?

    - Open to all, if cloud based it is prefered to be in Switzerland region

41. Phased Implementation and Future Modules: The annex mentions the possibility of adding other UPU publications in the future. Are there any anticipated changes or additional requirements that we should consider in designing a scalable system architecture?

    - Desirable but not required

42. Maintenance Requirements: Can you provide more details on the expected frequency and scope of updates during the post-deployment maintenance phase? Should all updates require UPU approval?

    - As needed by the vendor. All updates requires UPU approval

43. Could you specify the preferred development methodology for this project—whether you prefer Agile, Waterfall, or another approach? Additionally, should the implementation team follow a formal project management methodology, and what degree of flexibility do you expect in adapting the chosen methodology during the project phases ?

    - Agile is preferred

44. Given that the development and testing/QA phases are split, is there a possibility to have intermediate demos to a subject matter expert from UPU during the development phase, to be

able to have quicker feedback in case of any questions about the requirements? Does this fall within the function of regular meetings, described in section 2.4.9? If so, what frequency might be possible for such meetings?

- Yes, as required

45. During the testing phase (outlined in the proposed timeframe), will there be a structured process for end-user testing and feedback? If so, how will the user groups be selected, and what methods will be used for gathering feedback?

- Yes, UPU will coordinate the testing in collaboration with the vendor

46. Kindly elaborate the significance of the system being having "Operational Nature".

– Please refer to the area impacted in annex 1 under 2.1.1

47. What specific issues have you faced with the current process that you want to avoid in the new system?

– Currently, these processes are manual, involving emails and paper-based communications, which are prone to errors, inefficiencies, and delays.

48. We assume that this project is related to the development of software only whereas all the hardware & infra will be responsibility is of UPU. Kindly confirm.

– it depends on the system whether it is cloud-based or on premises

49. Do you want admin to configure / activate / deactivate Multi Factor Authentication for specific type of user? Can user also activate or inactivate Multi Factor Authentication for their login?

– It is desirable to allow MFA for all users

50. Total how many different type of request forms will be there? Please share sample of each request form.

– Three as decribed in annex 1 sections 2.1.1; 2.2.1; 2.3.1

51. We assume that google authenticator API will be procure and provided by UPU. Please confirm.

– It should be considered in the proposed system and therefore in the financial offer

52. Can you please provide sample(s) of circulars?

– Please refer to the detailed description in annex 1, section 2.3.1

53. We assume that here only email notifications are intended. Kindly confirm.

– Yes

54. Please share sample form for each type of request.

– Please refer to annex 1 sections 2.1.1; 2.2.1; 2.3.1

55. Are there any specific "business rules or workflows" to be invoked based on different "reasons"? Kindly elaborate the requirement.

– This needs to be designed as specified in section 2.1.1

56. Do you want products to be configurable in the new system?

– Yes

57. We do not envisage any integration here however, if required then we assume that the IMPC protocol enabled systems will be provided by UPU. Kindly confirm.

   – IMPC is not a protocol. We will provide access to the code list to the vendor

58. Which type of information/data is to be captured here? Kindly elaborate or share sample.

   – Rich text

59. Can you please elaborate logic to be implemented that help system determine whether the request is "valid" or not?

   – Coordinator assess the validity of the request

60. Which all types of users will be accessing the system and what all features/functionality will be accessible to them?

   – This is an internal system. UPU staff uses it for editing and translation

61. Which users are you referring here? Please clarify.

   – All users in the database should receive notifications

62. We assume that "possible reasons" are nothing but the codes defined within the proposed system. Please confirm or else elaborate for us to understand this requirement better.

   – It is related to the reference list on the event or occurrence

63. Are these same as "reasons" or different?

   – Yes

64. Are these products here are to be presented as a "fixed list" or you want these to be "admin configurable"?

   – Users will have to select as appropriate the product impacted

65. We tried to access the page but we did get "access denied" message so can you please provide those TWO documents.

   – The documents will be provided to vendors at a later stage. All informaion that is to be completed in the request is detailed in annex 1, section 2.2.1

66. Is this 'form' required to be implemented within the proposed system or it will be just a file download/upload? If 'form' is required to be implemented then please provide sample.

   – It is required to be implemented within the proposed system

67. How it will be verified that requests submitted by DOs are meeting the required criteria? Also let us know who will verify it?

   – Please refer to process flows under 2.2.2. It is ET Secretariat (UPU IB)

68. We could not find any process flow for International Bureau in the RFP document. Kindly provide the same.

   – Please refer to process flows under 2.2.2. It is ET Secretariat (UPU IB)

69. It seems that the you intend to have automation in the assessment whether the added requests meet the required criteria or not. In that case we would like to know the business logic to be used here so please elaborate the same.

   − Please refer to sections 2.2.1 and 2.2.2. Additional information can be provided to the vendor at a later stage

70. We could see that there are a few decision points in this entire process flow such as "rules met", "Admissible", "Recommended", "Endorsed", and "Approved". Out of these which all will require some sort of business rules/logic implementation and what will be that, kindly elaborate.

   − Additional information can be provided to the vendor at a later stage

71. "So far we could identify that following are the intend types of users which will be accessing the system:

   1. DO

   2. IB

   3. Coordinator

   4. ET2 Secretariat

Kindly confirm and let us know if there are any other user types as well. Also, let us know the roles & responsibility for each user type. "

   − Yes

72. Whether the "operator" is to be allocated by the system automatically or this is just to be displayed as selected earlier. Please confirm and elaborate as may be required.

   − The operator will be added to system based on a specified list with country and operator names and codes

73. How to calculate? Kindly elaborate.

   − It calculate from the date of submitting the request until its date of publication.

74. We assume that you don't need integration with any 3rd party service but intend to have an integration with existing system i.e. PEGASE. Kindly confirm and provide more details about method of integration and the number of languages it serves.

   − It is desirable to integrate the proposed system with existing ones. The languages served by PEGASE are French, English, Spanish, Portuguese, Arab, Russian

75. What is the expected volume of PEGASE API calls?

   − Interfaces with existing custom developed systems hosted on premise (i.e., PEGASE) that provides an API interfaces

76. Will translation process work on the fly? Where system will send translation request to the third party system (i.e. PEGASE) and it will send translated content on realtime basis or translation process will be done by PEGASE (manually or automatically) and send back at later stage through the specified route. Please confirm the translation process.

   − PEGASE is not a translation system. It handles all requests for editing, translation, etc.

77. If there is any 3rd party external systems / tool that need to be integrated then please share list of all such 3rd party external systems / tools.

    – Interfaces with existing custom developed systems hosted on premise (i.e., PEGASE) that provides an API interfaces

78. If there is any 3rd party external systems / tool that need to be integrated then then please let us know what is the expected volume of API calls?

    – Interfaces with existing custom developed systems hosted on premise (i.e., PEGASE) that provides an API interfaces

79. We would like to know more about the review & validation process … how it is to be performed within the proposed system and who (user type) will perform it?

    – Please refer to the pocess workflows as decribed in annex 1

80. We assume that all required hardware and software for electronic signature will be procured and provided by UPU. Please confirm.

    – Implicit approval sufficient for publication

81. Approximately how many different types of templates will be there?

    – Depending on the process flow that are described in annex 1

82. Is it possible to have more details about compliance requirements?

    – MS Office 365

83. Are these the only two conditions or there can me other conditions as well? It will be helpful if you can provide a comprehensive list of such conditions.

    – This is as indication. Deatiled information can be provided to the vendor

84. What is the purpose of contacting a user by sending email or calling them? Once email is sent or talked on phone what will be the next step? Please elaborate.

    – To gather additional information, clarification, document, etc.

85. Are there any reporting formats that are preferred?

    – No, any proposal is welcome

86. We assume that message will not be sent automatically on the data / time set by the user. System will only show reminder to the user and user will submit the request manually. Please confirm or correct us if we are wrong.

    – It depends on the proposed system. Reminders can be sent manually or systematically.

87. Will there be an automatic report generation on the said frequency by the system or user will generate report manually on the said frequency?

    – Automatic report generation on the said frequency by the system.

88. We assume that this feature is not to be considered in the current scope of work. Please confirm.

    – It is desirable that the proposed system will be able to export related data for this purpose.

89. What will be the estimate storage size required for LIVE data (13 Months) and archieved data (3 years)?

    – This information can be provided and agreed at a later stage with the vendor

90. What kind of interface is required with other softwares? One Way or Two Way?

    – Interfaces with existing custom developed systems hosted on premise (i.e., PEGASE) that provides an API interfaces

91. What data need to be exchanged with each of the third party software / system?

    – All types of data within the scope of the system

92. We assume that all required API for these third party software / system wil be procured and provided by UPU. Please confirm.

    – Interfaces with existing custom developed systems hosted on premise (i.e., PEGASE) that provides an API interfaces

93. We assume that if any security audit is required by 3rd party then you will engage them and bear its cost directly. Proponents/bidders are not required to factor in its cost in their commercial bid.

    – Yes

94. It will not be feasible for the International Bureau to develop new features or develop new reports on the fly. UPU should raise such required and it will be considered as Change Request with additional cost on mutual agreement.

    – The system must be as configurable as possible so that simple changes can be done in-house

95. We assume that virtual meetings will suffice. Please confirm.

    – Yes

96. How many EmIS messages, force majeure cases, and circulars do you expect to handle per month?

    – The system should connect globally more than 200 designated operators of UPU member countries, which annually handle nearly three hundred EmIS messages, two hundred circulars and several requests of force majeure requests to open and close cases. Two thousand users from nearly 192 member countries require access to this system.

97. What is the average size of each document (e.g., PDF, image, or scanned document)?

    – Not relevant

98. How long will the documents be retained in the system?

    – Requests database storage duration is agreed with the International Bureau, compliant with legal provisions and UPU requirements as well as the recommendations of ISO27002 Control 5.13 "Labelling of information" but not less than 13 months after which data can be archived but retrievable within three more years.

99. Are there any specific versioning requirements for EmIS messages and case files?

– Desirable

100. What is the expected traffic volume (i.e., number of requests/transactions per second)?

– See question 51

101. Do you need to process messages in real-time, or can some operations be done in batch mode?

– Both, as required

102. Are there any requirements for data locality or data sovereignty (e.g., EU, UK, US regions)?

– It is preferred to be in Switzerland region

103. Maximum how many concurrent users will be there at peak load?

– 20

104. We assume that the current website hosted on https://www.upu.int/ is not related to this requirement. It will be a complete separate website for this system requirement. There will not be any kind of integration between these two websites / system. Please confirm.

– Yes

105. We assume that this system will be used by internal / registered users only and general people will not have any access to this system. Please confirm.

– Yes

106. How is this option to be understood?

a) The system must be able to be translated into other languages in the future, without having these translations in Version 1.

b) Version 1 of the software must be able to dynamically load additional languages.

– Version 1 must support at the minimum French and English

107. Is there a list of required fields/information which should be configurable on a dashboard?

– Any proposal is welcome

108. Please clarify if the user accounts are handled in UPU's Identity System or in the new system. These two bullet points somewhat contradict each other.

– Depending on the implementation, the access levels can be inside or outside the system. The user accounts, all comes from the central identity and access management system

109. Is the second-factor authentication functionality already handled UPU's Identity System or does the new system have add an additional mechanism for second-factor authentication ?

- No

110.   Is there a technical specificaton available for the 'UPU identity and authorization management system'?

- It is based on midpoint

111.   Is the API interface for the PEGASE system available for bidders or will it be made available only for the final vendor?

- Will be available for the final vendor

112.   How should the 'phone' contact be handled ?

Display phone number

Open the telephone number in the default application via a link

Interact with a telephony system

- Display phone number only

113.   What kind of data should the system be able to import?

- Code list, reference lists

114.   Requirement is unclear. What should the system be able to do?

- Manage users and their permissions as well as manage reference data

115.   PEGASE is mentioned in other parts of the document. Is there a specification for the QCS Mail System? What are the requirements regarding the interaction with domestic systems ?

- Interfaces with existing custom developed systems hosted on premise (i.e., PEGASE) that provides an API interfaces

116.   Does this mean we can't use projects we've worked with UPU in the past as cases, proof of technical capability, and or referral?

- This is related to using the UPU emblems in other commercial activities. Referring to previous work done for the UPU is fine.

117.   ALL tender documents (from cover letter, exec summary, bidder information, to etc) must be signed by a representative or just the ones that require a signature in order to be a valid documentation?   Just the ones that require a signature

118.   Please confirm that such confirmation of participation has no deadline indicated in section 2.20. If applicable, please advise what the date is and who should receive such confirmation of participation from us.   There is no confirmation deadline but rather Deadline for submission of tenders to the UPU

119.   Is there a template file that shall be used for submission or it's all a matter of following the structure set out in section 3?

- it is required to follow the requirements as announced in call for tenders

120.   Where should such answers be placed? In a separate file? In what format? Could you please exemplify?

- This should be aligned to each of the relevant requirements.

121.   Please elaborate on "an option for local language configuration". What languages and/or regions shall be included as optional?

       – English and French are a must. Any other languages are optional.

122.   How flexible is the system expected to be with roles and permissions?

       – A role has a fixed set of permissions

123.   Should roles vary based on country-specific needs or be standardized across all UPU member countries?

       – Roles are standardised

124.   Beyond the roles listed (e.g., editor, validator, viewer), are there specific access levels required within each role?

       – Yes

125.   Should any roles have restricted access based on geographic or functional criteria?

       – editor and viewr roles are country based

126.   What procedures are expected for periodic review of user access rights?

       – Not relevant

127.   Should there be automated alerts for inactive accounts, or is manual review sufficient?

       – Manual review is sufficient

128.   Is there a preference for data storage locations, especially concerning regulatory compliance, and are there specific legal requirements for data archival beyond the three-year retrieval period?

       – If cloud-basaed hosting then switzerland region is preferred

129.   Could you specify the encryption algorithms preferred for both data at rest and in transit, and are there any additional compliance requirements for encryption?

       – No, it should be one of the standard encryption algorithm

130.   Data Retention Policies: Are there specific data retention requirements that vary by data type (e.g., EmIS messages vs. force majeure cases)? How should the system handle purging or archiving data after the retention period?

       – No data retention policies by data type; Please refer to the data storage requirements

131.   Data Backup and Recovery: What is the expected frequency for data backups, and should the system include a user-accessible feature to retrieve backup data on demand?

       – Any proposal is welcome and can be agreed with the vendor

132.   Data Sensitivity and Access Levels: Should there be a data classification system that limits access to certain data based on the user's role or country, especially for force majeure cases?

       – The country user has access only to own data

133. Data Import and Export: What are the expected formats (e.g., CSV, XML) for data imports and exports, and should the system provide support for automated periodic exports for certain data types?

- Export format which ever you propose

134. Audit Trail for Data Modifications: Should the system log all modifications to sensitive data fields, and will there be a required log retention period aligned with UPU or international standards (e.g., ISO 27001)

- Yes

135. The requirements mention integration with UPU's identity management system. Should the system support federated identity protocols (e.g., SAML, OAuth) for SSO, or is it expected to use only UPU's existing SSO?

- UPU's existing SSO

136. Please elaborate on "support to users". How much support should it provide? For example, required fields display with suggestions or some kind of intelligence and elaborate conditional thinking?

- Any proposal is welcome

137. In this sense, are we refering to a new software in the process or just a change in the process flow?

- Re-direction means re-assigning a workflow step to another entity

138. Please elaborate on the level of customization the user should have and there will be a selection of ready-made graphs? Or will the user be able to create their own graph from the available data? If this is the case, what data and graph types should be made available?"

- Configured by system admin for all users

139. Should we already consider the creation and availability of APIs for future integration in our budget? Or the solution only needs to have a structure that allows the future creation of APIs?

- The solution only needs to have a structure that allows the future creation of APIs

140. For pricing matters, should we consider creating this configuration in the budget? Or is it just a criteria for selecting the bank to be used?

- Managing users and permissions and refereced data

141. Please elaborate on "domestic systems". What should be considered?

- Any other systems used at country level

142. For pricing matters, can we consider automatic import with Outlook integration only? Or there will be other services that require integration efforts? If so, is there a list of such services?

- MS Office 365