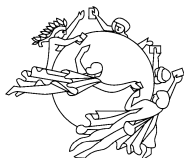**Questions relating the to the UPU RFP**
"UPU Software development consultants"

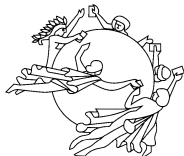Legend:

Type: Q ... question
               A ... answer
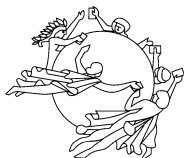
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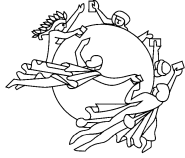| nbr	type	status	
1.	Q		Do you have any indication on the volume of services or people required for this contract?
	A		**As defined in the tender under section 4.2: Bidder requirements:** **Bidders are expected to offer its pricing structure based on daily rates, on working packages of 100 person days each, 500 person days each, 1000 person days each and for the complete potential project volume of 6000 person days**
2.	Q		Do you expect the work to be performed only on site? Are off-site and teleworking modes accepted?
			We expect the work to be done both offsite and onsite. Major part of the work will potentially need to be done offsite. Yes, teleworking mode is acceptable under the prevailing Covid19 conditions to be in compliance with local government rules and regulations is acceptable
	A		
3.	Q		In relation to the following sentence "The bidder has to have its headquarters or at least a branch of its company in Switzerland" – Could you please clarify: • In case of a joint venture between two companies is it acceptable that one of the company has a branch in Switzerland? • In case of a branch in Switzerland we understand that this entity should participate as subcontractor or partner in the offer. Could you please confirm? • In case of subcontracting, we understand that subcontractors have not necessarily to be established in Switzerland. Could you please confirm?

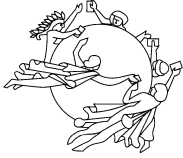|			
	A		**It is acceptable. If in case of JV, one of the companies has a branch at Switzerland** **The entity based in Switzerland should be the party bidding for the contract (as a partner).** **Refer to sec. 2.6 of the call for tender.**
4.	Q		Has this tender been awarded previously or is this the first time this tender is being awarded? • If it has been awarded previously is there any information you can share?
	A		**This is a new tender and will be awarded for the first time.**
5.	Q		Is there a standard or preferred pricing structure? • For example average rate per position?
	A		**We are requesting daily rates (hourly rates) for consultants matching the skills and service requirements.**
6.	Q		Under the terms of the call for tenders, the vendor is expected to provide services in Business Analysis, Software Development and Quality Assurance. Could you give us an idea about the provisional proportion for each service category in terms of person days and on an annual basis? More importantly, what is the proportion of .Net versus Java development for the software development category?
	A		**The max requirement will be of software developers. In the following descending order of person days** - **Software Developers** - **Quality Assurance (Software testers)** - **Business Analysts**
7.	Q		Section [4.3: Consultant requirements] stipulates that « The bidder has to have its headquarters or at least a branch of its company in Switzerland. » Can a non-Swiss located company participate and be eligible for this call for tenders with a commitment to establish itself in Switzerland in a second phase?
	A		**No**
8.	Q		Could you disclose the other locations for onsite assignments if any other than Weltpoststrasse in Bern?

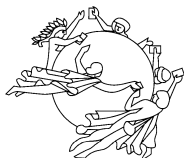|		
	A	**The onsite location will be at Bern. It is possible that the consultant may be send on mission (business trip) to work at customer site.**
9.	Q	Would UPU consider nearshore locations (CET-CEST +/- 2h) as an opportunity?
	A	**Yes. The offsite locations as defined in the RFP will be the nearshore locations (CET-CEST +/- 2h). It is part of our assessment criteria.**
10.	Q	Would offsite staff be called onsite, what is the expected lead time for the staff to reach UPU premises (1 day, 1 week, other), what is the expected duration for their stay onsite (1 day, 1 week, other)?
	A	**Yes. Offsite may be called onsite if project demands so. The expected lead time for the staff to reach UPU premises will typically be 1 day and the duration will depend on the work to be accomplished.** **Typically, it may range from one week to a month**
11.	Q	Consultant experience is usually defined by xxxgroup as Junior (<5y), Experienced (<10y) and Senior (+10y), are these definition acceptable to UPU for this Tender?
	A	**Relevant experience of at least 5 years for Junior role and more than 5 years for Senior role. UPU technical team may further corroborate the experience mentioned on consultant's CV on the basis of technical evaluation.**
12.	Q	Could you please specify the following regarding the staff that should be dedicated to the project? It is stated that two members of staff should be located in Berne but will mostly work remotely. Can we propose a fully remote team but that will work in the same time zone as Berne? So, is it okay not to have two onsite specialists but to have a team in other locations in the UN?
	A	**The mix of offsite and onsite will depend on the kind of the project and specific operational needs. It is very much possible to have the full development team working remotely at an offsite location.**
13.	Q	Can a Malaysian company participate in this tender?
	A	**Yes, but with a local presence (branch office or a subsidiary) in Switzerland**
14.	Q	Section 2.19, page 9: It is stated that: "The UPU is not bound to accept the lowest tender and reserves the right to accept all or part of a tender." How would you split the services? Could you please confirm if this Long Term Agreement (LTA) is to be awarded to a solely vendor? Or is it an homologation of various vendors (multi-awarding)?

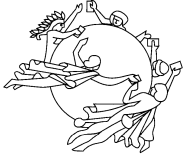|		
	A	**The contract is for a fixed period of 4 years and it could be awarded to a single or multiple vendors; approved by the Director general on the recommendations made by the Tenders and Procurements Committee** .
15.	Q	Section 4.2, page 13: Which is the profile you might require to be on-site for us to provide the most suitable CVs?
	A	**As described in Section 4: Service requirements. Same profile requirements for onsite and offsite resources.**
16.	Q	Section 4.2, page 13 The 2 onsite profiles are to be based in a regular basis in UPU Headquarters at Berne?
	A	**Yes, that is correct**
17.	Q	Section 4.2, page 13 Are the 2 on-site profiles introduced to the offer binding to the project delivery? Or can they be replaced by equivalent profiles in the event they are not available at the award time?
	A	**The profiles are not binding and can be replaced by equivalent profiles**
18.	Q	Section 4.4, page 14 One of the key evaluation criteria is the location and accessibility of the company. Could you please list your preferred time zones for the project delivery?
	A	**For offsite: nearshore locations, preferably with time zone difference of CET-CEST +/- 2h**
19.	Q	Sections 4.3 and 4.6, pages 14/15 Could please clarify where the resources will be located? In section 4,3, UPU requires 2 onsite and 4 offsite consultants but in section 4,6, UPU defines the location mainly from its own premises at the offsite location and just from time to time the tasks will be carried out at UPU headquarters. It seems contradictory. The objective is to clarify the from where UPU is expecting the resources because it is unclear.
	A	**The resources will be located either onsite at UPU Bern or offsite at nearshore locations. However, the ratio of offsite to onsite in the projects is estimated to be higher. Section 4.3, requires the bidders to provide CVs of 2 onsite and 4 offsite consultants**
20.	Q	Section 4.3, page 14 Could you please clarify how many CVs are you expecting? 6 in total (covering the 3 profiles of consultants)? Which profiles do you want onsite and which ones offsite?

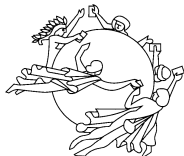|			
	A		**2 on-site consultants and 4 off-site consultants for each profile** **Therefore** **Onsite:** **1 Junior + 1 Senior Developer Analyst,** **1 Junior + 1 Senior Developer,** **1 Junior + 1 QA analyst (Software Tester)** **Offsite:** **2 Junior + 2 Senior Developer Analyst,** **2 Junior + 2 Senior Developer,** **2 Junior + 2 Senior QA analyst (Software Tester)**
21.	Q		Could you please provide locations details for the sites support?
	A		**The onsite location is:** **Weltpoststrasse 4, Bern** **Bern 3015**
22.	Q		What peripherals should we use for service delivery (laptops, mobiles, etc.)?
	A		**The IT infrastructure and development platform to be used for delivery of the services will be in compliance with UPU's software development practices – we have it documented for our partners"**
23.	Q		Is it possible to use resources in English and Arabic? Or just in English?
	A		**Full proficiency in English language is required. Knowledge of other languages, especially those used in the United Nations system, is an advantage**
24.	Q		Could you please clarify the "Responsibility for the source code developed"?
	A		**The developer will be responsible to make corrections or changes to his or her authored source code.**
25.	Q		Is there any specific technology preference for software development?
	A		**UPU mostly uses Microsoft® tools and technologies and will be the preferred choice where applicable**
26.	Q		Should the solutions be available in premises, cloud, or both?
	A		**On-premise.**
27.	Q		Should the software be available in Arabic language in addition to the English?

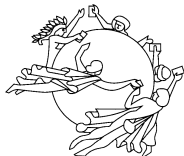|		
	A	**In English and as and when required in other languages especially those used in the United Nations system**
28.	Q	Should the solutions be limited for software development and hardware support outlined in the scope of work?
	A	**The services being requested will be largely limited to those related to the different phases of a Software development Life Cycle (SDLC)**
29.	Q	Should the hardware development support be available from day one?
	A	**Question being asked is not clear to us.**
30.	Q	In par. 4.4 you say that the criteria "Competence and experience of the consultants" can be awarded a maximum of 20 points but you do not specify how you will evaluate it. For example, if we provide two consultants per role, one Senior and one Junior, the Junior may not have all the characteristics you ask (being a junior…): will the Junior profile lower the overall score for that part? Do you expect the Junior profile to meet all the characteristics or is there some characteristic which is more important to have for them?
	A	**The maximum of 20 points for the "Competence and experience of the consultants" will be awarded based on equal number of senior or junior profiles furnished by the bidder**
31.	Q	The references must be signed by the clients or is it sufficient to provide the client's contact (name, email, phone) to provide eventual confirmation of our declarations?
		Providing references are enough and signatures are not necessary.
	A	
32.	Q	Could you disclose the other locations for onsite assignments if any other than Weltpoststrasse in Bern ?
	A	**The onsite location will primarily be the IB premises at Bern (4 Weltpoststrasse)**
33.	Q	Would UPU consider nearshore locations (CET-CEST +/- 2h) as an opportunity ?
	A	**Yes**.
34.	Q	Would offsite staff be called onsite, what is the expected lead time for the staff to reach UPU premises (1 day, 1 week, other), what is the expected duration for their stay onsite (1 day, 1 week, other) ?

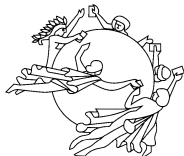|			
	A		**Yes. Offsite may be called onsite if project demands so. The expected lead time for the staff to reach UPU premises will typically be 1day and the duration will depend on the work to be done.** **Typically, a week to a month, for knowledge transfer - acquiring project knowledge and meeting the project stakeholders**
35.	Q		Consultant experience is usually defined by SWORD as Junior (<5y), Experienced (<10y) and Senior (+10y), are these definition acceptable to UPU for this Tender ?
	A		**Yes, these are expectable**
36.	Q		Can the documents to be sent by email, as per paragraph 2.17, be digitally signed or will they have to be printed, signed and then scanned again for sending?
	A		**The documents can be digitally signed.**
37.	Q		With reference to paragraph 4.1. ("The VENDOR will be expected to..."), do the requirements listed in the relevant sub-paragraphs have to be fulfilled by the company's team of developers as a whole or do all the requirements have to be fulfilled by each consultant whose CV is submitted in the tender?
	A		**Both**
38.	Q		With reference to paragraph 4.8., does the sentence "Any other costs to be incurred by the Vendor, including any travel and subsistence costs incurred in the provision of the services at locations other than its own premises and specifically designated by the UPU, shall be subject to the prior written consent of the UPU. " mean that there is provision for reimbursement by the UPU of travel expenses when consultants are required to be present at the UPU's premises?
	A		**Here the reference is concerning the consultant, onsite or offsite when required for project work.to any travel to locations other than his defined work location**
39.	Q		"XXXXX" is a subsidiary company of "XXXXX" in Switzerland and "XXXXX", India. We wanted to check whether this is acceptable in the framework of this tender.
	A		**Yes it is acceptable.**
40.	Q		"XXXXX" is recently registered in Switzerland but its holding companies have more than a decade experience in building similar software products and platforms for enterprises across many countries. We would like to share those references and accomplishments as part of our RFP responses. Please confirm these will be accepted.

	A		**Yes it is acceptable.**
41.	Q		From the tender documents, we understood multiple software applications on technologies - e.g. Dot Net, Java, Android & iOS Mobile Applications, C#, etc...- are required. To ensure the correct skill mapping with respect to tasks, we would like to inquire which technology stacks are primarily used today in the existing systems.
	A		**UPU mainly uses Microsoft® tools and technologies and will be the preferred choice where applicable**
42.	Q		The RFP calls for three skill sets (business analyst, software developer, software tester). Can some of the consultants cover all three, or at least two (e.g., software developer and software tester), skill sets in one person?
	A		**Yes, it is acceptable and considered as an added advantage.**
43.	Q		Is the minimum number of consultant CV's six (6), meaning 2 on-site consultants and 4 off-site consultants, as per section 4.3? Is there any minimum in regards to the skill sets (business analyst, software developer, software tester)?
	A		**2 on-site consultants and 4 off-site consultants for each profile** **Therefore** **Onsite:** **1 Junior + 1 Senior Developer Analyst,** **1 Junior + 1 Senior Developer,** **1 Junior + 1 QA analyst (Software Tester)** **Offsite:** **2 Junior + 2 Senior Developer Analyst,** **2 Junior + 2 Senior Developer,** **2 Junior + 2 Senior QA analyst (Software Tester)**
44.	Q		Is knowledge of the RANOREX test automation tool an absolute must have?
	A		**UPU uses RANOREX automation tool, so consultants with knowledge of this tool is a mandatory requirement.**
45.	Q		**The bidder has to offer at least 2 onsite and 4 offsite consultants according to the skill requirements specified herein.** • Which position has to be onsite? Which position has to be offsite? For the onsite position(s): How often and for how long does the consultant have to be onsite?
	A		**2 on-site consultants and 4 off-site consultants for each profile** **Therefore**

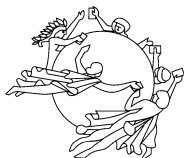|			
			Onsite: **1 Junior + 1 Senior Developer Analyst,** **1 Junior + 1 Senior Developer,** **1 Junior + 1 QA analyst (Software Tester)** **Offsite:** **2 Junior + 2 Senior Developer Analyst,** **2 Junior + 2 Senior Developer,** **2 Junior + 2 Senior QA analyst (Software Tester)**
46.	Q		**Responsible for understanding and evaluating the changing needs of the business, analyse the impact on the systems and processes, document and support communication between different stakeholders, and capture requirements needed to initiate a change.** • Have you already internally defined (fully or partially) the use cases and requirements of the complete environment, or will this be the responsibility of the Business Analyst? • Will the Business Analyst be in a supporting role alongside employees from UPU or is he/she responsible to define all necessary requirements?
	A		**Yes, internally the role of business analyst is defined** **It can vary from project to project but there always will be support and overseeing of the work being done by the externals**
47.	Q		**Offsite support capability** • What is the expected capability? Do you need on-demand, 24h 2nd or 3rd level support?
	A		**Normal working hours 3rd level support**
48.	Q		**The bidder has to have its headquarters or at least a branch of its company in Switzerland**. • Can you please define what is exactly meant by branch? Can it be a representative company/partner with its own entity that we work with in Switzerland?
	A		**By branch, we mean an extension of the parent company with financial stake holding.**
49.	Q		Are workflows/project timings already set?
	A		**There are ongoing projects which will need augmentation and others which are not planned yet – in pipeline**
50.	Q		Is the 2nd level support provided by UPU
	A		**Yes, for the profile of Business Analyst, 2nd level support is part of the job description**

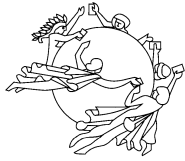| 51.	Q		Which system are you currently working with?
	A		**There are many systems we work with. Please visit our website to get more information about our IT products and Services**
52.	Q		How old are the main systems?
	A		**We have a range of IT solutions in operation – 25 year old to the most recently developed systems and services**
53.	Q		How old is the data base?
	A		**There are many databases, for some products as many as client installations. We use MS SQL Server and support at least the last 3 to 4 released versions in production**
54.	Q		Do you already have a team that is dedicated to this project? Will the team we provide operate independently or will our team member be integrated into an existing team?
	A		**There are ongoing projects which will need augmentation and others which are not planned yet – in pipeline**
55.	Q		Chapter 2.13: Due to the pandemic, last year we have introduced **Qualified Electronic Signatures** which according to Swiss law are equal to manual signatures in electronic correspondences. Do you accept these as equivalent / sufficient?
	A		**Yes that should be Ok.**
56.	Q		Chapters 2.17/2.20: In 2.17 the submission deadline is on October 7th at 6.00 CET/CEST, in 2.20 it is on this date on 16.00 CET/CEST. Are we correct to assume that 16.00 is the correct time?
	A		**There is a typo in 2.17 (Number 1 missing, sorry for that). The deadline is: 07 October 2021 at 16.00 CET/CEST**
57.	Q		Chapter 3.8: The UPU General Terms and Conditions mentioned are not attached; are these the ones found under this link: https://www.upu.int/UPU/media/upu/TPC_CAA/Reference%20Documents/generalTermsServicesCallForTendersEn.pdf
	A		**Yes, that is correct**

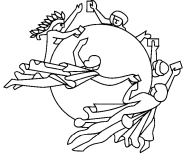|			
58.	Q		Chapter 4.2: Is it possible to provide separate rates for Juniors and Seniors, or do you expect blended rates?
	A		**Separate rates for Junior and Senior profiles.**
59.	Q		Chapter 4.2: Is it sufficient to provide references to completed or on-going similar projects?
	A		**Yes, it should be Ok at this stage.**
60.	Q		Chapter 4.3: We understand this to mean that we need to provide 2 onsite and 4 offsite CVs for each of the services, i.e. 4+2 Business Analysts, 4+2 Software Developers and 4+2 Consultants in Quality Assurance. Is this correct?
	A		**Yes** **2 on-site consultants and 4 off-site consultants for each profile** **Therefore** **Onsite:** **1 Junior + 1 Senior Developer Analyst,** **1 Junior + 1 Senior Developer,** **1 Junior + 1 QA analyst (Software Tester)** **Offsite:** **2 Junior + 2 Senior Developer Analyst,** **2 Junior + 2 Senior Developer,** **2 Junior + 2 QA analyst (Software Tester)**
61.	Q		Chapter 4.3: Do you need the university diplomas of the consultants, or are the certifications in further education sufficient?
	A		**University Diplomas will be preferred.**
62.	Q		**Question1: Existing Software system** Can you elaborate on what kind of software had to be developed? Is one system or several system? For which purpose? What's the technology stack or underlying architecture?
	A		**UPU design and develops and maintains IT solutions for its telematics cooperative members.** **The solution are mostly in the area of Postal logistics, postal mail, parcels, customs clearance and payment services.**

			There are several systems (product families) and we use Microsoft® technology stack
63.	Q		**Question 2: Software Development Process** Is the project integrated or interfacing with other projects? IS there a specific expectation regarding the software development approach (e.g. agile)?
	A		**There is a close integration of many different projects / products. We use a mix of Agile and Iterative waterfall methodologies**
64.	Q		**Question 3: Consultant requirements: "…at least 2 person onsite"** Which roles / services (e.g. business analysis, QA, …) should be provided onsite?
	A		**2 on-site consultants and 4 off-site consultants for each profile** **Therefore** **Onsite:** **1 Junior + 1 Senior Developer Analyst,** **1 Junior + 1 Senior Developer,** **1 Junior + 1 QA analyst (Software Tester)** **Offsite:** **2 Junior + 2 Senior Developer Analyst,** **2 Junior + 2 Senior Developer,** **2 Junior + 2 Senior QA analyst (Software Tester)**
65.	Q		**Questions 4: Consultant requirement "The bidder has to have its headquarters or at least a branch of its company in Switzerland"** Is this mandatory. Our headquarter is located in Munich, Germany and we render several projects for Swiss clients.
	A		**Bidders should their local presence in Switzerland**
66.	Q		The currency of quotation must be US Dollar?
	A		**No. Swiss Francs (CHF)**
67.	Q		Is there a guarantee slip for the seriousness of the Offer? Deliver data if it is indeed necessary ?
	A		**No tender guarantee slip is not required.**
68.	Q		Proposals are sent to the email ONLY: RFP-2021-011@upu.int Will reception of these be confirmed?

	A	**Yes**
69.	Q	Is the Proposal unique, unique delivery document, Technical and Commercial Offer?
	A	**Proposal is to be a document with both technical and commercial offer put together.**
70.	Q	Is the software development service 100% remote?
	A	**No, could be mix of offsite and onsite**
71.	Q	.- In point 4.8 it refers to Bidders must also confirm that their offers cover all costs associated with the provision of the services referred to herein. Any other expenses incurred by the Provider, including travel and subsistence expenses. Which are the most recurring destinations that must be attended to. Please detail?
	A	**Here the reference is concerning the consultant (onsite or offsite) If required for project work to any travel to locations other than her base location.** **The locations could be a client site.** **We serve postal operators and member posts across the globe.**
72.	Q	Can you detail the Consultant Team and the amount required for the service?
	A	**This is all described in the RFP**.
73.	Q	It is possible to deliver a description of what you consider Senior / Junior Consultants
	A	**Relevant experience of at least 5 years for Junior role and more than 5 years for Senior role** **UPU technical team may further corroborate the experience mentioned on consultant's CV on the basis of technical evaluation.**
74.	Q	Can it be detailed which are the working hours, point out opening hours?
	A	**Normal working hours as applicable at the place of working. For onsite staff, typically (8 hours a day for FT consultant from between 7 AM to 7PM.)**

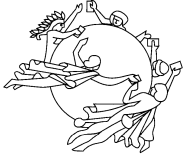| 75.	Q		Can you provide the application architecture to take it as a reference?
	A		**This isn't necessary at this stage of the RFP process.**
76.	Q		If licenses are established for certain developments, will they be provided / provided by the client?
	A		**Yes, it will be.**
77.	Q		It is mentioned that Requirements of the consultant The bidder has to offer at least 2 on-site and 4 off-site consultants in accordance with the skill requirements specified in this document … Can you indicate which sites the Consultant should attend?
	A		**2 on-site consultants and 4 off-site consultants for each profile** **Therefore** **Onsite:** **1 Junior + 1 Senior Developer Analyst,** **1 Junior + 1 Senior Developer,** **1 Junior + 1 QA analyst (Software Tester)** **Offsite:** **2 Junior + 2 Senior Developer Analyst,** **2 Junior + 2 Senior Developer,** **2 Junior + 2 Senior QA analyst (Software Tester)**
78.	Q		If the UPU has to reject a proposed consultant if the consultant does not meet the UPU's hiring qualifications … What is the time available to the supplier to replace him?
	A		**It is expected that at least 3 sets of candidate CVs is furnished for a requirement is submitted by UPU.**
79.	Q		If it is possible to know how many providers currently meet the current requirements?
	A		**No**
80.	Q		Please confirm if the bidder needs to follow any standard pricing template for responding to the IT Development Services. If yes, kindly share the pricing template.
	A		**No. There is no such template to share for UPU**
81.	Q		Please confirm if the bidder will be provided access to the non-prod and prod environments to deliver and deploy the IT development services

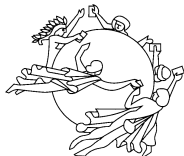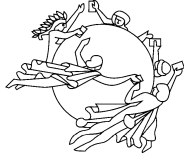|			
	A		**The access to the prod or non-prod will depend on the consultant's defined project and operational role, in accordance with the established internal policy**
82.	Q		Please confirm if there are any standard collaboration or communication mechanisms/ processes in place for enabling a multi-vendor governance model in UPU for delivering the IT development services. If yes, please elaborate on the processes setup, SLA/ KPIs, communication and multi-vendor governance models
	A		**Yes there are and these will be shared in due course of time during the evaluation process.**
83.	Q		Please confirm if UPU will provide remote access to its network via VPNs to the consultants working from Offsite location
	A		**Yes.**

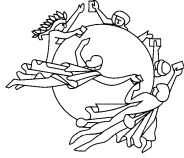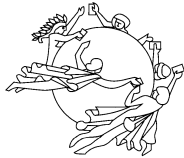| 84.	Q	Chapter 4.3 Consultant requirements, page 14 Original text: The bidder has to offer at least 2 onsite and 4 offsite consultants according to the skill requirements specified herein. The bidder has to provide such consultants' CVs and certificates for certification. Question: Must the offered consultant have already started at the provider? Or can we name consultants that are hired but have not yet started?
	A	**Consultants already provided can be included.**
85.	Q	Chapter 4.3 Consultant requirements, page 14 Original text: The bidder has to offer at least 2 onsite and 4 offsite consultants according to the skill requirements specified herein. The bidder has to provide such consultants' CVs and certificates for certification. Question: As it is uncertain what profile is required at a certain point in time some offered consultants might not be available for a project. Can the provider name other consultants with comparable skillset?
	A	**Yes, that is absolutely OK**
86.	Q	Chapter 4.2 Bidder requirements, page 13 Original text: Bidders shall demonstrate a record of satisfactory performance in similar activities (i.e. reference letters and/or work completion certificates). The business transactions and activities carried out by the Bidder must be com-pliant with the mandates and principles of the UPU. Question: Must a contact person of the bidders references be named?
	A	**Contact person of bidder references is not necessary**
87.	Q	Chapter 4.2 Bidder requirements, page 14 Original text: The daily fees shall cover the entire Vendor's travel expenses, ground transportation costs, as well as all other applicable living expenses. No other fees shall be paid by the UPU to the Vendor. Question: May we assume that if an offsite consultant is required to be onsite at the UPU location the onsite rate maybe applied? Or can those expenses be charged additionally?
	A	**In case the offsite consultant is required to be onsite, additional allowances daily allowances shall be paid for the number of days consultants spends onsite or at a location other than her base location.**

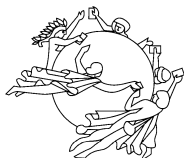| 88. | Q | | Section 4.2
Supplier should ensure project staff with standard equipment like: Computer, Outlook, MS Teams etc. Could you confirm? |
	A		**For offsite consultants, the standard equipment will need to be provided. For onsite staff, UPU shall provide the tools and communication equipment.**
89.	Q		Section 4.2 Our assumption is that UPU will ensure access to Cloud, Documentation, system under test, test environments, all licenses for 3rd party software used on the projects. Could you confirm?
	A		**Yes**
90.	Q		Section 4.1 'Do also the Business Analysis and the Quality Assurance profiles require to have experience with AGILE approaches?
	A		**This is not a mandatory requirement.**
91.	Q		Section 4.3 Does UPU have a specific preference for profiles to be onsite and profiles to be offsite? Eg. Quality Assurance Engineer and Business Analyst on-site and Software developers off-site
	A		**Not necessarily as it will depend on the specific project requirements. However as a standard industry practice; in an onsite/offsite working model, Business Analyst may be mostly located onsite**
92.	Q		Section 4.1 'Will UPU manage the resources directly? (even if resources are offshore with different time zone) Or it will needed an active PM from the supplier?
	A		**The projects will be managed by UPU but team leads roles will need to be defined for projects which have attained a certain size at offsite.**
93.	Q		Section 4.3 Does UPU have any preferences on the location of off-site resources? Should they be near-shore or even off-shore?
	A		**Open to both Off-shore and near-shore options**
94.	Q		Pricing Roles Skill Matrix:

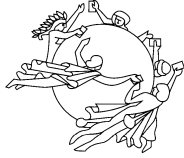|		For the different roles in the project, (Junior, Senior, etc.) Are they defined somewhere in terms of years of experience?
	A	**Relevant experience of at least 5 years for Junior role and more than 5 years for Senior role** **UPU technical team may further corroborate the experience mentioned on consultant's CV on the basis of technical evaluation.**
95.	Q	4.3 Consultant requirements RFP has mentioned 'The bidder has to offer at least 2 onsite and 4 offsite consultants according to the skill requirements specified herein'. Do we need provide overall 6 CVs or 6 CVs for each of 3 profiles mentioned - Business Analysis, Software Development & Quality Assurance (Software testing Services)
	A	**2 on-site consultants and 4 off-site consultants for each profile** **Therefore** **Onsite:** **1 Junior + 1 Senior Developer Analyst,** **1 Junior + 1 Senior Developer,** **1 Junior + 1 QA analyst (Software Tester)** **Offsite:** **2 Junior + 2 Senior Developer Analyst,** **2 Junior + 2 Senior Developer,** **2 Junior + 2 Senior QA analyst (Software Tester)**
96.	Q	4.3 Consultant requirements RFP has mentioned 'The proposed consultants have to be classified as junior and/or senior consultants'. What is the work experience criteria for junior and senior consultant roles?
	A	**Relevant experience of at least 5 years for Junior role and more than 5 years for Senior role** **UPU technical team may further corroborate the experience mentioned on consultant's CV on the basis of technical evaluation.**
97.	Q	4.3 Consultant requirements RFP has mentioned 'The proposed consultants have to be classified as junior and/or senior consultants'. So should bidder provide separate daily rates for junior & Senior consultants?
	A	**Yes that is correct**
98.	Q	4.2 Bidder requirements What is the difference between the below 3 components we need to quote separately: • Daily rate per offsite and onsite consultant; • Quotation per mentioned person day packages

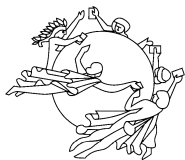|			• A full service quotation (all included); Please elaborate on the details to be included in full service quotation and the duration for which the same has been requested
	A		**Daily rates per offsite and onsite consultants for senior and junior profiles to be provided.** **The daily rates are to be also quoted under 4 packages of 100, 500, 1000 and 6000 person days respectively** **Service offer(s) as a full quotation for a team composition, onsite & offsite with junior and senior profiles to provide the services.** *[Scenarios of different team configuration and the applicable daily rates]*
99.	Q		4.2 Bidder requirements RFP has mentioned 'Bidders shall be providing its detailed pricing structure including Quotation per mentioned person day packages - 100, 500, 1000 & 6000 person-days '. Can UPU provide split of services required for each profiles - Business Analysis, Software Development & Quality Assurance for above mentioned person day packages?
	A		**Yes, the split can be 60% Developers, 20% Business Analysis and 20% Quality Assurance**
100.	Q		4.2 Bidder requirements In current a time and material basis engagement model, who will be responsible for project management activities - UPU or bidder?
	A		**UPU**
101.	Q		4.2 Bidder requirements RFP States "Bidders are expected to offer its pricing structure based on daily rates, on working packages of 100 person days each, 500 person days each, 1000 person days each and for the complete potential project volume of 6000 person days." this is 6000 person days over how many years?
	A		**Over a period of 4 years**
102.	Q		4.2 Bidder requirements Is the customer willing to engage in a managed service model viz a viz a rate card based approach which will give us an opportunity to pass on more savings to the customer?
	A		**No**

103.	Q		Is UPU expecting technical and commercial proposal to be submitted separately?
	A		**Both technical and commercial offers are expected to be put together.**
104.	Q		Does UPU have any expected commecial (pricing) proposal template envisaged for the RFP? Can UPU share the same with bidders?
	A		**No, There isn't a UPU template. Refer to the 4.2 Bidder requirements section for the pricing offer**
105.	Q		**Number of vendors** In the 'RFP-2021-011-DPTC-IT-Development-Services' document, section 2.3 we read: This call for tenders concerns the provision of <u>Vendors</u> providing software development services on a time and material basis to the UPU for a period of 4 years", in section 2.5 we read: "The UPU seeks <u>contractor</u> to provide IT development services for a period of 4 years [...] The selected vendor shall, under the supervision of UPU, deliver business analysis, software development, and testing services on a "time and materials" basis" and in section 2.18: "The <u>winning tender</u> will be selected based on a non-exhaustive list of criteria as set out in section 4". Could you please specify the number of vendors that will be offered a contract? Is there a minimum or maximum number?
	A		**The number of vendors awarded the contract could be 1 or more than 1**
106.	Q		**Consultant requirements – Number of CVs** In the 'RFP-2021-011-DPTC-IT-Development-Services' document, section 4.3 we read: "The bidder has to offer at least 2 onsite and 4 offsite consultants according to the skill requirements specified herein. The bidder has to provide such consultants' CVs and certificates for certification." We understand that we should provide the CVs of least 2 onsite and 4 offsite consultants per service, namely at least 6 CVs for business analysis, 6 CVs for software development and 6 CVs for quality assurance (software testing services). Please confirm or clarify.
	A		**2 on-site consultants and 4 off-site consultants for each profile** **Therefore** **Onsite:** **1 Junior + 1 Senior Developer Analyst,** **1 Junior + 1 Senior Developer,** **1 Junior + 1 QA analyst (Software Tester)** **Offsite:** **2 Junior + 2 Senior Developer Analyst,** **2 Junior + 2 Senior Developer,** **2 Junior + 2 Senior QA analyst (Software Tester)**

107.	Q	**Consultant requirements – Certificates** In the 'RFP-2021-011-DPTC-IT-Development-Services' document, section 4.3 we read: "The bidder has to provide such consultants' CVs and certificates for certification." Please clarify if the "certificates for certification" refer to work completion certificates. If not, please specify the type of certificates required.
	A	**Yes work related certificates (references) and also academics.**
108.	Q	**Assessment criteria – Consultants' competence** In the 'RFP-2021-011-DPTC-IT-Development-Services' document, section 4.4 we read: "Competence and experience of the consultants (certifications and references)". Please specify what type of certifications and references are required to cover this requirement.
	A	**Work related certificates (references) and also academics.**
109.	Q	**Assessment criteria – Quality certification** In the 'RFP-2021-011-DPTC-IT-Development-Services' document, section 4.4 we read: "UNI EN ISO 9001, CMMI Level 3/5 certification or an equivalent and accredited quality endorsement in the area of software development and testing services.". We understand that a UNI EN ISO 9001 certification in the area of software development and testing services is sufficient to cover the requirement and not both ISO 9001 and CMMI. Please confirm or clarify.
	A	**Yes, that is correct**
110.	Q	**Assessment criteria - References** In the 'RFP-2021-011-DPTC-IT-Development-Services' document, section 4.4 we read: "References of similar projects and accomplishments (onsite and offsite development)" and "Bidders shall provide evidence of their ability to meet these requirements by means of a list of references.". Please clarify if there is a minimum or maximum number of references required.
	A	**No, there is no specific requirement on the number of references.**
111.	Q	**Assessment criteria - Location and accessibility of the company** Please specify if a company with a branch in Switzerland will obtain the maximum points of this criterion, namely 15 points.
	A	**Yes. Location closer to UPU HQ (International Bureau)**

112.	Q		**Assessment criteria – Company profile** We understand that this criterion (Company profile) will be evaluated based on the information provided under 'Bidder information', as requested in section 3.3 of the 'RFP-2021-011-DPTC-IT-Development-Services' document. Please confirm or clarify.
	A		**Yes we confirm that and using the 4.4 *Assessment criteria***
113.	Q		**Consultant requirements – Description of procedures** In the 'RFP-2021-011-DPTC-IT-Development-Services' document, section 4.3 we read: "The bidder has to describe its procedure of insuring continuity/backup as well as re-training. The bidder has to describe its procedure of replacing consultants based on qualification deficits discovered by the UPU. The bidder has to describe its procedures of project handling and communication." Please specify under which criterion of section 4.4 the description of the above procedures will be evaluated.
	A		**Under the section: *Offsite support capability (distributed collaboration models, flexibility in capacity & cost scaling, development methodologies provided, core skillsets available, IT security)***
114.	Q		**Onsite consultants:** Will the consultants, be required every day or only at specified phases of the project, i.e. during the business analysis phases, application testing?
	A		**As demanded - as per project requirements**
115.	Q		**Head office/Branch in Switzerland:** Is UPU open to working with a consulting house with offices in the UK (Scotland) and one that can open an office at Zentroom in Berne?
			Yes.
	A		**UPU Technical expertise:** What technical expertise does the UPU IT operational team have, i.e. what are the roles of the IT operational team?
			UPU has teams in OPS with multiple and varied technical skills in the areas of system and network management and administration
116.	Q		**paragraph 4.3** what is the exact meaning of "2 onsite" consultants? It means the Vendor must second 2 people at UPU premises in Berne? full time or else on a need-be basis?
	A		**Yes, 2 people at UPU premises. Full time for a fixed duration as mutually agreed**

117.	Q	could you be more specific with regards to ""at least 2 onsite consultants and 4 offsite consultants""? which profiles must be onsite and which profiles can be offsite?
	A	**There is no definite plan as yet. There could be all types of profiles required onsite or at offsite location.**
118..	Q	**paragraph 4.6** "The Vendor or its assigned consultant shall liaise and work closely with the UPU (as instructed by the latter) and may be required from time to time to carry out certain tasks from the headquarters of the UPU in Berne, Switzerland." does this requirement apply to the so called "onsite" consultants? ie the onsite consultants are meant to be consultants capable to travel to UPU HQ upon request while they regularly work from the Vendor's offices? or it rather applies to the so called "offsite" consultants who could be required to travel to Berne on a need-be basis?
	A	**This is with reference to the offsite consultants who may be required at times to visit onsite for project work and need basis**
	Q	
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