

## **Request for proposals**

Migration of the Pegasus application (K2 Five/SharePoint 2019)

Date: 12 August 2020

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## **1 Introduction**

### *1.1 Profile of the UPU*

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

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

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

## **2 Terms and conditions**

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

### *2.1 Confidentiality*

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

Bidders shall not use such information for any purposes other than those associated with this RFP. This RFP and all attached documents may only be distributed or made available to persons directly involved in the tender process on behalf of Bidders. If external agents or subcontractors are involved in the preparation of the tender documents, this must be indicated and their names provided on the participation notification (see section 2.13 below).

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

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

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

Any Bidder willing to submit a proposal in response to this RFP must contact the persons specified in section 2.14 below, and may request additional information from the UPU in relation to this RFP, as the case may be.

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

## 2.2 *Legal status of the Vendor*

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

The Vendor shall be liable for all work performed, including any acts or omissions, by its agents, consultants, employees and subcontractors.

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

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

## 2.3 *Scope of the RFP*

This RFP concerns the provision of services to the UPU for the overhaul and migration to SharePoint 2019 and K2 5.4 of the Pegasus application (pegase.upu.int), which supports the production of documents in six languages. The overhaul and migration of this application include:

- Functional and technical design of the solution;
- Development of fully native SharePoint 2019 and K2 5.4 solutions based on the requirements listed in this RFP, combined with commercial off-the-shelf solutions;
- Creation of packages ready for deployment to pre-production and production environments;
- Migration of content, including document production (PDOC) requests, reference data and K2 workflow instances;
- Branding based on the new UPU visual identity;
- Migration of existing SSRS reports (seven reports) to Power BI;
- Maintenance and bug-fixing support for one year;
- End-user training and knowledge transfer to IT staff;
- Technical and user documentation.

## 2.4 *Background*

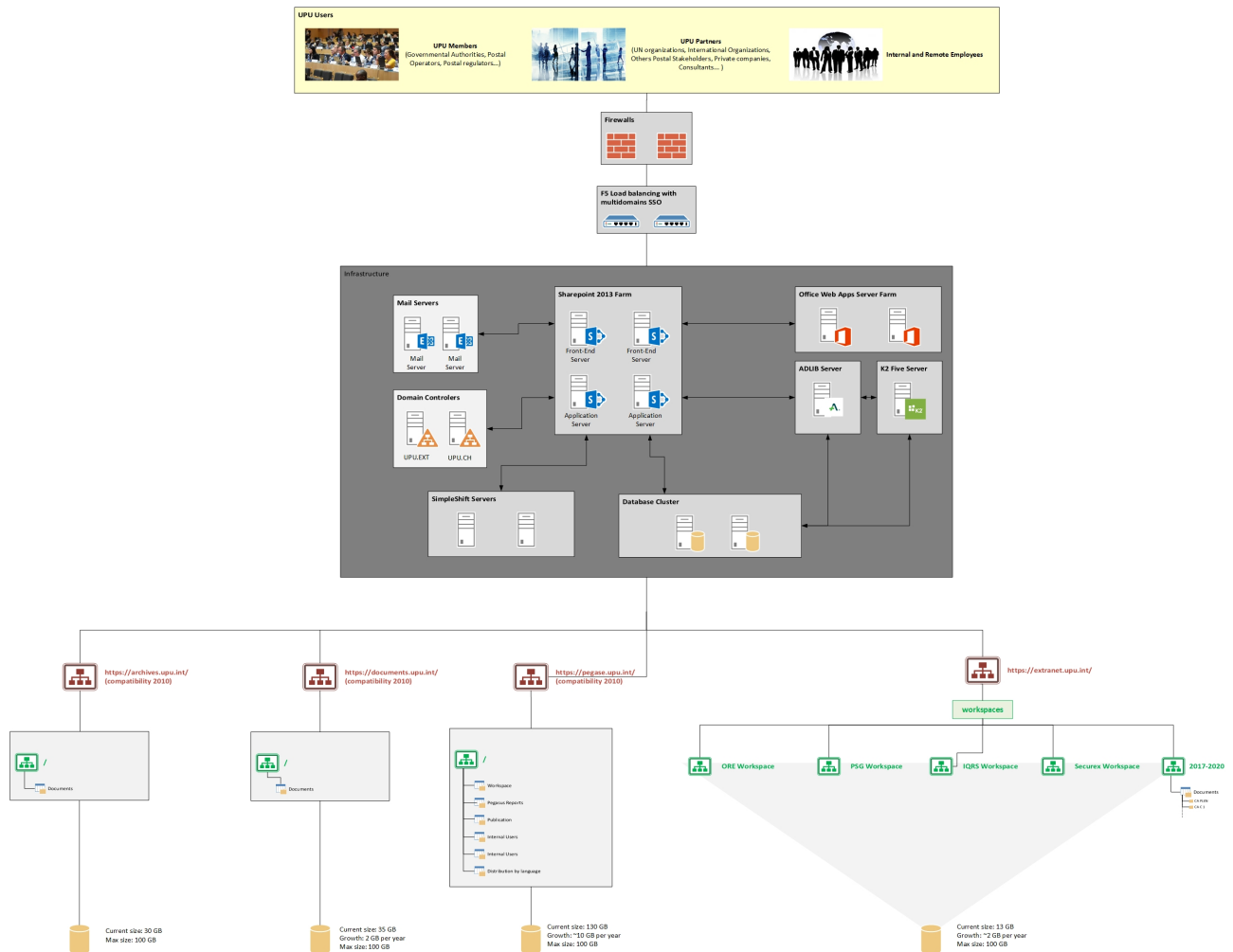
The document management system is a critical component of the UPU information system. It serves to support the activities of the UPU bodies and the production of official UPU documentation.

The existing solution is described in the following annexes:

- / – Annex 2: User manual – Pegasus
- / – Annex 3: User manual – UPU document management system (publishing site)
- / – Annex 4: Detailed functional specifications

- / – Annex 5: UPU document production processes
- / – Annex 6: Technical specifications – Pegasus

The current topology is described below:



### Key components

- F5 BIG-IP used as an identity provider and network load balancer;
- One SharePoint 2013 custom team site in 2010 compatibility mode (pegase.upu.int), also called Pegasus, used to facilitate collaboration between the various teams (e.g. translators, typists) during the production of official documents in six languages, from translation through to publication;
- Two SharePoint 2013 custom publishing sites in 2010 compatibility mode (documents.upu.int and archives.upu.int) used to store and provide access to official UPU documents (e.g. meeting documents, circulars, forms and EmIS messages) for UPU members during UPU events (e.g. Congress, sessions, inter-session meetings) or at other times;
- K2 BPM Platform 4.7 hosting the workflows used to automate the production of UPU documents in six languages;
- ADLIB 5.3 server used to automatically create and merge documents into PDF format from K2 and SharePoint;
- myCAT concordancer (Olanto Foundation), also called Simple Shift, used for multilingual search and text alignment. myCAT is integrated with SharePoint via a custom solution;
- Aspose.Words 15.9 used to generate the tracking document for a Pegasus request;
- SQL Server 2014 SP2 and SSRS installed in SharePoint mode.

All these components are integrated with:

- Active Directory with trusted domains (UPU.CH and EXT.UPU);
- MS Exchange Server 2013;
- Office Web Apps Server 2013.

## 2.5 Objectives

The goal is that, **by End December 2020**, a completely revamped Pegasus application will be running in SharePoint 2019 and K2 5.4 on premises with standard support for the next three years, with training provided for users and all data migrated, including the history of PDOC requests, reference data and active workflow instances.

This project is intended to help the UPU to achieve the following objectives:

- i Enhance user experience through the new and updated SharePoint 2019 design, a new UPU visual identity, and intuitive navigation;
- ii Make extensive use of metadata to enhance PDOC requests, enable advanced and multilingual search capabilities and make PDOC requests more accessible for users;
- iii Overhaul the structure of the Pegasus application in order to sustain the production of documents in the long term, to better control the application's growth and security, to enable in-situ record management, and to comply with product limits and boundaries;
- iv Improve the performance of processes and collaboration between teams, and generate dashboards (forecast) for the production of UPU documents with streamlined workflows, smart forms and revamped reports;
- v Leverage SharePoint 2019 and K2 Five native capabilities to ensure technological independence and to facilitate maintenance, enable on-premises development of a potential cloud solution in the future, and reduce maintenance costs and architecture complexity.

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

Bidders/Vendors shall not advertise or otherwise make public the fact that they intend to provide, are providing or have provided services to the UPU, or use the emblem, name or initials of the UPU in connection with their business for purposes of commercial advantage or goodwill without prior and explicit permission from the UPU. Bidders/Vendors shall take all reasonable measures to ensure compliance with this provision by their agents, consultants, employees and subcontractors.

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

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

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

For the purposes of this RFP, collusive bidding, anti-competitive practices or any other similar conduct may include the disclosure to, or exchange or clarification with, any other Bidder of information (in any form), whether or not such information is confidential to the UPU or to any other Bidder, in order to alter the results of the RFP in such a way that would lead to an outcome other than that which would have been obtained through a competitive process. In addition to any other remedies available to it, the UPU may, at its sole discretion, immediately reject any proposal submitted by a Bidder that, in the UPU's opinion, has engaged in any collusive bidding, anti-competitive practices or other similar conduct with any other Bidder in relation to the preparation or submission of proposals, whether with respect to this RFP or other procurement processes conducted by the UPU.

## 2.8 *Intellectual property*

This RFP and all its attached documents, including any content, forms, statements, concepts, projects and procedures explicitly or implicitly forming part of this RFP, constitute the exclusive intellectual property of the UPU. This RFP is communicated to the various Bidders with the sole purpose of assisting them in the preparation of their respective proposals. Any hard copies of this RFP shall be destroyed or returned to the UPU by non-selected Bidders at the request of the UPU.

## 2.9 *Privileges and immunities*

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

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

In the light of the UPU's status as a specialized agency of the United Nations (and without prejudice to the observance, by the UPU, of any sanctions established by the United Nations Security Council), Bidders shall expressly certify their legal and operational willingness and ability to provide the services on a non-discriminatory basis for the benefit of all eligible entities established and/or situated in the territory of any UPU member country, irrespective of the existence of diplomatic relations between a Bidder's country of incorporation and/or operation and any UPU member country (including its designated operators).

## 2.10 *Tax exemption*

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

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

## 2.11 *Language*

Bidders must submit all tender documents entirely in English.

## 2.12 *Signature*

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

## 2.13 *Participation notification*

Upon receipt of this RFP, Bidders shall send confirmation of participation to the contact person(s) listed in section 2.14 below.

## 2.14 Contact persons

Secretary of the Tenders and Procurements Committee  
 Universal Postal Union  
 International Bureau  
 Weltpoststrasse 4  
 3000 BERNE 15  
 SWITZERLAND

Tel: +41 31 350 31 62 / +41 31 350 35 02

E-mail: [caa@upu.int](mailto:caa@upu.int)

## 2.15 Further inquiries and questions

Any questions regarding the content of this RFP or any associated requests for clarification from Bidders must be sent in written form to the contact person(s) listed in section 2.14 above, **by 31 August 2020**.

Answers to questions submitted by Bidders or additional information relating to this RFP shall be published and regularly updated on the UPU website (<https://www.upu.int/en/Universal-Postal-Union/Procurement>).

## 2.16 Delivery of proposals and deadline

In the light of the current situation relating to the ongoing COVID-19 pandemic, all bids shall, on an exceptional basis, be submitted electronically to the UPU. For confidentiality and transparency reasons, bids must be sent **ONLY to [RFP-2020-017@upu.int](mailto:RFP-2020-017@upu.int)** with "RFP-2020-017-DPTC: Migration of the Pegasus application (K2 Five/SharePoint 2019)" as subject. **Under no circumstances should you copy the TPC Secretariat or any UPU staff member/consultant.**

The deadline for submission of proposals is **7 September 2020 at 16.00 Central European Summer Time (CEST)**.

Offers received after this date will not be considered by the UPU. Moreover, **offers sent to any address other than the one specified above or by any other means shall not be accepted** by the UPU.

Proposals received after this date and time will not be taken into consideration by the UPU. Moreover, proposals sent to any address other than that specified above or by any other means will not be accepted by the UPU.

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

## 2.17 Evaluation procedure

The objective of the evaluation process is to ensure the selection, by the UPU, of a qualified, reliable and experienced Vendor that can deliver the specialized services and fulfil the objectives set out in section 2.5 above.

The evaluation procedure applied by the UPU shall be conducted with a view to determining, at the UPU's sole discretion and as objectively as possible, the proposal that best meets the specific requirements of the UPU, based on its assessment of the proposals received against the requirements defined herein. The prescribed structure of the tender documents, as set out in sections 3 and 4 below, is mandatory for all Bidders. Proposals that do not fulfil the mandatory criteria as indicated in sections 3 and 4 below shall not be taken into consideration by the UPU.

Proposals received by the UPU must address all aspects of the RFP, and Bidders must identify any aspects where they envisage modifications being necessary or consider elements to be missing.

The winning proposal will be selected based on a non-exhaustive list of criteria as set out in section 4.2. Bidders are therefore required to consider how their proposal corresponds with the criteria listed and to clearly indicate this in their response document.

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

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

#### *2.18 Modification, suspension or cancellation of the RFP*

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

#### *2.19 Tentative schedule*

Publication of the RFP	13 August 2020
Deadline for receipt of proposals by the UPU	7 September 2020, at 16.00 (CEST)
Estimated start of engagement	Mid-September 2020

### **3 Proposal structure – Response format**

All information provided by Bidders must be fully compliant with the terms and conditions set out in section 2 above.

Moreover, the requirements stipulated in this RFP shall be addressed in their entirety, according to the structure defined below and following the sequence and numbering provided in this section. The UPU shall evaluate all Bidder responses in accordance with the structure defined herein.

#### *3.1 Cover letter*

Bidders shall submit a cover letter including:

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

The cover letter shall be signed by a representative (or representatives) duly designated and authorized to act on the Bidder's behalf and with the authority to legally bind the Bidder and accept the terms and conditions of this RFP, and shall also include a confirmation of such authorization by the Bidder and a statement that the Bidder's proposal is valid for a minimum period of 120 days.

#### *3.2 Executive summary*

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

#### *3.3 Bidder information*

- Company structure, locations/subsidiaries;
- Financial data (turnover, profit, etc.);
- Partners and equity holders of the company;
- Company history;
- Market position and share in relevant markets.



### 3.4 Subcontractor information

Vendors may not assign, sublicense, subcontract, pledge or otherwise transfer or dispose of its services, or any of the rights and obligations contained therein, without the prior written consent of the UPU. The approval by the UPU of the engagement of any subcontractor shall not relieve the Vendor of any of its obligations or responsibilities concerning the work performed by any subcontractor.

### 3.5 Technical proposal

The Bidder must ensure that the technical proposal meets all of the requirements outlined in section 4.

The Bidder shall prepare and submit for consideration a technical proposal that outlines the methodology, process and timeline for how the Bidder intends to fulfil all the objectives of this RFP, as outlined in section 4. The assessment criteria for the technical proposal are set out in section 4.2.

### 3.6 Pricing structure

Bidders shall provide a detailed pricing structure, which shall not include VAT (see section 2.10 above). Furthermore, all pricing information shall be set out exclusively in CHF.

### 3.7 UPU General Terms and Conditions

Bidders shall include a statement confirming their acceptance of the UPU General Terms and Conditions for the Provision of Services, attached hereto for reference.

### 3.8 Delivery and payment schedule

Delivery and payment schedules shall be put forward by Bidders in their financial proposals and agreed with the UPU.

## 4 Requirements

### 4.1 Description of the services

The Vendor shall conduct the project and fulfil the objectives as follows:

#### *Objective 1 – Analysis and design of the future solution*

The Vendor shall conduct a limited analysis of the existing solution and processes, including interviews with UPU super-users and process owners.

The Vendor shall design the future solution in collaboration with UPU IT experts and draw up the functional and technical design documents, including mock-ups, processes and architecture diagrams.

The new design shall leverage SharePoint 2019 and K2 5.4 native capabilities, ensure long-term storage of PDOC requests, minimize technological dependence with greater modularity, enable on-premises development of a potential cloud-based solution in the future, and reduce architecture complexity.

#### *Objective 2 – Development and implementation of the future solution*

The Vendor shall build the future solution using the development environment installed and hosted by the UPU. This includes:

- Development of SharePoint artefacts (e.g. site template, lists, site columns, web parts, apps) with MS Visual Studio, the new SharePoint 2019 Framework (SPFx) and Vue.JS;
- Development of K2 workflows and smart forms;
- Implementation of the new UPU branding, using the SharePoint and K2 themes provided by the UPU.

If the Vendor proposes to use an off-the-shelf solution or alternative JS Framework, it must justify the use thereof.

#### *Objective 3 – Testing*

The Vendor shall perform unit testing on the new solution and assist the UPU during user acceptance testing (UAT).

The Vendor shall consider the future solution as accepted when the UAT document is signed by the UPU and the solution is running in production.

#### *Objective 4 – Deployment of the future solution*

The Vendor shall draw up an installation and configuration guide with all the instructions necessary for deployment of the future solution.

The Vendor should provide any packages and scripts required to deploy the solution in pre-production and production environments.

The Vendor shall assist the UPU in the deployment of the future solution in pre-production and production environments.

#### *Objective 5 – Data transfer*

The Vendor shall identify and document the solution and process for the transfer of data and content from the existing solution to the new one. This includes:

- Migration of reference data;
- Migration of SharePoint content with data mapping to the new site structure using a ShareGate licence owned by the UPU;
- Migration of workflow instances and around 150 active PDOC requests.

The Vendor shall assist the UPU with the transfer of seven years of PDOC request history to the new SharePoint team site.

#### *Objective 6 – Project management*

The Vendor shall lead all project management activities, including:

- Project initiation and scoping;
- Planning and budget follow-up;
- Project execution and reporting;
- Project closure.

The Vendor shall adopt an agile methodology for this project.

Bidders may take into consideration the following guidance as to time allocations for the various service objectives:

– Objective 1 – Analysis	15%
– Objective 2 – Development	35%
– Objective 3 – Testing	15%
– Objective 4 – Deployment	10%
– Objective 5 – Data transfer	10%
– Objective 6 – Project management	15%

#### 4.2 Bidder requirements and assessment criteria

The Bidder shall be a certified Microsoft partner and the developers involved in the project must be MCSD-certified on SharePoint (minimum 2016, ideally 2019).

K2 Partnership would be an advantage.

Moreover, Bidders are expected to demonstrate proven experience in the successful delivery of SharePoint and K2 projects in English.

The selection criteria for the Vendor will be based on a scoring system of up to 70 points for the technical proposal and 30 points for the financial proposal.

The technical proposal shall be assessed on the basis of the following criteria:

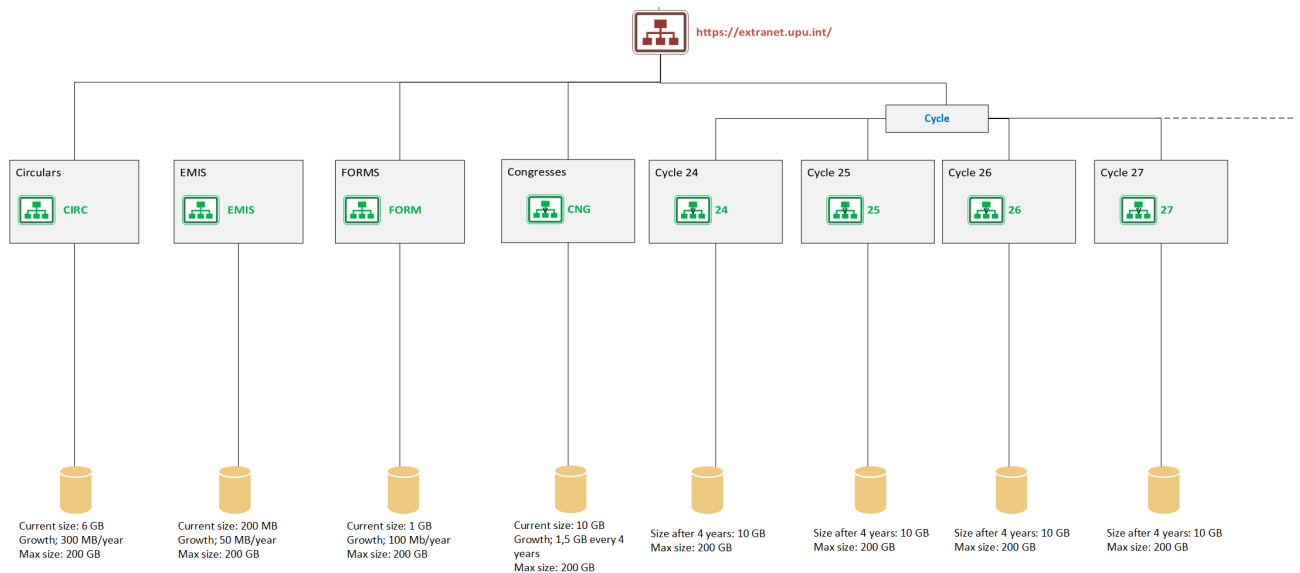
<i>Criteria</i>	<i>Points obtainable</i>
Microsoft Partnership level	10
K2 Partnership level	10
Experience and understanding of UPU requirements	20
Proposed methodology	10
Composition of team and experience of team members	20

Bidders shall provide evidence of their ability to meet these requirements by means of a list of references.

#### 4.3 Functional requirements

The user interface must be supported in French and English with native SharePoint 2019 and K2 capabilities.

The corpus of UPU documents will be reorganized as follows:



- Circulars, EmIS messages and UPU forms will be stored in dedicated site collections with publishing features;
- Congress documents will be stored in a dedicated site collection with sub-sites for each Congress; Congress sites will be created from a site template with predefined libraries, content types, metadata and search capabilities;
- Meeting documents in support of the activities of the UPU bodies will be stored for each cycle in dedicated site collections with publishing features.

These SharePoint publishing sites will be set up and customized by the UPU. Document migration to the new structure will be performed by the UPU. Existing forms and processes used for the publication of UPU documents will be redeveloped by the UPU.

Thanks to this organization, the UPU expects to:

- Gain better control over the growth of documents;
- Obtain a future-proof and more modular solution;
- Prepare for in-place archiving;
- Gain in flexibility in preparation for future changes and needs;
- Leverage the native capabilities of SharePoint and K2.

Based on the specifications of the existing solution (see Annexes 2 to 6), the selected Vendor is expected to redesign and redevelop a new Pegasus application leveraging native SharePoint 2019 and K2 capabilities.

This includes:

- Management of reference data (e.g. directorates and programmes, roles matrix, meetings, bodies) using standard SharePoint lists, content types and columns;
- User task list;
- PDOC request list with different views (e.g. draft, in progress, completed, by directorate/programme, My requests, Requests for my groups);
- PDOC tracking document;
- PDOC request attachments and workspaces for storing original, intermediate and final documents, with a long-term storage perspective and compliance with SharePoint limits and boundaries;
- Dynamic and low-level permission management on PDOC requests and related documents;
- Search functions to retrieve PDOC requests with advanced filtering options (e.g. by reference, status, subject, document type, directorate, text in the description);
- Streamlined workflows;
- Smart forms;
- Seven reports;
- Four dashboards (typing, editing, translation, CMR/DAC.FR).

### *Options*

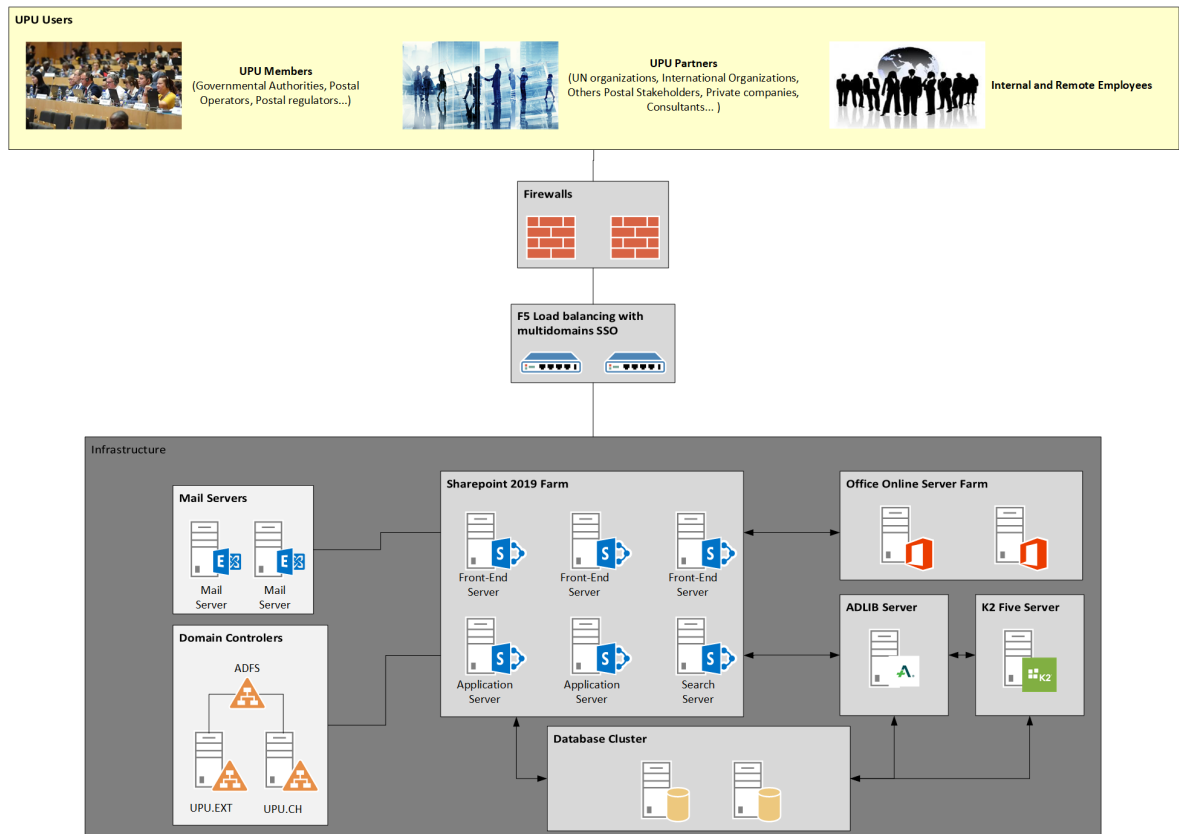
#### *Document production planning table*

This is a “living” table containing all the documents published or planned for publication during the Council of Administration and Postal Operations Council sessions. It enables the status of document production to be continuously monitored. It is based on this table that document production priorities are negotiated by the document production coordinator with the various IB directorates and programmes in the lead-up to the sessions. After the sessions, this table serves to provide statistics (e.g. number and length of documents, observance of deadlines for transmission to document production services, compliance with standards, etc.)

/ A sample of the document production planning table is provided in Annex 7.

#### 4.4 Technical requirements

The new targeted topology is as follows:



The new architecture will rely on the following components:

- SharePoint 2019 on premises;
- SQL Server 2019 with Always On cluster on premises;
- Office Online Server 2019 on premises;
- K2 5.4 farm;
- Adlib Server 6.0;
- ADFS with 2 ADs on trusted domains;
- F5 for network load balancing and identity provision;
- SAML 1.0 and 2.0 for authentication.

The development environment will be installed and hosted by the UPU.

#### 4.5 Security requirements

The selected bidder will have to comply with internal rules as prescribed by the IT Security Management System (ISMS) and ISO 27001 standards. These rules are also applicable to subcontractors. User registration will be performed using the midPoint identity and access management system.

Access requests will be managed reusing SharePoint capabilities (access request settings).

Security model definition and permissions management with regard to solution artefacts (e.g. workflows, sites, documents, PDOC requests) are included in the scope and should comply with ISO 27001 practices.

#### *4.6 Estimated duration of the services*

The services are scheduled to commence in September 2020, with an estimated duration of three months. Bidders shall clearly define any risks, constraints and mitigation measures to be implemented in order to successfully provide the services, including mitigation mechanisms in the event that travel is still restricted beyond September 2020 as a result of the ongoing COVID-19 pandemic.

Bidders shall outline a detailed project plan, broken down into phases and deliverables, for the provision of the services. The timeline shall also include an appropriate project management mechanism.

#### *4.7 Project plan and deliverables*

Notwithstanding any interim documents, the project deliverables are as follows:

- Source codes for the SharePoint and K2 solutions;
- Deployment scripts and solution installers;
- Functional specifications document;
- Technical specifications document;
- Deployment and maintenance manuals, if applicable;
- User manuals (optional);
- Training materials (optional).

Bidders are expected to provide details of the process, timeline, and how and when each deliverable will be prepared, as well as mechanisms for receiving comments and approvals from the Steering Committee to finalize each deliverable.

#### *4.8 Other requirements*

The UPU shall have the right to reject any proposals that do not fulfil the requirements set out in this RFP.

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

Bidders shall also confirm that their proposals cover all costs expected to be incurred in the provision of the services referred to herein. Any other costs to be incurred by the selected Vendor shall be subject to the prior written consent of the UPU. No other fees shall be paid, with the exception of reimbursement of other unavoidable costs incurred for successful completion of the services, also subject to the prior written consent of the UPU.

#### *4.9 Additional information*

Bidders may include any additional information that they deem necessary or relevant for the UPU to gain a clear and detailed understanding of the services being offered.