

Acquisition/installation and training for Midpoint Evolveum software solution

Request for proposal

Date: 19 june, 2019

Classification: PUBLIC

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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 goal 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 the commitment towards 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 (DOs)¹ 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 RFP terms and conditions

Unless otherwise stated in this request for proposal (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 tendering process. These provisions shall not affect the UPU's and the Bidder's legal obligations to disclose information.

Bidders shall not use such information for any purpose other than the purposes associated with this RFP. This RFP and all attached documents may only be distributed or made available to persons directly involved in the tendering process on behalf of Bidders. In case external agents or subcontractors are involved in the preparation of the tender documents, they have to be named and indicated in the participation notification (see section 2.12).

Bidders assume full responsibility for compliance of their agents, employees and subcontractors, as well as any third parties involved on their behalf in this tendering 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 the Bidder can prove that no fault is attributable to it. This penalty shall amount to no more than 50,000 CHF per infringement. Payment of any such penalty shall not release Bidders from their obligation to observe confidentiality.

Bidders willing to submit proposals in response to this RFP shall contact the persons specified below in this document and request receipt of additional RFP documentation from the UPU, as the case may be.

¹ In accordance with article 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.

Without prejudice to the confidentiality provisions set out above, Bidders hereby agree that the receipt of such additional RFP documentation 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 in law as having the legal status of independent contractor. The Vendor and its consultants, employees and subcontractors shall in no way be regarded as employees of the UPU. Such 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 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 by its employees, consultants and subcontractors, as well as for any act or omission by such employees, consultants and subcontractors.

2.3 *Scope of the RFP*

Acquisition and installation of "Evolveum Midpoint" identity solution with 3years maintenance

Current situation

UPU applications ecosystem is more and more complex with multiples registration systems, multiple identity directories and multiple applications to manage rights wise.

User creation, access right validation and rights attribution for the time being are done manually.

This multiplication of systems and applications creates burden that need addressment using a professional Identity that can deal and connect with multiple identity directories, multiple validations workflows.

2.4 *Objectives*

The objective of this project is to get an easy to use and to maintain operational solution that provides everything describe in this document.

Installation, implementation, knowledge transfer and documentation of the solution are part of the scope of this project.

Expected benefits

- A professional, secure and auditable Identity access management solution
- Users validation, creation and management workflows
- A solution that uses a SQL Buffer DB and that is not bound to the IB/DPTC applications
- A user password management and recovery solution
- A multitenant solution that can work with multiple AD domains and that segregate users management between the tenants
- A user registration portal web based on IB needs

2.5 *Use of the emblem, name and initials of the UPU*

Bidders 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 shall take all reasonable measures to ensure compliance with this provision by their agents, employees and subcontractors.

2.6 *Collusive bidding, anti-competitive conduct 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 conduct or other similar conduct, in relation to:

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

For the purposes of this RFP, collusive bidding, anti-competitive conduct or any other similar conduct may include disclosure to, or exchange or clarification with, any other Bidder of information (in any form), regardless of whether 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 offer submitted by a Bidder that, in the UPU's opinion, has engaged in any collusive bidding, anti-competitive conduct or other similar conduct with any other Bidder in relation to the preparation or submission of offers, whether in respect of this RFP or other procurement processes conducted by the UPU.

2.7 *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 offers. Any hard copies of this RFP shall be destroyed or returned to the UPU by non-selected Bidders upon request of the UPU.

2.8 *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 Specialised 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 DOs), 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. The Vendor shall immediately contact the UPU in case 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 DOs).

2.9 *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, the UPU, as an intergovernmental organization and a specialized agency of the United Nations, 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, any prices shall be indicated "net", without VAT or similar taxes.**

2.10 Language

Tender documents shall, in their entirety, be formulated by Bidders in English or French.

2.11 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.

2.12 Participation notification

Upon receipt of this RFP, the Bidder shall send a confirmation of participation to all contact persons listed in section 0, in line with the deadline indicated in section 2.15 below.

2.13 Contact persons

Olivier Bernieu
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2.14 Further inquiries and questions

Questions regarding the content of this RFP or any requests for clarification from Bidders shall be sent in written form to the contact persons listed above in section 2.13.

Answers to questions submitted by Bidders or additional information relevant to this RFP shall be forwarded by the UPU to all Bidders by 26/07/2019 at the latest.

2.15 Delivery of offers and deadline

Offers (including all of the Bidder's tender documents) shall be presented as **four printed originals** in a sealed envelope and delivered **exclusively to the following address:**

Secretary of the Tenders and Procurements Committee
International Bureau of the Universal Postal Union
Re: xxxxx
Attention: Ms. BARRETO alejandra
Weltpoststrasse 4
3015 BERNE
SWITZERLAND

Offers shall reach the UPU at the above address **no later than at 17:00 Central European Time (CET)**. Offers received after this date will not be considered by the UPU. Moreover, offers sent by electronic mail or any means other than the sealed printed format specified above will not be accepted by the UPU.

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

2.16 Evaluation procedure

The evaluation procedure serves to determine as objectively as possible the best solution from the UPU's perspective, based on the received tender documents. The described structure of the tender documents, i.e. the response format (see sections 3 and 4), is therefore mandatory for all Bidders.

Bidders not fulfilling the mandatory criteria as indicated in sections 3 and 4 below will not be taken into further consideration by the UPU.

The Bidders will be informed immediately after the decision is taken by the UPU.

The deliberations of the UPU Tenders and Procurements Committee (TPC) are not public. The TPC shall submit a report to the Director General of the UPU International Bureau, together with its final recommendation for his assessment and confirmation.

The UPU General Terms and Conditions for the Provision of Goods and Services shall be accepted by the Bidder (attached as reference). The final terms of any resulting contract shall be defined by the UPU and accepted by the Vendor. Contract negotiations shall only start after final selection of the Vendor.

2.17 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.

2.18 Tentative schedule

Publication of RFP announcement	19/06/2019
Receipt of offers by the UPU (deadline)	26/07/2019, at 17:00 Central European Time (CET)
Estimated delivery date of solution	24/12/2019

3 Offer structure – Response format

All information provided shall be delivered by the Bidder in full conformity with the terms and conditions set out in section 2.

Moreover, the requirements stipulated in this RFP shall be covered in their entirety, according to the structure defined below and following the sequence and numbering provided in this section.

The UPU shall evaluate the responses according to this same structure.

For each of the requirements listed in this RFP, Bidders shall answer with one of the following statements:

- a Covered;
- b Covered, with limitations (explaining the limitations);
- c Not covered.

When the answer is "covered" or "covered, with limitations", Bidders shall provide further details and/or examples of existing implementations of their solution in the field (existing use cases).

3.1 *Cover letter*

The Bidder shall submit a cover letter including:

- a statement that the Bidder has read, understands and agrees to all provisions of this RFP.
- its name, telephone number, address and e-mail address, and the name of its representatives.

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, as well as a statement that the Bidder's proposed tender documents are valid for a minimum period of 90 days.

3.2 *Executive summary*

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

3.3 *Bidder information*

The Bidder shall provide the following information:

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

Provide applicable reference(s) from existing customer(s) using the same type of services, as well as a customer reference list describing similar projects performed by the Bidder, if any.

Provide quality management certifications and statements.

The minimum required Midpoint Evolveum partner level is Regular

3.4 *Subcontractor information*

The Bidder shall provide a list of all of its directly involved subcontractors (if any), and specify their exact degree of involvement with the Bidder.

The Vendor may not assign, sublicense, subcontract, pledge or otherwise transfer or dispose of its offer, or any of the rights and obligations contained in it, without 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

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3.5 *Functional structure*

The Bidder shall provide answers to all the requirements set out in section 4 (General requirements). The UPU shall evaluate such answers according to the same structure.

3.6 *Pricing structure*

The Bidder shall provide its detailed pricing structure – as required by annex 1

The UPU shall evaluate the responses according to the same structure.

N.B. – Do not include VAT in any price information (see section 2.9). All price information shall be exclusively in CHF.

3.7 *UPU General Terms and Conditions*

Include a statement of acceptance of the UPU General Terms and Conditions for the Provision of Services, attached hereto for reference.

3.8 *Delivery and payment schedule*

The offer need to be a fixed price contract, no additional cost to finish the project

Proposed delivery and payment schedules (to be agreed with the UPU).

4 **General requirements**

4.1 *Things to know about UPU Users organisation*

- We have a user's type based organisation
- We have 4 users type spread in three different active directories.
- There is one or multiple (for cloud) Organisational Unit per user's type.
- There is one or multiple (cloud) Organisation units per applications/services
- Each application are in Organisational Unit and possesses a set of roles
- Each applications roles are translated in active directory security groups
- Every users can have multiples roles (be part of several security groups)

4.2 *Things to know about applications needs users wise.*

- UPU has several applications/cloud applications that need users to be created in SQL database or application database.
- Those applications does not have the same needs in term of Active Directory user attributes, (we have the list of needed attributes per application).
- A SQL buffer database is in place and acts as a trusted source for identity management at some of the applications level.

Every users created with the “evolveum Midpoint” solution need to be provisioned in the proper Organisation Unit, assigned to the proper AD security group and provisioned to the buffer DB accordingly to his selection in the registration webpage and manager validation.

5 **Technical/functional description/project deliverables**

Please find below the descriptions of the detailed needs on all the elements that the “evolveum Midpoint” solution must cover.

5.1 *cloud users*

DPTC is a cloud service provider and we deliver complete solution to our customer from hardware/software to user's management.

Our cloud users are Designated Operators and they have administrators to manage their users per cloud service.

Those administrators are designed by the Designated Operator management following a process.

This is the reason why we need real multitenant /segregation solution where each group of administrators can manage and see only their users for their service they are entitled to manage users.

Every existing cloud designated operator has his own Organisational Unit and security groups where the new users are created.

5.2 *Password management*

The solution should provide multiple ways for the users to recover or change his password.

- Using email address, if customer remember the email address used during registration
- Using username, if customer remember it
- It is mandatory to collect the date of password change and also the initiator username of the change
Those data will need to be transferred to the applications through a SQL buffer DB

5.3 Username creation/management and recovery

- The “evolveum Midpoint” solution needs to generate the username based on our needs
- A user can have three states (created, modified, deleted), we translate this three attributes (N = new, U= update, D=delete)
- Any new user should have a state attribute, this attribute will be transferred lately to the buffer Database
- The username must stay the same and the user must not be able to change it.
- It is mandatory to collect the date of user creation or modification this data will need to be transferred to the applications through the buffer DB
- If user forgot his username, he should be able to recover it with his email

5.4 Self-registration webpage

- The registration page should adapt and show fields based on user selections.
- Some fields will be link to lists (country, organisations, language ...)
- Some fields will be mandatory and need to be shown as mandatory
- Some users attributes will be collected during the fields selections across the complete registration process.
- Those attributes needs to be stored and be ready to be used after final validation of the user creation workflow.
- The email needs to be checked across the UPU active directory domains
- If the email is already in use, a message must inform the user about this.
- The Phone number should be check based on phone number structure
- The data needs to be purge from “evolveum Midpoint” database is user doesn’t finish the registration
- The data from this self-registration webpage need to be stored in “evolveum midpoint” database for the time of the registration

5.5 Webshop registration web page

- The registration page should adapt and show fields based on user selections.
- Some fields will be link to lists (country, organisations, language ...)
- “evolveum midpoint” applications Web shop should adapt his content based on users already selected fields.
- Some fields will be mandatory and need to be shown as mandatory
- Those attributes needs to be stored, added to self-registration already collected attributes and be ready to be used after final validation of the user creation workflow.

5.6 Validation workflows

- We need applications based workflow
- Based on applications selected, the final submit button need to:
 - To send an email validation request to the responsible(s) of each selected applications.
 - The application manager validation must trigger the user creation workflow
- Validation or rejection activities must be traced into a log record

5.7 User interface needs

- *The Web components of the solution should be compatible with latest versions of Internet browsers and not be limited to specific devices (mobile device responsive):*
 - *Multi-browser compatibility*
 - *Responsive*
 - *No specific add-on requirements in the browser*
- *The web interface should provide the option to submit user’s creation only in case of managers wants to use batch users’ creation treatment in a secure way.*

5.8 User creation workflow

Upon final validation from applications manager(s), the actions below should take place

- All collected attributes are ready to be used
- User is created in the proper Organisational Unit and the proper Active directory
- Users collected attributes are filled correctly on the User active directory object
- User is placed on the proper security groups based on attributed collected during the registration
- The user is placed in the buffer database
- Buffer database trigger user creation based on the attributes collected during registration
- The “Evolveum midpoint” solution should send the credentials to the users by email or any supported ways to the users upon creation. [MF1]

5.9 User modification or deletion workflow

- It is mandatory to collect the date of change, the type of change (e.g. password reset, details update, account disable/enable) and also the initiator of the change
Evolveum will transfer the data to the applications through the buffer DB
- **On the cloud environment**, the Designated Operators using their dedicated “evolveum midpoint” users’ management page will manage users attribute change at this exception of the username. Each change of the user attributes need to be capture by “Evolveum midpoint” and send to Active directory and the buffer DB
- For non-cloud application the user itself will be able to do request change on all his existing attributes at the exception of the username

5.10 Cloud application attributes needs

- Date Creation/update/deletion (to be transferred to buffer database)
- Standard Attrib1: given name (first name)
- Standard Attrib2: sn (last name)
- Standard Attrib3: email address (need to be unique)
- Standard Attrib4: title (job title)
- Standard attrib5: Email address
- Standard Attrib6: Physical address
- Standard Attrib7: co (country code)
- Standard attrib8: Telephone-Number
- Standard attrib9: userPrincipalName (logon name)
- Attrib10: user status (update, delete, created)
- Attrib11: operator code (CHA,FRA...) or DO code (J1CFRA...) a Country may have several designated operators
- Attrib12: application code (IPSFRA, IPSCHA...from buffer database)
- Attrib13: Level of access right not mandatory but needs to be feasible in the future
- Attribute14 : user type (IB, UPU members, NOUPU members, CLOUD)
- Attribute15: creation/modification date
- Attribute16 : gender
- Attribute17: Language
-

5.11 Agiloft applications, Workspace and documents Centre applications needs:

- *The existing applications integrate management of users, workspaces and documents rights & access.*
- *In order to create/manage his new users, the existing application as some perquisites regarding users attributes.*
 - Date Creation/update/deletion
 - Standard Attrib1: given name (first name)
 - Standard Attrib2: sn (last name)
 - Standard Attrib3: email address (need to be unique)
 - Standard Attrib4: title (job title)
 - Standard attrib5: Email address
 - Standard Attrib6: Physical address
 - Standard Attrib7: co (country code)
 - Standard attrib8: Telephone-Number

- Standard attrib9: userPrincipalName (logon name)
- Attrib10: user status (update, delete, created)
- Attrib13: Level of access right not mandatory but needs to be feasible in the future
- Attribute15: creation/modification date
- Attribute16 : gender
- Attribute17: Language
- *Email needs to be unique (mandatory)*
- *External users account need to be created in a dedicated to external user's Active directory and needs to be added to the proper security group per application roles*
- *Internal users need to be created in a dedicated internal users Active directory and needs to be added to the proper security group per application roles*
- *The workspaces solution can pull the necessary users data from AD or SQL*
- *The buffer database can be used as stored procedure trigger in case of New , modified or deleted user*

5.12 [MF2] Security needs and questions

- *The users mustn't be able to browse the evolveum users database*
- *The users mustn't be able to see other registrated users*
- *Only applications managers can see the applications registrated users*
- *The applications managers can see only their applications registrated users*
- *Does the application Database store the passwords?*
- *Any stored password must be encrypted, please provide the encryption details of the solution*
- *Access to the stored passwords can only be accessible by the users administrators.*
- *Communications[Mf3] between solution's components which include password value, should be either secure (e.g. SSL) or it should involve password encryption to prevent password sniffing and guarantee password confidentiality.*
- *Password should not be clear in any log.*
- *The solution need to capture and keep logs of the users management activity, any actions need to be logged. Alerts needs to be in place in case of account attacks.*
- *A protection against brute force attack should be put in place to protect the solution.*
- *The logs need to be readable, searchable and extractable for audit*
- *Does the application Database store the usernames?*
- *Are the stored usernames encrypted? please provide the encryption details of the solution*
- *access the stored usernames can only be accessible by the users administrators.*
- *the solution needs to be GDPR compliant*
- *the solution should be able to capture log and export the access requests, who request an access and the reason*
- *the solution should also capture the reason of an acceptance or refusal*
- *The solution database should not be publicly exposed on the internet, access should be very secure, please provide information on the solution's protection regarding application and users database access.*
- *LDAPS should be an available option for users' changes in UPU active directories.*
- *We need the list of sensitive data stored in the solution database.*
- *The solution should be able to manage and enforce password policy in a multitenant way, that means that some group of users may have different password policies.*

5.13 training needs :

- *A full "evolveum midpoint" training should be provided to UPU technical team*
- *This training must provide all information on how the implemented solution can be expanded and maintained.*

The list below is the minimum that training should cover

- *How to implement validation workflow*
- *How to add new applications to the applications catalogue and on the applications portal webpage*
- *How to connect to a new Active directory*
- *How to connect to a new SQL database*
- *How to add new users attributes and how to store them on the different locations*
- *How to work with the webpages (creation, edition...)*
- *How to backup and restore the complete solution.*
- *How to plan and implement a solution maintenance session*
- *How to monitor solution health and performance to implement automated alert in case of service interruption*

- *Present the available error logs and activity audit logs*

5.14 *Support needs*[MF4]:

- *5/7days support during 3 years*
- *Maintenance of interface documentation and announcement of interface evolutions in advance*

5.15 *Expected deliverables*

- *The IAM solution is installed (preproduction and production)*
- *Backup of the solution is in place*
- *All needs description chapter 5 are in place and working as expected*
- *Full documentation is available and validated by UPU project leader*
- *The UPU team is able to support and maintain the solution*
- *Tests have been conducted*
- *The solution is live*
- *We have support on the solution*

6 Working method

Sprints based on agile methodology

4.3 Additional Information

Any additional information deemed as necessary for the UPU to better understand the offered solution.

Supplementary documents may be provided by Bidders (e.g. technical descriptions, brochures, etc).