**Capacity: How many APIs are expected to be created and exposed?**

<100

**Capacity/Pricing: a) What is the anticipated number of transaction per unit of time (min/hour/day/month). b) Do you expect a YoY increase of the number of Transactions?**

UPU expects around 1000000 calls per month

**Capacity: What is the message size (average/max) that will be processed (in Bytes/KB/MB)?**

Not known

**Capacity: Do you have an indication of the total number of users of the solution?**

UPU serves 192 country members, so several hundreds

**Architecture/Offer: You are open to a cloud based solution or on-premise. What is your preference? Can we submit two offers for this RFP offering both on-remise and SaaS solutions?**

On-premise preferably. Yes you can submit two offers

**"Solution/Deployment: a) Are you open to go with a vendor managed iPaaS with a shared dataplane or with a dedicated data plane (where the API traffic is being passed). Or do you prefer to have a dedicated deployment of the complete solution for UPO on a cloud as a service? If so, do you have a preferred cloud vendor?"**

We prefer a dedicated environment, with no preference for the vendor

**Solution/Deployment: If the deployment is on UPU premises, would it be on classic VMs or do you have a container plattform (Docker, Kubernetes)?**

Classic VMs

**Deployment: Is it correct that you have three environment (mentioned in R26) for the entire duration of the project? Production, Test and Demonstration?**

Production and test/pre-production will remain after the end of the integration. Demonstration is a temporary platform

**Identities: Is there an identity provider currently in within UPU?**

AD

**Identities: Where are the user accounts stores (Active Directory? Azure AD or LDAP, etc. )?**

AD

**R3: Besides SOAP-REST transformation, do you require any complex payload processing or orchestration capability integrated?**

No

**Can you share the expected SLAs. Does UPU require the full 24x7x365 support?**

Yes

**Does UPU already use any analytics or monitoring tools? If yes, what is it and are you planning to use it alongside with the API management solution as well?**

We use PowerBI.

**Do you currently have any logging tools used within UPU for log management or have any plans to use such tools? (such as Splunk etc. )**

Yes

**Timeline: Do you have an expected timeline for the project besides the start/end date?**

Start date should be 1 december 2023. End date is to be decided with the vendor

**Please confirm what are the parts of this tender, which may or may not beawarded to the vendor?**

This is to be determined, and will be partly influenced by the prices/price structure proposed by the bidders

**Please confirm what is the timeframe for vendor selection after submission of response on 20 Oct**.

The vendor should be selected within four weeks after the deadline for submission of tenders to the UPU

**Is there any UPU current strategy in terms of deployment model (cloud, on-premise, hybrid) of the APIM platform and required integrations with existing UPU information technology (IT) architecture and software applications?**

All options will be studied

**Please share an estimated number for APIs which are required to be onboarded and exposed through the API Gateway.**

Currently, under 100

**Please confirm the type of APIs to be supported by the API Gateway - e.g. SOAP, REST, gRPC, Websockets, graphQL, etc.**

At least SOAP, REST gRPC and Websockets

**Are there any event driven or trigger based service execution ?**

No

**Does support for API key authentication refer to support and creation of authorization tokens by API gateway?**

Yes

**Does UPU have any external identity provider responsible for token generation and authorization, which should be integrated with the API Gateway?**

The tokens are currently issued by the UPU applications.

**Is there a Web Application Firewall (WAF) in the current setup at UPU to manage any DDoS attacks?**

Yes for some UPU services

**Do you expect the vendor to execute the vulnerability testing or will the vendor only be responsible of the reporting?**

The vendor can either execute the security testing or provide reports

**Do you have a billing tool which can be integrated with the Api gateway?**

Microsoft Navision

**Please provide details on the software integration project. Does it refer to integrating with UPU software applications?**

Yes integration with UPU software applications

**Please clarify if the software integration project refers to the onboarding of the APIs for UPU software applications and services to the API gateway.**

Yes

**Does UPU use any hyperscaler / cloud platform in the current landscape? (AWS, Google, Azure etc.)**

Azure for some applications/APIs

**What is the expectation from the vendor on the infrastructure setup? Will UPU solely take care of it?**

All options will be studied

**Are there any preferences or has UPU explored any API Management solution or platforms?**

No preference

**Do you require integration with any DevOps (CI/CD) pipelines for release and deployment? What tools do you use for automation?**

Not immediately but could be done in a phase 2

**In order to size licensing costs, what would be the expected traffic (API calls) for the API Gateway? How much will it be expected to grow yearly by 2027?**

Will be communicated at the next stage of the procedure

**Do you expect any migration of existing APIs? How many such APIs would needed to be migrated?**

Less than 100 APIs

**Are there any non functional requirements like performance benchmarks, throughputs expected from the API Gateway?**

Not mandatory, the vendors can make proposals

**Does UPU use any version control or tool for source code management?**

Yes, TFS

**What is the sizing of the environments? (e.g. Dev, Test, Pre-production, Production)**

Dev + Pre-production + production

**Do you have an estimated average message / payload size for the integrations and APIs?**

No

**How many data centers will the API gateway be oeprating in? single, multi datacenter?**

Multi datacenters

**What would be the preference for an operational model? Do you expect the vendor to support the API Gateway and the integrations after the successful roll out of the platform? Say 8x5, 24x7 support?**

We provide our IT services 24/7

**Do you have any expectation on the service level agreement (SLA) for the operational support?**

We provide our IT services 24/7

**Apart from the pricing to be provided without any VAT or similar taxes, do you have any preference for the procing structure?**

No

**Please provide an estimated budget for this RFP.**

Will be communicated at the next stage of the procedure

**For on premise deployement how do we deploy api management ? VM, docker ? If you support the 2 deployments which one do you prefer**

VM

**In case of the solution supports on-premise deployment and Cloud, which one do you prefer ?**

On-premise

**If we install the solution on-premise and on VM, do you use some tools like ansible to deploy the solution ?**

Yes but not ansible

**If we install the solution on-premise and on docker, which docker orchestration do you use ?**

N/A

**On R26 requirement, you ask to deploy on demonstration and test environment during the project. Do you mean that we don't install production environment ? Is it UPU that install it? Do you need support during the installation of production by UPU ?**

The demonstration/test environement will be installed prior the production environement. The purpose is to assess the capabilities of the application.

**How many environment do you have ? Just demonstration, test and production or more environment ?**

We have two environements: pre-production and production. Demonstration is a temporary

environement that will be set up only to assess the capabilities of the application

**Which high availability do you want for your demonstration environment ? Do you want cluster or just a single node ?**

No high availability is required in demonstration

**Which high availability do you want for your test environment ? Do you want cluster or just a single node ?**

No high availability is required in test

**Which high availability do you want for your production environment ? Do you want cluster or just a single node ?**

We will study all options proposed

**Do you want to securize your API Management console with your LDAP/AD ?**

We will study all options proposed

**Do you have an estimation of number of call by month ?**

Around 1000000 calls per month are expected

**The project will take 4 months, how would you like to divide up the activites ? All installation and configuration the first year. And maintenance of the platform for the 3 other years ?**

To be confirmed with the vendor

**Do you want a maintenance of the platform for upgrading the solution every years, to be included in the project ?**

Yes it can be proposed as an option

**Do you want a fixed-price project or time and material ? Or a mixed with installation of the project with fixed price and maintenance on time and material?**

We will study all options proposed

**Do you have some solution of CI/CD ? Do we need integate in the project the deployment of API with the CI/CD solutions ?**

No

**What do you mean by MLS ? Does it mean Messagin Layer Service or Mutual TLS ?**

MLS means here message-level security in Windows Communication Foundation (WCF), enhancements to SOAP messaging to ensure confidentiality, integrity, and authentication at the SOAP message level (instead of the transport level): <https://learn.microsoft.com/en-us/dotnet/framework/wcf/feature-details/message-security-in-wcf>

**Pricing information could be in United States dollars (USD) and Swisds francs (CHF). Does it possible to have a mix ? : services in CHF and licence in USD**

Yes

**During S0AP to REST transformation, do you require complex payload processing on the request or response flow?**

The document was misleading, the transformation should be from REST (from our customer) to SOAP (our API)

**Are there any mediations/transformations expected within the API flows? (routing, orchestrations, translations, encryption, etc.) If yes, do you have an integration solution within UPU that could handle the mediations/transformations associated to the API flows? 0r do you require this to be handled by the vendor?**

No

**Is there an identity provider currently in use within UPU?**

Yes

**What is the MLS protocol for? Is it Multi-Level or Messaging-Level security?**

 MLS means here message-level security in Windows Communication Foundation (WCF), enhancements to SOAP messaging to ensure confidentiality, integrity, and authentication at the SOAP message level (instead of the transport level): https://learn.microsoft.com/en-us/dotnet/framework/wcf/feature-details/message-security-in-wcf .

**Could you elaborate on the requirement to track the client certificates in use when calling APIs requiring them when authenticating using MTLS?**

When establishing API calls and answers with MLS protocol, client certificate in used are attached to the HTTP request. Tracking of the attached client certificates is required e.g. ability to know the common name of the client certificate relating to one API call.

**Does UPU presently utilize any analytics or monitoring tools? If yes, what is it and are you planning to extend to be used alongside with the API management solution as well?**

No

**Do you plan to develop your own custom monitoring dashboards for administrators and customers separately, host and manage them?**

Dashboards could be developed by UPU or by the vendor. Both options can be discussed.

**Do you currently have any logging tools used within UPU for log management or have any plans to use such tools? (such as Splunk, Datadog, etc.)**

Yes

**Where would the user accounts of the operators and WPSPs reside? (such as Active Directory, LDAP, etc.)**

Active Directory

**Do you require WS02 to share the reports of the vulnerability scans performed on the products proposed for UPU?**

Yes

**Do you require the WS02 products to be compliant with any particular standard or regulation?**

At least GDPR, other standards/regulations would be an advantage

**Is it possible for a single vendor to submit 2 offers for this REP if they're offering both on-premise and SaaS solutions?**

Yes

**Please share the expected SLAs. Does UPU require 24x7x365 support or is having support during work hours within work days (24x7) sufficient?**

UPU provides support 24x7x365

Capacity

**How many APIs are expected to be created and exposed?**

Currently, under 100

**What is the anticipated number of transactions per unit time (min/hour/day/month)?**

Around 1000000 calls per months

**What is the message size of the request/response that will be processed (in bytes/KB)**

Not defined

**What is the expected YoY increase of the number of transactions?**

Not defined

**Do you have an indication of the total number of users of the solution?**

UPU has 192 country members. Each country member could have several solutions calling the UPU’s APIs

Solution and Deployment

**Are you open to go with a vendor-managed iPaaS - public cloud platform with a shared control plane or do you require a dedicated data plane? Or do you prefer to have a dedicated deployment of the complete solution for UPU on cloud as a service? If so, do you have a preferred cloud vendor ?**

Dedicated deployment is the preferred option. UPU uses VMware and Azure.

**If the deployment is on UPU premises would it be on standard VMs or containers such as Kubernetes, Docker, etc.?**

Both options can be studied but preferably on VMs

**Is high availability a requirement for the deployment?**

Yes

**How many pre-production environments are required? (dev, test, staging, etc)**

One

**Is disaster recovery needed?**

To be studied

Timelines

**The REP document indicates the services start date as the 01st of December 2023, could you please elaborate further on this expected timeline? When does UPU intend to:**

**Select the final vendor?**

The vendor should be selected within four weeks after the deadline for submission of tenders to the UPU

**Begin the procurement process?**

The procurement process will start immediately after the selection

**Activate the subscription/support for the selected APIM vendor's technology?**

The estimated start date of engagement is 1st December 2023

**Start the implementation of the deployment?**

To be determined with the vendor

**Begin the pre-production and production environment?**

To be determined with the vendor

Competitive landscape:

**Could you please share the other technology vendors who are taking part in this tender ?**

This information cannot be provided

Budget and Contracting:

**Is it possible for a single vendor to submit 2 offers for this REP if they're offering both on-premise and SaaS solutions?**

Yes

**Is UPU interested in making the payment for the 4-years upfront or annually?**

Annually

**What are UPU's expected payment terms, eg: 30 days from invoice?**

30 days from invoice

References:

**Are references from within the EU rather than locally from Switzerland acceptable for UPU?**

Yes

**Does UPU intend to reach out via email or call to the vendor's stated reference as well? Or is it for acknowledgement purposes?**

Reference could be checked

**How many references would be most preferred by UPU?**

There is no preference

Development

**Do you plan to train your Team on the WSO2 API Manager and Micro Integrator products. If yes, please detail your expectations.**

The vendor should provide a training plan

**Can you provide us the API Swaggers of the target APIs to get an idea about the size of the APIs. We can sign an NDA if this is a prerequisite.**

Cannot be provided

**What are the protocols that the backend APIs are using other than SOAP, REST and gRPC?**

Currently no other prorocol

**How Many APIs are there to expose through the API Manager ?**

Currently, <100

**Do you have any requirement to customize the Developer Portal look and feel ? (UI Branding)**

 Yes if possible (a banner at the top of the screen with the UPU logo)

**Do you provide a supported database (MySQL, Oracle, DB2) ? Please share the Database and the version**

We use Microsoft SQL Server

**Do you need any existing user store to be integrated with the API manager?**

No

**What is the expected transactions rate (TPS)?**

Not defined

DevOps:

**How many environments do you want to implement? (Production, Development, DR)** Development, Pre-production, Production

**Where do you plan to Deploy the WSO2 Solution Components ? In Cloud / in VM / On Kubernates. Please share the environment details ?**

All options can be studied (we use Azure and VMWare), preferably Cloud or VM

**Do you have an existing Load Balancer in your premises?**

Yes

**Do you plan to open the developer portal to the outside Users?**

No

**Do you want us to provide the Commercial Support Subscriptions or do you have the subscriptions ?**

We would like to have the subscriptions

**Please state the SLAs**

Vendor to submit a proposal

**What is the expected monthly API traffic ?**

Around 1000000 calls

**Are there any MANDATORY security compliances this solution need to meet? [UPU answer] No**

**What are the desired monitoring parameters (No. of API calls, errors, latencies are already mentioned) and views?**

Vendor can propose additional views, the solution could have the flexibility to create dashboards.

**"How does staging of services work ? i.e. Number of environments : Dev, UAT, Preview, Prod "**

Usually we have test, pre-production and production environments

**"In order to estimate the solution cost we need the following measures regarding the consumption of the Gateway :**

 **- Total number of services accros all environments on a monthly / yearly basis**

 **- Total number of requests/Month accros all environments**

We have <100 APIs that generate around 1000000 calls per month

**How many application teams are involved as a whole for the entire ecosystem ?**

<30

**In order to have itemized billing / cost optimization / reporting, we need an Observability Platform integration like Datadog.**

**Do you use any Observability product ?**

We use Manage Engine EventLog Analyzer

**Does the Organization use a WAF? If yes, then we can enable rules on Kong to still ensure to catch what was skipped at the WAF level. Otherwise, we can use the Kong WAF Plugin.**

We use a WAF for some services but not for APIs.

**Are there any legacy services/systems. If yes, what would be the approximate percentage ?**

Question is not clear.

**Is SOAP only for legacy or still the way to go?**

For legacy

**Do you use Single Sign-on. If yes, would you like to integrate it with the proposed solution portal ?**

We use SSO but this is not a requirement

**Are there any custom developments foreseen for the proposed solution portal ?**

No

**Does UPU have any regional / cross border service utilization?**

The UPU serves its 192 country members

**How is the data being exchanged across the regions? What all are the regional compliances that needs to be taken care of?**

The service is centralized at the UPU in Switzerland

**What is the volume and format of data expected to be exchanged per transaction / Per day / Per Month? Existing and future expectations?**

The expected volume is around 1000000 calls per month

**Does UPU have any centralized logging platform like SPLUNK, ELK etc.?**

Yes

**How many services are expected to be exposed via API gateway? Does UPU expect separate internal and external API gateway to manage and maintain respective in-bound and outbound services?**

<100 APIs from <30 appliations

**Does UPU have an identity provider like LDAP / Okta for identity authentication and authorisation?**

AD

**How many API management environments are expected to be available for UPU?**

One production and one test/pre-production

**Is API security testing part of RFP Scope ?**

Not clear

**What tools are being used in UPU for Devops CI-CD pipleine?**

Not relevant

**Please provide more clarity for R27 -Technical support will be provided during the UPU software integration project.**

We expect the vendor to assist us during the integration process should we face technical issue. We could also have functional questions

**What is the preffered deployment topology SaaS or Managed APIM Solution?**

No preference

**How many upstream services should the API proxy handle?**

There are below 30 applications

**What's the approximate number of requests per second?**

There are around 1000000 calls per month (no statistics per second)

**Is there a need to prioritize the API's?**

Not mandatory but a nice to have

**Can we use third-party API management systems (e.g., Apigee, Kong, Apisix, Azure API Management) for our solution, or is there a preference for building from scratch with technologies such as .NET or Java?**

No preference

**If third-party API management systems are acceptable, how should we handle licensing and management?**

No preference

**· Is it required to develop a web portal for operators to manage and issue API keys for security purposes? Please confirm.**

Yes

**Are there any geographical restrictions for cloud hosting?**

No geographical restriction

**Is shared tenancy acceptable, or are dedicated instances required?**

Must be a dedicated instance

**Is the use of a serverless architecture permitted?**

Yes

**Should R23 billing and payment functionalities integrate with existing UPU payment services, or does UPU prefer the vendor to introduce new payment services?**

Could be interfaced with Navision or at least provide reports used for the preparation of the invoices

"Service Delivery Location

**How crucial is it for UPU to have vendor personnel located in Switzerland?**

Not crucial

**Is it acceptable for services to be delivered remotely from the USA/India (Hybrid approach)?**

Yes

**What is the preferred time zone for collaboration?**

No preference

**Is the vendor responsible for maintaining a QA environment in addition to the production environment for the solution, for example, post-integration?**

Not mandatory, to be part of the offer

**Does USU have a specific minimum SLA requirement for response time and resolution time?**UPU provide support to its customers 24\*7\*365

**What are the different languages need to be supported for reports and web portals.**

English is mandatory, other languages are optional

**How many types of reports need to be supported?**

Not defined yet

**Can we utilize reporting tools like PowerBI/Tableau, or should the reports be custom-built?**

Yes

**Does UPU have existing licenses we can use?**

PowerBI licenses

**Is there a need for scheduled report generation, or are reports generated on-demand?"**

Report should scheduled"

**If deployed on cloud, what region does the service need to reside in?**

There are no constraints

**Would you be open for a solutoin that sees the management console on cloud and Gateways running in UPU infrastructure?**

Yes

**In 4.1.1 it's stated that support for WebSocket API is a potential requirement. Is the requirement to proxy existing websockets or to expose realtime data (Ex: Kafka, RabbitMQ) over WebSocket?**

We do not use WebSocket yet. This is a plan for the future.

**4.1.1 - With regards to WebSocket, is there a need to manipulate the messages/frames or is the need to simply proxy the traffic?**

Simply proxy the traffic

**4.1.3 For the certificate management, is the expectation that the platform shall support the generation and renewal of the certificates or will you leverage an external certificate management solution? If so, what would that be?**

We use our own solution to generate certificates

**4.1.11 - Is it expected that logs would be shipped to an external SIEM tool? If so, what would that be?**

Logs can be either displayed in the solution or in an external application. We use Manage Engine EventLog Analyzer

**4.1.18 - Is the portal needed for external or internal consumers? Or both?**

External consumers

**4.1.18 - Is there a need to brand the portal?**

No

**R9 - Is there a need to also provide GeoIP filtering?**

No

**R22 - Is the requirement to only allow designated operators to create subscriptions or is there a need to allow consumers to self-serve and have the API portal manage the subscription lifecycle?**

to allow consumers to self-serve and have the API portal manage the subscription lifecycle

**R26 - If deployed on the cloud, wil the test be executed against UPU hosted backends? If so, will they be made accessible to the cloud management plane?**

Preferably yes but not mandatory. Accessibility has to be confirmed

**Is there a need for a simplified visual approach to API traffic shaping and lifecycle management or is a CLI approach the preferred approach?**

Visual approach is preferable

**Why is the UPU embarking on this initiative now?**

We expose more and more APIs from various systems to manage. The UX is not great for our customers.

**Will the UPU be looking to deploy GWs in each member country, or will this be deployed centrally at HQ?**

Centrally at HQ

**Do you have any Target Archiecture diagrams that you can share?**

No

**Who will be responsible for managing this solution within UPU, and how big is the team?**

Responsibility is within the team. No information on number of staff can be shared

**2.6 - Is it possible to response to the RFP with this configuration: software firm as prime contractor for service and an editor for licensing and support L2 or L3**

Yes

**What is tech stack for existing software applications to be integrated with apim? e.g. .net apps,java,etc? are those services already exposed as APIs ?**

Mostly .net applications. Services are already exposed as APIs

**Developer portal sign-in using azure AD or third party IAM ?**

We currently use AD in our local network

**Any alert/ticketing mechanism e.g. SNOW integration for API errors,failures to be developed?**

An alert mechanism could be included in the bid.

**UPU has already a ticketing tool that should not be linked to the API management solution**

**Does the platform need to provide caching of API calls? If yes, Then what is expected volume of data?**

It was not in the RFP but it could be included in the proposal

**Any requirement to develop/create new API with complex message transformation?**

It was not in the RFP but it could be included in the proposal

**What are the currently used azure services in existing setup?**

Some of our applications are deployed on Azure, but the majority of the applications are not.

**SOAP to REST transformation process is it expected fully or semi automated process?**

We do not know what is semi automated, so we expect fully automated

**Whether UPU has existing API documentation that needs to be hosted? Or the API documentation needs to be created from scratch?**

We use redocly. It could be integrated or we could use a new one created from sratch

**Regarding Technical integration documentation, what documentation is expected? Do we need to define any documentation or it is available and needs to be hosted?**

Vendor can define what documentation is available

**What security features are expected to be added to access the solution?**

Options proposed by the vendor will be studied

**In Pricing model and fees, whether UPU is expecting pricing model to be defined for API subscribers OR for creating and maintaining API Management?**

For creating and maintaining the API management solution

**In SLA, what needs to be evaluated in 'Business Continuity Plan'?**

Options proposed by the vendor will be studied

**In R31, the support mentioned to be provided, is it Mouritech OR API management provider need to provide support?**

Vendor should provide support to the UPU

**In R32, which access control is expected? Is it for API subscriber OR for UPU internal administrator who will be monitoring API management?**

Administrator needs to monitor API subscribers activities