Frequently asked questions:

1.   The project partner's headquarters and it department are located in Brasilia. Can we consider all the IT services and development remote?

Answer: Yes, work may be done on remote. However, the project team considers face-to-face meetings to take place in Brasilia in Brazil, four times : kick-off the project; and the completion of the "Prepare the QMS Global development", "Develop QMS SISRFID" and "Develop QMS Global" phases. Therefore, we kindly ask you to provide travel costs separately. Travel costs should consider:

-   4 meetings to take place in Brasilia

-   Expected duration: 12 hours of activities scheduled in 2 days

-   Expected participants from the vendor: 3 professionals (account executive, technical manager of the project, scrum master or other project member with decision maker competences).

Should not be possible to arrange the meetings, those costs will not be incurred.

Please note that all professionals on the project team must be fluent in English and Portuguese, as they will have intense communication with Brazilians from the Brazilian Post Company (Empresa Brasileira de Correios e Telegrafos), and that all project staff is required to work simultaneously in Brazilian time, between 9 am and 6 pm at Brasília time (GMT-3).

2.   SISRFID has been developed in Java and is intended to be run on site. About this colocation, should we consider the development in private cloud?

Answer: The development for cloud architecture is only requested for the QMS Global version. It will be developed according to the architecture and framework designed in the task "Prepare the QMS Global development" of this RFP

3.   Looking at the agile development, can we consider that all information, security policy, architecture pattern and governance, will be provided by UPU and Correios?

Answer: All information, security policy, architecture pattern and governance to develop QMS SISRFID will be provided by Empresa Brasileira de Correios e Telegrafos.
All information, security policy, architecture pattern and governance to develop QMS Global will be defined with the selected bidder within the task "Prepare the QMS Global development".

4.   Looking at the agile development, can we consider that the project Product Owner will be a UPU or UPU partner employee?

Answer: The Empresa Brasileira de Correios will allocate one Product Owner (PO) full time and the UPU will allocate one PO full time. The development team will be composed only of professionals from the selected bidder.

5.   The software can be installed locally or in cloud servers shared between different postal organizations. When we look at this colocation, should we consider the installation in other countries?

Answer: After the development of the QMS Global, other Postal Operators will be able to make use of this solution, however, these roll-outs are not part of this RFP.

6.   Should we consider a resource limit per Squad?

Answer: The amount of resources per squad (from 3 to 9) must be proposed by the bidder.

7.   The UPU or UPU's Partner will provide a DevOps pipelene? (Continuos Integration/ Continous Delivery)

Answer: It will not be available for the developments concerning QMS SISRFID. For the developments concerning QMS Global, this approach can be proposed by the selected bidder and evaluated within the task "Prepare the QMS Global development".

8.   Who will be responsible to provide the laptops?

Answer: The bidder must provide the resources of its own employees (computers, Internet link, etc.)

9.   What is the KPI's (Key Performance Indicator) considered for UPU on the IT Services?

Answer: The KPIs mentioned in the requirements of the module Quality reporting requirements, refer to business performance indicators that will be supported by the referred report.

10.   Based on Global Installation, What units will be attended for applications that make up or scope of this proposal? Where are they located (Country / State / City)?

Answer: The roll-out of this solution to other Postal Operators, is not within the scope of this RFP.

11.   What services are expected in the task "Prepare the QMS Global development" of item 4.2 of the RFP?

Answer:

1) Design of the architecture for QMS Global

Design of architecture able to operate QMS as cloud services and also on premises.

This design should include at least the following recommendations or propositions:

• Proposition of a suitable cloud service model for the QMS target audience, as well as technical and budgetary restrictions for its implementation;

• Proposition of an "on-premises software package" model suitable for the target audience of QMS, as well as the technical and budgetary restrictions for its implementation;

• Proposition of an IT architectural design adequate to the technical and budgetary restrictions for its implementation, which includes at least the architectural elements of operation; communication; safety; databases; programming languages, among others that are necessary to achieve the strategic objectives of QMS.

• Scalability that meets the expected growth of QMS usage

• Scalability that meets the budget forecast for the next years for QMS

• Proposition of a Business Intelligent or Business Analytics solution suitable for the target audience of QMS, as well as technical and budgetary restrictions for its implementation.

2) Framework development for QMS Global

Design and construction of a development framework for QMS in the Cloud/on premises.

Once the IT architecture for the QMS has been defined, a development framework for the QMS must be designed that conforms to the defined architecture. This framework aims to guarantee a minimum quality standard for future QMS developments and provide productivity and agility in these developments.

This framework should include:

• a new visual identity for QMS;

• definitions of development rules and documentation;

• features common to new developments, pre-developed and incorporated into the framework