



I E T F[®]

Request for Proposal

IETF SECRETARIAT SERVICES

The Internet Society

On behalf of

The IETF Administrative Oversight Committee

Date of Issuance: June 10, 2011

Proposal Submission Deadline: August 8, 2011, 5:00 P.M. ET

IETF Secretariat Request for Proposal

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Section I General Procedural Information

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A. Summary

The IETF Administrative Oversight Committee (IAOC), on behalf of the IETF, announces this Request for Proposal for IETF Secretariat Services. The Internet Society (ISOC) is the contractor.

The Secretariat performs the following three types of services in support of the IETF:

1. Meeting Services
2. Clerical Support Services
3. IT Support Services

Supported Organizations include the Working Groups, Internet Engineering Steering Group (IESG), Internet Architecture Board (IAB), IETF Administrative Oversight Committee (IAOC), Internet Research Task Force (IRTF), Internet Research Steering Group (IRSG), RFC Series Oversight Committee (RSOC), RFC Series Editor (RSE), Independent Submissions Editor (ISE) and the Nominating Committee (NomCom).

The services are further described in the Statement of Work at Appendix 2.

The initial contract term will be for two (2) years, commencing on February 1, 2012, with two renewal options on the part of the parties of up to two (2) additional years each, for a possible total of six years.

The closing date for submission of proposals is Monday, August 8, 2011 not later than 5:00 P.M. ET.

B. Procurement Office

Proposals are to be emailed to ietf-rfp@isoc.org, with a copy to rpelletier@isoc.org.

C. Questions & Inquiries

1. The sole point of contact regarding this RFP is the IETF Administrative Director (IAD), Ray Pelletier. Members of the IETF Administrative Oversight Committee (IAOC) and ISOC leadership are not responsible for responding to or forwarding inquiries of any kind.

2. All questions/inquiries must be submitted in writing and must be received no later than midnight, ET, June 17, 2011.

3. Questions/inquiries shall be directed by email to ietf-rfp@isoc.org, with a copy to rpelletier@isoc.org.

4. Responses to questions and inquiries shall be posted on the IETF Administrative Support Activity (IASA) website, iaoc.ietf.org, no later than June 24, 2011.

D. Addenda to RFP and Corrigenda

1. If the IAOC finds it necessary to revise any part of this RFP or correct any errors, an addendum will be provided in the same manner as the original RFP.

2. Addenda will be posted to the IASA website.

3. Addenda to the RFP will not be issued after June 24, 2011.

4. The proposal shall reflect acknowledgement of receipt of all amendments, addenda and changes, if issued, with the proposal.

E. Conference Calls, Oral Presentations & Site Visits

1. Conference calls may be conducted with Offerors.

2. Oral presentations may be required. If requested, the oral presentations may be conducted at the ISOC offices in Reston, Virginia or at a location designated by the IAD. Offerors will be responsible for their own expenses associated with such presentations.

3. The IAOC and others may conduct a visit(s) to Offerors' site prior to award. Visit(s) will be at the IAOC's expense.

F. Proposal Review Panel

1. The IAOC may establish a Proposal Review Panel.

G. Escalation

1. An Offeror may submit a request in writing to the IAOC via the IAD at rpelletier@isoc.org for a review and re-evaluation within seven (7) days of being notified of its rejection or disqualification. Such written request shall include the basis for the escalation.

2. The IAOC shall respond in writing within seven (7) days.
3. The IAOC may accept or reject the escalation in whole or in part. All decisions of the IAOC are final.

H. Process Modification

1. In the case where timely responses to the RFP fail to meet the basic requirements, the IAOC reserves the right to modify this RFP process.
2. The IAOC may choose to re-open the RFP or to enter into further negotiations with one or more of the Offerors in order to achieve the highest level of service possible within financial constraints.

I. Projected Schedule of Events

The IAOC intends to process this RFP in accordance with the following schedule:

IETF Secretariat RFP Projected Schedule of Events	
Date	Action
June 10, 2011	RFP Issued
June 17	Questions and Inquiries deadline
June 24	Answers to questions deadline
June 24	Addenda & Corrigenda deadline
Aug 8	Proposals due
September 15	Contract Award
October - January	Vendor transition
February 1, 2012	Contract commence

Section II Specifications

This section provides details about the proposal submission, contract terms and contractor requirements.

- A. Term of Contract
- B. Closing Date & Submittal Requirements
- C. Duration of Proposal Offer
- D. IAOC Discretion; Cancellation, Negotiation, Contracting, Rejection, Clarification
- E. Public Information
- F. Subcontractors
- G. Incurred Expenses
- H. Type of Contract
- I. General Contractual Conditions
- J. Offeror Affidavit
- K. Experience
- L. Key Personnel

A. Term of Contract

1. The initial contract term will be for two (2) years, commencing on February 1, 2012, with two renewal options on the part of the parties of up to two (2) additional years each, for a possible total of six years.

2. It is the intent of the IAOC to obtain the best combination of performance and cost for the benefit of the IETF. A contract may be awarded to an Offeror providing all services, or a Prime Contractor, with subcontractors, providing all services.

3. The renewal of the contract should not be presumed, as it will be based on each party's sole discretion, the needs of the IETF Community and performance under the contract.

B. Closing Date & Submittal Requirements

1. A signed "Original" of the proposal in PDF format with a scanned handwritten signature must reach the ietf-rfp@isoc.org email account by Monday, August 8, 2011 not later than 5:00 P.M. ET in order to be considered.

2. Proposals or unsolicited amendments to proposals arriving after the closing time and date will not be considered.

C. Duration of Proposal Offer

1. Proposals shall be valid and irrevocable for 180 days following the closing date for this RFP.

2. This period may be extended by written agreement between Offerors and the IAD.

D. IAOC Discretion; Cancellation, Negotiation, Contracting, Rejection, Clarification

1. The IAOC may cancel this RFP, in whole or in part, at any time.
2. The IAOC may appoint a Proposal Review Panel.
3. The IAOC may contract with one or more Offerors to accomplish the services reflected in the Statement of Work.
4. The IAOC may disqualify proposals that it deems to be non-responsive.
5. The IAOC may reject an Offeror's proposal if the Offeror:
 - a. Fails to submit by the deadline,
 - b. Fails to submit the information required,
 - c. Fails to submit a proposal in accordance with the required format,
 - d. Fails to submit a costs quotation response,
 - e. Fails to respond to requests for clarification, to make an oral presentation, to participate in a site visit, if requested,
 - f. Fails to complete the Offeror Affidavit, or
 - g. For any other reason that the IAOC deems to be reasonable.
6. The IAOC may seek clarification of any element of an Offeror's proposal.
7. The IAOC may require Offerors to make oral presentations in person at the ISOC's offices in Reston, Virginia, USA, or at a location designated by the IAD. Each Offeror will be responsible for its own expenses associated with such presentations.
8. The IAOC may select one or more Offerors for contract negotiations on the basis of the strength, viability and financial terms of their proposals and presentations, their known track records for similar functions, and the credentials and experience presented in their proposals. The IAOC does not make any commitment regarding the outcome of these negotiations.
9. The IAOC will seek to enter into a contract with an Offeror or a Prime Contractor that IAOC deems, in its sole discretion, to represent the best value combination of performance and cost for the IETF community, but not necessarily the low bidder.
10. Following the successful negotiation of the principal financial and performance terms with an Offeror, ISOC may enter into a Memorandum of Understanding with such Offeror prior to negotiating and executing a definitive service contract. A contract shall not be deemed to be awarded hereunder unless and until the execution of a definitive contract with the Offeror.
11. All proposals shall become the property of the IASA.

E. Public Information

The IETF is a community committed to transparency in the manner in which it conducts its operations. Accordingly, the following will apply to the contract, proposal, and negotiations:

1. The contract, including total cost and Budget Summary, will be made public after discussion with Offeror.
2. The names of all Offerors will be announced on August 9, 2011.
3. Offeror proposals will NOT be released.
4. Negotiations are confidential among the Offeror, and IAD, IAOC, ISOC leadership, and any review panel.

F. Subcontractors

1. The Internet Society will enter into agreements with a selected Offeror only, not the Offeror's subcontractors.
2. The selected Offeror shall be responsible for all products and services required by their respective contracts, even if they are permitted to use subcontractors to provide some or all of the services.
3. Subcontractors, if any, shall be identified with a complete description of qualifications and roles relative to this proposal, and shall be included at the time of proposal submission.
4. Subcontractors may not be placed under contract in any way that obligates ISOC, or that delegates work that the proposal indicates will be performed by Offeror personnel without the written approval of the IAD.

G. Incurred Expenses

1. The Offeror shall be responsible for its costs incurred in the preparation and submission of a proposal, oral presentations in support of such proposal, and negotiation of a Memorandum of Understanding, if any, and a definitive services agreement.

H. Nature of Contract

1. The Secretariat performs many services. IAOC is willing to entertain bids for all services from one Offeror, or from a Prime Contractor with multiple subcontractors.
2. Those proposing to bid as Prime Contractors must explain how they propose to integrate and manage those services.

I. Type of Contract

1. The contract will cover the following services and pricing:
 - a. Meeting Services
 - i. Fixed price for delivering service, and
 - ii. Identify meeting-related costs and expected means of payment.
 - b. Clerical Services
 - i. Fixed price for delivering service.
 - c. IT Services
 - i. Fixed price for delivering service, and
 - ii. Costs for software development.

J. General Contractual Conditions

1. Each contract will contain the general provisions included in this RFP.
2. This RFP, including the Statement of Work, and the applicable portions of the successful Offeror(s)' proposal(s) will be incorporated by reference and made a part of the contract.
3. The contract will be negotiated based on ISOC's standard services contract form.

K. Offeror Affidavit

1. Each proposal shall include a completed Offeror Affidavit, a copy of which is included in Appendix 1.

L. Experience

1. Offeror must have experience in the functional area for which it is bidding, and such technical expertise as appropriate to the proposal.

M. Key Personnel

1. Offeror shall identify and provide the resumes of Key Personnel.
2. Key Personnel shall include the proposed Senior Manager for each functional area if applicable to the nature of the bid.
3. The contract may be adjusted or terminated if Key Personnel are identified but cannot be supplied by Offeror at contract execution or within sixty days thereafter, at the discretion of IAOC.

N. Vendor Obligations

1. Offeror shall provide for and pay the compensation of its personnel, including Subcontractors, and shall pay all taxes, contributions and benefits (such as, but not limited to, workers' compensation benefits) which an employer is required to pay relating to the employment of employees.

2. The ISOC and IAOC will not be responsible for providing any compensation, insurance, medical, disability or other benefits to Offeror's personnel or subcontractors.

Section III Proposal Format

- A. Proposals
- B. Preparation
- C. Costs
- D. Proposal Format

A. Proposals

1. Proposals shall be submitted in the specified proposal format described in Part D below to facilitate proposal review.
2. Failure to submit the proposal in the specified format may be grounds for proposal rejection.
3. The Offeror will define its proposed methodology for meeting the requirements set forth in the RFP and why the approach is the preferred approach.

B. Preparation

1. Proposals should be prepared simply and economically, providing a concise and straightforward, but a complete and detailed, description of the Offeror's abilities and methodologies to meet the requirements set forth in the RFP.

C. Costs

1. Offeror shall identify all direct costs in the proposed budget.
2. Offeror shall state whether it is bidding for one, two, or all three services.
3. Meeting Services Quote
 - a. Fixed price for delivering service
 - b. Identify meeting costs for reimbursement
4. Clerical Services Quote
 - a. Fixed price for delivering service
5. IT Services Quote
 - a. Fixed price for delivering service
 - b. Costs for software development
6. All Services Quote
 - a. Fixed price for delivering services
 - b. Identify meeting costs for reimbursement
 - c. Costs for software development

D. Proposal Format

1. Transmittal letter with signature of authorized representative
2. Executive Summary with costs
3. Table of Contents
4. Experience, Qualifications and Accomplishments in this area
5. Key Personnel and resumes
6. Commitment to meet functional requirement and service levels
7. Methodologies for meeting functional requirements and service levels
8. Describe improvements you would recommend to improve the value of the ietf.org and rfc-editor.org websites.
9. Implementation and transition plan to assume responsibilities by February 1, 2012, including barriers and risks to Offeror achieving success.
10. References (Three references, where possible, attesting to performance in a similar function.)
11. Cost Quotation (See C above)
12. Subcontractor Information
13. Assumptions
14. Exceptions to any specifications, terms, conditions, service levels
15. Offeror Affidavit
16. Annual Reports of Business
17. Miscellaneous Information
18. Signature Page

Section IV Selection

- A. Selection Procedure
- B. Selection Criteria
- C. Negotiation Stage
- D. Award

A. Selection Procedure

1. The IAOC will or will cause the review and evaluation of all proposals to determine if they are qualified.
2. The IAOC will contact references.
3. The IAOC will conduct interviews and may require oral presentations.
4. The IAOC may perform a site visit to the Offeror's facilities at the IAOC's expense and/or interview key personnel.
5. Requests for clarity may be made of the Offeror.
6. Offerors will be notified by August 15, 2011 if their proposal has been disqualified or rejected, the reasons for the disqualification and their rights to appeal within seven (7) days in writing.
7. Qualified Offerors will be notified of their selection for advancement to the negotiation phase by August 22, 2011.

B. Selection Criteria as Judged by the IAOC.

The IAOC must have confidence in the Vendor - its qualifications, experience, capabilities, personnel, timely performance, and professionalism. To that end the IAOC will evaluate the following to inform its decision:

1. Vendor Qualifications and Experience performing similar services
2. Key Personnel qualifications
3. Vendor Ability to Meet Requirements
4. Proposal as a reflection of Offeror's understanding of the Supported Organizations, their processes, culture, and the scope of work and methodologies
5. Oral presentation, if conducted.

6. Site visit, if conducted.

7. Cost to furnish the services. (Note: The lowest cost offer will not necessarily be awarded a contract.)

C. Negotiation Phase

1. ISOC may enter into a contract with an Offeror that represents the best value combination of performance and cost to the IETF, not necessarily the low bidder.

2. The IAD will submit questions to each Offeror seeking clarification of any element of their proposal, if needed.

3. Negotiations will be undertaken in accordance with the timetable in Section I.

4. Negotiations may include face-to-face sessions in Reston, VA. Offerors are responsible for their own expenses associated therewith.

5. The IAOC reserves the right to solicit a best and final offer from each remaining Offeror.

D. Award

1. The Contract is expected to be concluded by September 15, 2011 however, if it appears that date will not be met, the essential terms of an agreement may be concluded in an MoU by that date.

2. The Contract is not awarded until a definitive contract is executed by the parties.

3. The Contract term begins February 1, 2012.

Section V
Other Terms and Conditions

- A. Intellectual Property Rights
- B. Marketing and Promotion
- C. External & Media Relationships

A. Intellectual Property Rights

1. All work performed, and all software and other materials developed by the Vendor under the contract, shall be “works for hire” and shall be owned exclusively by ISOC and/or the IETF Trust, and the Vendor shall obtain or retain no rights therefrom.

B. Marketing and Promotion

1. The Vendor will not be entitled to use the IETF or ISOC trademarks or logos, whether or not registered, without prior written authorization.

C. External & Media Relationships

1. The Vendor is not responsible for, nor will engage in, public relations, relationships with the media, or other third party standards organizations on behalf of the IETF without prior written authorization.

2. The Vendor will not speak for or about the IETF without prior written authorization.

Section VI
Signature Page

Date Proposal Submitted: _____

Offeror: _____

Name/Title of Offeror Representative:

Address of Offeror:

Telephone: _____ Facsimile: _____

Offeror Representative Email Address:

Signature of Offeror Representative:

Date: _____

Appendix 1

Offeror's Affidavit

I HEREBY DECLARE AND AFFIRM that I am the (Title) _____,
and the duly authorized representative of (Offeror) _____,
and that I possess the legal authority to make this Affidavit on behalf of myself and the Offeror
for which I am acting.

I FURTHER AFFIRM THAT:

1. The Offeror named above is a {Insert type of entity} _____ in the
country and state of _____ and that it is in good standing and that has
filed all required statutory reports and, except as validly contested, has paid or arranged for the
payment of all taxes in the applicable jurisdictions.
2. The Offeror has been in business for _____ years and _____ months.
3. The Offeror's corporate registration number or equivalent:
_____.

I do solemnly declare and affirm under the penalties of perjury that the contents of this affidavit are true and correct to the best of my knowledge, information, and belief.

_____ By: _____
(Date) (Affiant)

Appendix 2

Secretariat Statement of Work

THIS DOCUMENT IS A STATEMENT OF WORK ("Statement of Work" or "SOW") as defined in the Services Agreement (the "**Agreement**"), between Vendor and the Internet Society, a District of Columbia nonprofit corporation ("ISOC") (each a "**Party**" and, collectively, the "**Parties**"). This Statement of Work is subject to, and is made a part of, the Agreement. The effective date of this Statement of Work is the effective date of the Agreement. Terms not defined in this document shall have the meaning set forth in the Agreement.

GENERAL UNDERSTANDINGS

1. It is understood between the parties that this SOW is based on the information known by the Parties at the time of execution of this SOW and may require revision as the relationship between the Parties progresses.
2. Supported Organizations include Working Groups, and the Internet Engineering Steering Group (IESG), Internet Architecture Board (IAB), IETF Administrative Oversight Committee (IAOC), Internet Research Task Force (IRTF), Internet Research Steering Group (IRSG), RFC Series Oversight Committee (RSOC), RFC Series Editor (RSE), Independent Submissions Editor (ISE) and Nominating Committee (NomCom).
3. Vendor will provide secretariat services for the IETF Community in accordance with this Statement of Work.

The Secretariat services include:

- A. Meeting Services
- B. Clerical Support Services
- C. IT Support Services

1. OBLIGATIONS

1.1 Vendor Obligations. The timely and professional delivery of services is essential to the effectiveness and efficiency of the IETF.

(a) Work. Vendor will perform the services ("Work") as set forth in the SOW.

(b) Personnel. Vendor shall assign and supervise employees and subcontractors with suitable qualifications to perform the Work. More specifically, Vendor shall provide a list of proposed qualified Key Personnel and include their resumes.

(c) Work Standards. Vendor shall perform the Work in a professional and workmanlike manner and in accordance with the prevailing industry standard for the performance of comparable Work. Contractor may define further work standards ("Work Standards"). Failure to perform services in accordance with standards may result in a reduction in fees or, possibly, termination.

1.2 Subcontractors. Vendor may engage the services of third party contractors, subcontractors, or consultants ("Subcontractors") in the performance of its obligations. Vendor shall be fully responsible for each such Subcontractor's compliance with the applicable terms of the Agreement, and Vendor shall be liable, without limitation, for all actions and omissions of such Subcontractors and their performance or failure to perform as required hereunder. Vendor shall identify proposed Subcontractors and provide information substantiating their qualifications for the services proposed.

1.3 Benefits. Vendor shall provide for and pay the compensation of its personnel, including Subcontractors, and shall pay all taxes, contributions and benefits (such as, but not limited to, workers' compensation benefits) which an employer is required to pay relating to the employment of employees. The Contractor will not be responsible for providing any compensation, insurance, medical, disability or other benefits to Vendor personnel. Vendor shall indemnify, defend, and hold the Contractor harmless from and against all such taxes, contributions, and benefits, and will comply with all associated governmental regulations, including the filing of all necessary reports and returns with respect to its personnel.

2. Financial Management

2.1 Professional Service. The Vendor will provide (i) professional financial management in accordance with applicable laws and regulations, (ii) budgets and year-end forecasts in a timely fashion, and (iii) invoices with appropriate supporting documentation.

(a) Meeting Financial Management.

- i. Vendor shall provide a proposed budget before venue contract execution.
- ii. Vendor shall provide a forecast prior to each meeting.
- iii. Vendor shall provide a financial report of each Meeting to the IAD. The preliminary meeting financial report shall be provided within 30 days of the meeting, with a final report due upon the Master Account reconciliation, but not later than sixty (60) days after the meeting.
- iv. The Master Account reconciliation will be pursued in a diligent and expeditious manner, typically within thirty (30) days.
- v. Vendor will provide a statement of meeting and social registrations fee payments weekly.
- vi. Vendor will provide a report of its actual versus budget performance for each meeting.
- vii. All budgets shall be subject to IAD approval.
- viii. Year-End-Forecasts shall be provided after the first and second meeting, in a diligent and expeditious manner, typically within forty-five (45) days.

(b) Clerical Financial Management

- i. Any expenses that are to be reimbursed require prior approval by the IAD, and Vendor shall provide invoices within 30 days of incurring the cost.

(c) IT Financial Management

- i. Vendor shall provide invoices within 30 days of incurring the cost.
- ii. Each software development project requires an approved schedule and budget before work begins.
- iii. All schedules and budgets shall be subject to IAD approval.

A. Meeting Services

Each year the IETF conducts three, one-week meetings in locations throughout the world, usually in March, July and November. Over a two-year cycle the IETF intends to hold six meetings, alternating between North America, Europe and Asia. Attendance is approximately 1200 engineers, computer scientists, and academics per meeting. These meetings are in furtherance of the IETF's mission of standards development for the Internet. [See http://www.ietf.org/proceedings_directory.html.]

Meeting venues include hotels with conference space (the preference), as well as stand alone convention centers within close proximity of hotels. Meeting space requirements are typically 25,000 square feet, comprised of 8 meeting rooms holding between 75 and 300 people; one plenary room holding 900 people; a terminal room; 10 offices; a network operations center and a registration area. The public meetings generally run from 9:00 am to 8:00 pm Monday through Thursday, and the last session on Friday typically ends by 3:30 pm. On Sundays, registration opens at noon; multiple education sessions are scheduled during 1:00 to 5:00 pm, followed by a Meet and Greet Reception for newcomers and a Welcome Reception for all attendees. Registration takes place Sunday through Thursday. A Social event set up and managed by the meeting host, not the Secretariat, usually takes place on Tuesday evening at a separate facility and involves a fee to participate. The two plenary sessions are conducted with an attendance of about 900 people. There are also other related meetings. Staff support will be performed as necessary to ensure smooth operation of all these meetings.

The Vendor negotiates contracts with the meeting venue and one or more hotels for each meeting; sets agenda for the session throughout the week; runs the registration desk; oversees contract performance by the venues and hotels, including food and beverage, teleconference support, and audio visual support; arranges for retreat venues; and other duties as more specifically set forth below.

1. IETF Meetings.

a. Location, Selection, and Sponsors.

- i. Based on the selection of meeting locations by the IAD Vendor shall identify the available meeting venues for three (3) meetings in a calendar year for the IETF Community (“Meetings”).
- ii. The location and venue selection shall be made by the IAD.
- iii. The Vendor will not be responsible for finding or negotiating with Meeting Hosts or Sponsors.

b. Meeting Calendar.

- i. The Vendor and IAD shall use commercially reasonable efforts to select Meeting venues no less than two (2) year in advance of such Meetings and to the extent possible three (3) years in advance.
- ii. Meeting dates shall be fixed at least three (3) years in advance so as to avoid clashes with other major networking standards organizations or relevant events in accordance with the IAOC Meeting Clash Policy. The Vendor shall gather information with those other organizations, as appropriate, to avoid clashes.

c. Competitive Bids and Contracting.

- i. Based on the selection of meeting locations and venues by the IAD, Vendor shall be responsible for qualifying and negotiating written bids from third party venue and hotel vendors for such Meeting venues and dates. Vendor shall use the IETF Qualifications Criteria to qualify venues and hotels.
- ii. Vendor shall provide all contracts to the IAD for review and approval.
- iii. All contracts with third party vendors relating to Meetings and Retreats, other than Host and Sponsor agreements, shall be executed by Vendor as an agent of ISOC, provided, however, that each such contract shall be approved in writing by IAD and recognize Vendor as an agent of ISOC, or expressly permit Vendor to assign such contract in its entirety to ISOC.

d. Hotel Accommodations.

- i. Vendor shall reserve an appropriate number of hotel rooms (approximately 3,500 nights) in as many hotels as necessary based upon the anticipated attendance for such Meetings as provided by the IAD.
- ii. Vendor shall provide hotel reservation coordination services for the NomCom chair, IRTF chair, IAB members, IESG members, IAOC members, IETF Trust

Chair, and ISOC officers.

e. Commissions.

i. Commissions have impacts on attendance, costs and meeting fees. Vendor shall obtain the consent of and any guidance from the IAD prior to negotiating contracts with commissions. Any commissions obtained shall be paid as directed by the IAD.

f. Meeting Accommodations.

i. Vendor shall make arrangements for meeting accommodations.

ii. Vendor shall coordinate with Area Directors, Working Group Chairs, Birds of a Feather (BOF) session chairs, and Research Group Chairs to provide a schedule for meeting sessions that is best able to meet their requirements.

iii. Within the Meeting venues, Vendor shall arrange for an appropriate number of conference rooms to accommodate anticipated Working Group sessions and other breakout meetings which includes at least the following:

1. At least one room, or a combination of meeting rooms, which can accommodate a majority of the anticipated Meeting attendees for the IETF plenary sessions;
2. Office and storage space for the Vendor staff, IAOC, and other volunteers of the IETF Community to handle the administration and management of the Meetings;
3. Meeting rooms, including audio visual equipment and speakerphones for the IAB, IESG, IAOC, ISOC Board and staff, the Host, the IETF NomCom (when needed), the IETF's various committees – including the IRTF – for breakfast meetings and such other meetings as required in accordance with the IAOC Meeting Room Policy;
4. Conference rooms that can be used for training sessions as determined in consultation with the EDU Team and IAD;
5. A network access room (commonly referred to as the “Terminal Room”) to accommodate approximately 5% of expected attendees where participants can sit and obtain wired and wireless Internet access, electrical power, and printing facilities;
6. An accommodation in venue contracts of wireless Internet access in all meeting rooms and appropriate public areas, such as meeting lounge areas;

7. A network operations center (commonly referred to as the “NOC”) and Help Desk of appropriate size and location to handle the network operations and customer support during the Meetings;
 8. Audio visual equipment in each of the Meeting rooms to accommodate presentations from laptop computers via wired or wireless Internet connections and microphones for the chairs, speakers, and at least two microphones for session attendees; and
 9. Electrical services and power supplies in each of the conference rooms, which may or may not include the plenary facilities, at the Meeting venue, adequate for a majority of participants to obtain electrical power.
- iv. Vendor shall provide a mailing list for IETF meeting attendees to communicate issues/problems directly to the NOC team, during the meeting.
 - v. Catering for morning and afternoon breaks, and possibly light breakfast and/or lunch, as required and approved by the IAD.
 - vi. Arrangements for and coordination of the Welcome Reception, First Timers Meet and Greet, and other receptions as requested by the IAD.
 - vii. Provide for promotion of the Social on the meeting web page.
- g. Registration Services.
- i. Vendor shall arrange for advance and onsite registration services for each Meeting. Such registration services shall be conducted both online, at least three (3) months in advance of such meetings, as well as real-time onsite registrations during the actual Meetings.
 - ii. Moreover, such registration services shall include the collection of all Meeting fees on behalf of the IETF Community, with a variety of payment methods including all major credit cards. Fees shall be deposited directly into an IASA-ISOC account.
 - iii. Vendor shall provide electronic Letters of Invitation within one (1) business day, and hard copies, when required, within three (3) business days to participants who register and need them in order to obtain visas or other travel documents. Prepayment of registration fee shall not be required for the issuance of a Letter of Invitation when the participant has attended one meeting in the previous three (3) years.
 - iv. Vendor shall provide online registration services for the Social for deposit directly into the IASA-ISOC account when event registration opens or as soon thereafter as the Social details are fixed.

h. Pre-Meeting Preparation.

- i. Vendor shall coordinate with the venues, local sponsors and meeting hosts (if any), and with other vendors, as well as IETF Community volunteers to deploy the network services.
- ii. Vendor shall call for session agendas from Working Group chairs and BOF session chairs, and the Vendor shall provide a means for posting session agendas and presentations prior to the meetings.
- iii. Vendor shall work with Area Directors, the IETF Chair, the IAB Chair, and the IRTF Chair to plan and approve the meeting schedule, including plenary sessions and any additional sessions that they approve. Vendor shall gather information for the schedule from Working Group and Research Group Chairs.
- iv. Vendor shall provide name badges, printed and electronic agendas, and electronic meeting program for attendees.
- v. Vendor shall provide additional services, such as printing, tickets or accepting cash, credit card or check payment for the Social on site.
- vi. Vendor shall prepare a detailed timeline of various deadlines leading up to each meeting, such as start of registration, dates for submission of agenda requests, Internet-Draft submission deadlines, etc., which shall be approved by the IETF Chair and then published at least 4 months in advance of the meeting. Vendor shall strictly adhere to the published schedule.

i. Sessions.

- i. Vendor shall arrange for the logging of attendance at Working Group and BOF sessions ("blue sheets") and for the posting of minutes and presentations to online Proceedings.

j. Security.

- i. Vendor shall make arrangements, at the expense of the Meeting Host, for onsite security for the Terminal Room during hours of operation, and the NOC during off-hours, and otherwise as may be requested by the IAD.
- ii. Vendor shall review security threats and emergency plans with the Venue prior to each meeting. Any issues or concerns shall be brought to the attention of the IAD.

k. Community Meeting Feedback.

i. Vendor shall work with the IAD to formulate surveys regarding the overall satisfaction of the IETF community with the Meetings, including the performance of Vendor in the delivery of its services.

ii. Survey results shall be one criterion used to evaluate Vendor performance.

2. Retreats

a. Requirements

i. The IESG, IAB, IRSG, RSOC, and IAOC each may take one or two retreats annually.

ii. The Vendor shall, upon request by the IAD, negotiate contracts for meeting space, hotel accommodations, food and beverage, Internet access, teleconference, and audio-visual support as needed.

iii. Vendor shall provide hotel reservation coordination services for attendees.

iv. IAD will approve the venue and contracts prior to execution of contracts.

B. Clerical Support Services

Vendor provides direct support for the technical standards process. This support extends to the Supported Organizations. Automated tools provide support for many Secretariat activities (see Appendix 4).

Vendor prepares, moderates, and follows up on actions for the twice-monthly IESG two and one-half hour teleconferences at which the Area Directors review protocol actions, document actions, working group actions, and management issues. In addition the Vendor handles last calls; interim approvals; the creation, re-chartering and closure of working groups; the posting of implementation reports, appeals and responses to appeals, IESG statements, Internet-Drafts, IPR Disclosures, and Liaison Statements; the maintenance of the IESG web pages; the maintenance of the IESG mailing lists; the support of the Nominating Committee; the provision of information on IESG procedures and processes.

Vendor is responsible for receiving Internet-Drafts, ensuring they conform with established requirements, posting them to the Internet-Drafts repository, notifying interested parties, and announcing them to the community. The Vendor is also responsible for maintaining the Internet-Drafts repository and ensuring that the repository is kept up-to-date.

Internet-Drafts are submitted by participants in IETF working groups and by individual submitters at any time. Internet-Drafts are normally processed automatically and immediately, but when manual processing is required, they are processed within one (1) business day of their submission.

Vendor is responsible for publishing official IETF actions to the IETF community. Most of the official actions that the Vendor publishes on a routine basis are actions taken by the IESG. These include Protocol Actions, Document Actions, Working Group Actions, Decisions on Appeals to the IESG, and IESG Statements.

Vendor shall maintain a ticket system for tracking requests for information and assistance from the IETF community. Authors, working group chairs, Area Directors, and the RFC Editor normally submit requests for assistance with documents. Other members of the community may also submit requests for assistance. Vendor shall process requests for assistance with document and working group management within two (2) business days.

The following services provided to the IESG may be extended to other members of Supported Organizations as approved by them and requested by the IAD. It is not expected that such services would represent a significant fraction of the workload and would not be extended to one additional FTE without discussion with and approval of the IAD.

1. Clerk Functions. The Vendor shall be responsible for providing the following services:

a. Supported Organizations support services.

i. The Vendor shall arrange for cost-effective Teleconference services as

requested by the IAD.

ii. The Vendor shall provide administrative support for (i) IETF document tracking, (ii) mailing lists, including but not limited to the IETF general discussion and announcement mailing lists and Working Group mailing lists, (iii) charters – WG and RG, (iv) handling actions for working group formation and re-chartering (v) Working Group milestone tracking, (vi) IETF websites, (vii) current working documents, and the (viii) archives of mailing lists, (ix) expired Internet-Drafts (I-Ds), and (x) any other documents belonging to the IETF standards process. Tools maintenance is covered under IT Support Services.

b. Standards Process Support. The Vendor shall support the IETF standards and document process. [See Appendix 2] This process includes the:

i. Publication and digital signature of I-Ds and support of the I-D repository,

ii. Document tracking,

iii. Ticket-system-based response (document and working group management),

iv. Announcements of last calls,

v. Data management, including I-D Tracker updates,

vi. Handling the Intellectual Property Rights disclosures, including interaction with patent holders [RFC4879],

vii. Publication of official actions, such as document approvals, and other IESG/IAB/IAOC/NomCom/IETF Trust announcements,

viii. Communication of status to relevant groups,

ix. Registration and publication of liaison statements, and

x. Collection and archiving of presentations, minutes and attendance lists from IETF meetings, including interim meetings of Working Groups.

c. Managing meetings. Vendor shall perform the following services specifically for the IESG. Such service may be extended to the Supported Organizations upon request by the IAD.

i. Scheduling of and facilitating regular, normally bi-weekly, teleconference meetings.

ii. Coordinating with the members of the IESG to create meeting agendas.

- iii. Create minutes following IESG Teleconferences.
 - iv. Collecting, maintaining and administering the IESG process documents, including, but not limited to, “narrative” meeting minutes, and IESG statements.
 - v. Creating, maintaining and administering the long-term archives of IESG meeting minutes.
 - vi. Creating minutes of plenary sessions.
- d. Support of the Nominating Committee (NomCom). Vendor shall provide support to the NomCom of the IETF for the purpose of ensuring a smooth nomination and selection process for the leadership of the IETF.
- e. Archive Services. Vendor shall use commercially reasonable efforts to collect and store historical IETF Community records for which the Vendor is given access. Commercially reasonable backup practices shall be employed to ensure the availability of the records. These records include:
- i. Archives from mailing lists, including IETF mailing lists not hosted by the Vendor, where Vendor is provided access authority or where provided to Vendor in a format able to be archived by Vendor, including Working Groups (WG),
 - ii. Expired I-Ds,
 - iii. Working Group and Research Group charters and each of their versions,
 - iv. Administrative records,
 - v. Minutes,
 - vi. Jabber logs,
 - vii. Audio and video files,
 - viii. Meeting attendance records (blue sheets) shall be forwarded to the IETF Trust for archiving,
 - ix. Meeting proceedings,
 - x. Long-term archive service to provide the members of the IETF leadership the ability to submit documents for archive, all community members the ability to retrieve archived documents.
2. IAB Executive Assistant Services – See IAB Executive Assistant SOW in Appendix 6.

C. IT Support Services

Vendor will provide for Internet presence, website support, mailing list services (including signing with DKIM), customer support services, instant messaging support, IP support (IPv4 and IPv6), subdomain support (signed with DNSSEC), Internet-Draft signing, tools maintenance and development services (currently in Python and Django). These IT services provide vital support to all of the Supported Organizations. Vendor must deploy IETF protocols where possible, but must use open standards where no IETF alternative is available.

1. IETF Infrastructure Services. Vendor shall adhere to the IT Infrastructure Guidelines and the Customer Support Guidelines (See Appendices 8 and 9) in support of these objectives. Vendor shall provide the following technical services for the IETF Community:

- a. Network Presence. Vendor shall provide a reliable and resilient network presence for the website and the following technical services:
 - i. co-location, providing at least two (2) independent sites (separate power grids and widely separate geographic locations) capable of serving 10+ Mb/sec of data (i.e., located on different subnets and/or with different service providers), designed for scalable access and resistance to denial of service attacks.
 - ii. secure name service [RFC 4035 and references],
 - iii. routing,
 - iv. transit,
 - v. monitoring & security,
 - vi. provisioning core services such as rsync and FTP, and
 - vii. cooperation and coordination with mirror sites.

Vendor shall provide in its offer the network and infrastructure measurements and Service Level Agreements it is prepared to deliver and maintain.

- b. Websites Support. The Vendor shall provide distributed Web service for the following URLs: <http://www.ietf.org/>, <http://www.iesg.org>, <http://www.iab.org/>, <http://www.irtf.org/> and <http://www.rfc-editor.org>, as well as related URLs, and select subdomains, such as iaoc.ietf.org, approved by the IAD.

Website support includes:

- i. allowing for updates by multiple authorized users,
- ii. adequate storage area,
- iii the provision of monthly reports of website performance, including whether improvements were made to increase the capacity above the 10+ Mb/sec of data over Web and FTP,
- iv. develop content as directed by IAD,
- v. provide and maintain site-map style indexing (in addition to the search button),
- vi. apply common look-and-feel for all pages (apart from user-supplied content), including providing templates and style sheets for page authors,
- vii. update web pages on request and within specified time limits,

- viii. provide feeds (ATOMPUB, RSS, etc.) as appropriate, and
- ix. provide continual incremental improvements.

c. Mailing Lists Services. With respect to all authorized IETF mailing lists, including those administered by the Clerical Services Vendor, the Vendor shall provide the following services:

- i. capacity of 50,000 messages/hour (recipient side),
- ii. the ability to host 2000+ mailing lists,
- iii. Web-based mailing list maintenance,
- iv. commercially reasonable spam filtering measures, including, at a minimum, DKIM, and those spam filtering measures the Vendor takes to protect its own internal and external mailing lists,
- iv. dual redundant systems except during scheduled maintenance,
- v. collection and storage of archives for all IETF lists, including IETF mailing lists not hosted by the secretariat where Vendor has been provided access authority or that are provided to Vendor in a format for which Vendor is able to archive in accordance with Section 2(e) above, and
- vi. spam moderation of the IETF list, and others as requested by the IAD, not to exceed 15 mail lists.

d. Customer Support Services. Vendor shall provide a trouble ticketing service that provides a ticket queue system with customizable queues. Messages sent to certain conventional addresses such as iesg-secretary@ietf.org and ietf-action@ietf.org shall automatically enter the ticket system.

e. Instant messaging service. Vendor shall maintain an instant messaging service that provides for chat sessions. In addition, such chats shall be logged and archived for future viewing. The jabber (XMPP) standard shall be used. There are currently approximately 300 chat rooms.

f. IP Support. Vendor shall provide world-class IP support – IPv4 and IPv6. All IT services should be accessible from IPv4 and IPv6, with no difference in performance, quality, delay, and support.

g. Subdomain Support. Vendor shall provide DNS delegation and DNS support (signed with DNSSEC) for IETF subdomains, e.g., tools.ietf.org, operated within the community and approved by the IAD.

h. Backups. Vendor shall follow best commercial practices to provide a robust backup capability.

j. Internet-Draft Signing. Drafts shall be digitally signed shortly after their posting as specified in RFC 5485.

k. Tools. All Tools shall be open sourced and with a license as directed by the IAD.

i. Vendor shall, at no additional charge, maintain, correct and update the current suite of “tools” utilized in connection with IETF "secretariat" functions, a list of which is below. (See Appendix 4) Vendor’s obligation to so update such tools at no additional charge shall be limited to any correction of any bugs or performance issues that arise during the term of the Agreement, as well as minor extensions and enhancements (i.e. fewer than 8 programmer hours for each minor extension or enhancement) requested by the IAD.

ii. Periodic reporting of Tools development shall be provided to the IAD, as requested.

iii. Future tools shall be separately contracted and may be put out for separate bid.

The timeline for implementing additional IETF requests will depend on available staff time and resources. That said, if there is a project that the IETF deems extremely important and urgent, Vendor may choose to bid it as a separate project so that we can expedite the delivery of the new feature.

1. IETF Community Participation

i. The IETF has a Tools Team that participates in the tools development and maintenance process for community tools and their interfaces, for example, in specifications development, tools design and development, tools testing, and project management.

ii. Vendor will be expected to cooperate and coordinate activities in these areas with the Tools Team.

D. RFC Publisher services – See Appendix 7.

Appendix 3

Secretariat References and Sources of Information

- A. Introduction
- B. References and Sources of Information

A. Introduction

The Secretariat is responsible for three functional areas: Meetings, Clerical, and IT. Appendix 2 is a statement of work providing a detailed breakdown of those functions. The purpose of this section is to provide historical information, or sources of information, from which one might gain a greater understanding of the customer, the workload, and service level expectations.

B. References and Sources of Information

Although not a complete list, Offerors should be familiar with the following material.

1. References

- a. RFC 2026: The Internet Standards Process -- Revision 3
- b. RFC 2418: IETF Working Group Guidelines and Procedures
- c. RFC 3978 & 3979: IETF Rights in Contributions and Intellectual Property Rights in IETF Technology
- d. The Tao of IETF: A Novice's Guide to the Internet Engineering Task Force, www.ietf.org/tao.html
- e. The IETF Process: an Informal Guide, <http://www.ietf.org/about/process-docs.html>
- f. Guidelines to Authors of Internet Drafts, <http://www.ietf.org/ietf-ftp/1id-guidelines.html>

2. Sources of Information

- a. IETF
 - i. General: www.ietf.org
 - ii. IESG: www.ietf.org/iesg.html, <http://trac.tools.ietf.org/group/iesg/trac/>
 - iii. Working Groups: <http://trac.tools.ietf.org/group/wgchairs/>

- iv. Secretariat Operations Reports:
http://iaoc.ietf.org/secretariat_performance.html

b. Meetings

- i. Meetings Calendar 2011 - 2017, <http://www.ietf.org/meeting/upcoming.html>
- ii. Meetings 1986 – 2010, <http://www.ietf.org/meeting/past.html>
- iii. Meeting Proceedings, <http://www.ietf.org/meeting/proceedings.html>
- iv. IASA Budget, iaoc.ietf.org
- v. Meeting Financial Statements, iaoc.ietf.org
- vi. Meeting Surveys, iaoc.ietf.org

c. Clerical

- i. IESG Teleconference Minutes, <http://www.ietf.org/iesg/minutes.html>
- ii. IESG Teleconference Narrative Minutes,
<http://www.ietf.org/iesg/minutes/2011/index.html>

d. IT

- i. Web Stats, <http://www.ietf.org/usedata/>
- ii. IETF Web Tools, <http://www.ietf.org/tools/tools.html>
- iii. IETF Volunteer Tools, <http://tools.ietf.org/>

Appendix 4**Secretariat Tools List**WEB TOOLS

1. Announcement Tool (ietf_announcement.cgi)
2. Area Tool (Django Area Tool)
3. Blue Sheet Creator (bluesheet.cgi)
4. Chairs Management Tool (Django Groups Tool)
5. E-mail Address Update Tool (moved into Django Rolodex)
6. Groups Tool (Django Groups Tool)
7. Interim Mtg Tool (Django Interim Mtg Tool)
8. Internal Data Tracker
9. Internal Proceedings Management Tool (Django Proceedings Tool)
10. Internet-Drafts Management Tool (Django Draft Tool)
11. Internet Draft Initial Version Approval Tracker (wg/wg_init_rev_approval.cgi)
12. IPR Tool (Django IPR Tool)
13. Liaison Statement Management Tool (built into public datatracker)
14. Meeting Management Tool (currently being converted to Django)
15. Miscellaneous Information Management Tool (Django Area Tool)
16. NOMCOM Management Tool (currently on Henrik's servers to be moved to ietf servers)
17. Onsite Self Registration Tool (registration system - Python)
18. Registration Management Tool (registration system - Python)
19. Rolodex Tool (Django Rolodex Tool)
20. Secretariat Staff Management Tool (part of Django Rolodex Tool)
21. Telechat Management Tool
22. Tracker Public
23. IDnits
24. Working Group Tracker (built into public datatracker)
25. WG Chairs Account Management Tool (part of Django Rolodex and Groups Tool)
26. WG Chair's Meeting Materials Management Tool (currently being converted to Django)
27. Meeting & BOF Session Request Tool (currently being converted to Django)
28. RFCDIFF Tool
29. Traceroute Tool
30. Blue Dot Report Tool (blue_dot_report.cgi)

FUTURE

1. Meeting Session Scheduling Assistant
2. Extensions to the I-D Tracker: Front End and Back End (under development to be included in the public datatracker)
3. Extension to the I-D Tracker: IANA and RFC Editor States (requirements currently under review for RFC publication)
3. Message Scheduler (will be built into announcement tool when converted to Django)

SERVER SIDE

1. Last Call Expiration Management Tool - Moved into public datatracker
2. Monthly Report Generator –

3. Registration Interface - (registration system - Python)
4. Scheduled Message Interface - Moved into public datatracker
5. Scheduled Reminders Interface - Moved into public datatracker
6. Submission Auto Responder - Moved into public datatracker
7. Tombstone Manager - Moved into public datatracker
8. Web content generators - (Django Proceedings Tool)

Appendix 5**RFC Production Center Tools List**

1. Work flow application (document management tool, an internal web application)
2. Various scripts for queue statistics (includes draftstat)
3. Various scripts for publication/announcement process
4. Errata system (public side and verification side)
5. Various tools for editorial checks and placing files
 - a. add_new
 - b. AUTH48post
 - c. ckrefs (uses Joe Touch's rfc-what-i-mean, with permission)
 - d. ckText
 - e. cleanup
 - f. copy2number
 - g. dotblank
 - h. dupewords
 - i. fix.pl
 - j. htmlwdiff
 - k. make-rfc
 - l. maketocbv
 - m. matchref
 - n. postv2
 - o. printable
 - p. rfcstrip
 - q. SMICng (local copy)
 - r. tab8
 - s. tkdiff
 - t. wdifff
 - u. urltest.pl
 - v. xml2rfc (local copy)
 - w. xmllint (local copy)
6. External - Public Tools
 - a. xml2rfc - <http://xml.resource.org>
 - b. xml2rfc validator - <http://www.fenron.net/~fenner/ietf/xml2rfc-valid/>
 - c. rfcdiff - <http://tools.ietf.org/rfcdiff>
 - d. ABNF Parser - <http://tools.ietf.org/tools/bap/abnf.cgi>
 - e. ABNF extractor - <http://tools.ietf.org/abnf/>
 - f. NroffEdit

Appendix 6

IAB Executive Assistant Statement of Work

I. Background

The IAB is chartered both as a committee of the Internet Engineering Task Force (IETF) and as an advisory body of the Internet Society (ISOC). Its responsibilities include architectural oversight of IETF activities, Internet Standards Process oversight and appeal, and the appointment of the RFC Editor. The IAB is also responsible for the management of the IETF protocol parameter registries. <<http://www.iab.org/>>

The Executive Assistant will be the primary assistant of the Internet Architecture Board (IAB) Chair and Executive Director in the day-to-day management and operation of the board. It is expected the task will take 8 to 12 hours per week on average, more for IETF meeting weeks and closer to full time during IAB retreats.

II. Executive Assistant Position

A. Administrative Responsibilities

1. The Executive Assistant must maintain a rough state of the full scope of IAB activities in order to:

- a. Drive meeting agendas,
- b. Complete recurring events on time (e.g. personnel appointments), and
- c. Progress IAB work items.

This is an important aspect where the Executive Assistant aids the Chair, since most IAB members tend to focus on just a subset of IAB issues or technical areas.

2. Other duties include:

- a. Coordinating the IAB meeting schedule
- b. Constructing meeting agendas
- c. Assisting in running meetings
- d. Capturing notes and action items
- e. Producing and posting public minutes once they are approved by the board
- f. Producing minutes of the Technical Plenary
- g. Documenting IAB processes and background material on the internal wiki in order to capture the organizational history as board members turnover.
- h. Taking on specific projects or tasks for the board, such as drafting correspondence or assisting with the updating / upgrading of infrastructure components (e.g. website redesign).

- i. As need is determined by the IAB Chair or Executive Director, provide support for designated IAB Projects similar to that provided for the full IAB.
3. The Executive Assistant also handles various IAB logistics and elements of the IAB information flow, such as:
 - a. Managing mailing lists
 - b. Running polls
 - c. Building and maintaining the IAB website and internal wiki.

B. Technical Responsibilities

1. It is helpful if the Executive Assistant has some understanding of the organizational and political environment in which the IAB operates; the working model of the IAB allows for very frank and open discussion among board members, and often the Executive Assistant needs to summarize these discussions into a form that is appropriate for public distribution (e.g. meeting minutes).

C. IETF Meeting Weeks and IAB Retreats

1. The week of each IETF meeting is busy for the IAB Chair, and consequently for the Executive Assistant. The IAB, and various subsets of the IAB, have numerous meetings during IETF, and the Executive Assistant assists with planning and logistics for many of these. For this reason the Executive Assistant's participation at IETF meetings is quite important, usually beginning the Saturday before the meeting and lasting through Friday evening.
2. The Executive Assistant assists in a similar manner during the annual IAB retreat (usually 2 days), and may participate in other IAB workshops and meetings throughout the year.

D. Operational Structure

1. The Executive Assistant reports to the IAB Chair in the performance of his/her responsibilities.
2. The IAOC will define the approach to fill the Executive Assistant position that meets the requirements defined in this SOW.

E. Travel

1. The Exec Assistant is expected to attend the three (3) IETF meetings per year, plus such retreats or workshops as the IAB Chair may require, subject to available funds in the Budget.
2. Travel policies regarding class of travel, compensable expenses, invoicing requirements, etc. in effect are those of the Internet Society.

F. Confidentiality

1. The Executive Assistant is privy to confidential IAB information and is bound by the same disclosure rules as all IAB members.

APPENDIX 7**RFC Publisher Statement of WORK**

This Statement of Work describes tasks to be performed by the RFC Publisher.

Overview.

Vendor shall maintain and make minor corrections and updates to the current suite of “tools” utilized in connection with the RFC Editor services functions, a list of which is attached in Appendix 2. Vendor’s obligation to update such tools shall be limited to any correction of any bugs or performance issues that arise during the term of the Agreement.

Reference: This Statement of Work was prepared based on RFC 4714, “Requirements for IETF Technical Publication Service”, and the framework for the RFC Editor function expressed in RFC 4844 and RFC 5620. Additionally, various IETF process documents and operational procedures affect the work of the RFC Editor.

As described in RFC 4844, RFCs are documents generated by one of the four streams:

- (i) The Internet Engineering Task Force (IETF),
- (ii) The Internet Research Task Force (IRTF),
- (iii) The Internet Architecture Board (IAB), and
- (iv) Independent Submissions.

The IETF, IRTF and IAB streams are managed by the Internet Engineering Steering Group (IESG), the Internet Research Steering Group (IRSG), and the IAB, respectively. The independent submissions stream is managed by the Independent Submissions Editor (ISE).

Where reference is made to individuals or roles that may authorize certain actions, these individuals or roles will be identified from time to time by the IAB, IESG, IRSG, and ISE for their respective streams.

A. RFC Publication and Access

1. The RFC is published when a ‘ready-to-publish’ document has arrived from the RFC Production Center. This action includes putting the publication-format document(s) online, publishing index files, and archiving a record of the interactions concerning these documents, as provided by the stream, and all final source and text files. At this time, the document is announced to the community. The date of announcement is defined as the date of publication. The archives are, by default, not public.

2. RFCs are published on the Publisher’s website. This site includes one or more indexes with hyperlinked access to published documents as well as a convenient search engine. The search engine will return a catalog (“index”) entry for one or more RFCs, matching on title, keywords, author, or number. The Publisher also provides access to individual RFCs and to collections of RFCs using SMTP, FTP, and RSync and other technologies as directed by the IAD. Keywords are determined by (i) author submission, (ii) RFC Production Center determination, and (iii) previous use for a document being obsoleted.

3. Websites Support. The Vendor shall provide a distributed Web service for rfc-editor.org. This includes:

- (i) providing at least two (2) independent, geographically separate sites, each capable of serving 2+ Mb/sec of data over Web and FTP.

- (ii) allowing for updates of appropriate material by stream managers or their representatives and the Production Center,
- (iii) storage area adequate for all published RFCs as well as the archives,
- (iv) the provision of monthly reports of website performance, including whether improvements were made to increase the capacity above the 2+ Mb/sec of data over Web and FTP,
- (v) develop content as directed by IAD,
- (vi) provide and maintain site-map style indexing (in addition to the search function),
- (vii) apply common look-and-feel for all pages (apart from user-supplied content), including providing templates and style sheets for stream managers, Production Center and the RFC Series Editor,
- (viii) update web pages on request and within time limits specified by the contract,
- (ix) provide public feeds (ATOMPUB, RSS, etc.) as appropriate, and
- (x) provide continual incremental improvements, including regularly redesigning web page trees to respond to common usage patterns. However, stable identifiers must be maintained for the RFCs, archives, Errata, indices and other items.

4. Mailing Lists Services. With respect to all authorized RFC Editor services mailing lists the Vendor shall provide the following services:

- (i) the ability to host 12 or more mailing lists,
- (ii) Web-based mailing list maintenance tools.
- (iii) commercially reasonable spam filtering measures, including, at a minimum, those spam filtering measures the Vendor takes to protect its own internal and external mailing lists,
- (iv) dual redundant systems except during scheduled maintenance, during which time at least one system should be available.
- (v) collection and storage of plain text and HTML-ized archives for all RFC Editor services lists, including RFC Services mailing lists, if any, not hosted by the Publisher where Vendor has been provided access authority or that are provided to Vendor in a format for which Vendor is able to archive in accordance with Section 2(e) above, and
- (vi) spam moderation of the RFC Editor lists.

5. Customer Support Services. Vendor shall provide a trouble ticketing service that provides a ticket queue system with customizable queues. Messages sent to certain conventional addresses, such as help@rfc-editor.org and others, shall automatically enter the ticket system.

6. IP Support. Vendor shall provide world-class IP support, IPv4 and IPv6. All services should be accessible from IPv4 and IPv6, with no difference in performance, quality, delay, and support.

7. Subdomain Support. Vendor shall provide DNS delegation and DNS support for any RFC-Editor subdomains approved by the IAD.

8. Services Security. Services are to be protected by best commercial practice industry standard security mechanisms, such as DNSSEC.

9. Backups. Vendor shall follow best commercial practices to provide a robust backup capability.

10. Distributed Information

- (i) Official Archives, and
- (ii) RSS and ATOM feeds

11. Tools.

(i) Vendor shall maintain, correct and update the current suite of “tools” utilized in connection with the RFC Editor services functions, a list of which is attached in Appendix 2. Vendor’s obligation to so update such tools shall be limited to any correction of any bugs or performance issues that arise during the term of the Agreement, as well as minor extensions and enhancements requested by the IAD. Such maintenance, corrections and updates shall be at no additional charge.

(ii) All non-proprietary tools shall be open sourced and with a license as directed by IAD. The use of tools that are not open source must be approved in advance by the IAD.

(iii) Vendor shall provide and maintain an online Tools Development and Proposal Management Report.

(iv) Future tools may be separately contracted and may be put out for separate bid.

B. Maintenance of archives, indices, errata and lists associated with RFCs

The Publisher is the custodian of records on behalf of the IETF Trust.

1. Indexing: Publishing of the Catalog

(i) Publish the index of all published documents

(ii) Provide the permanent archive for published documents

(iii) Store and update meta information associated with a published document as its status changes

(iv) Secure the archive to prevent the modification of published documents by external parties

(v) Provide the permanent archive of any source documents associated with a published document

(vi) Archive records associated with the editing and publication of each document. Current archives consist of fewer than fifteen, four drawer filing cabinets.

(vii) Surrender materials on termination of contract to the IETF Trust.

2. Post Publication Corrections

(i) Maintain a tool for accepting errata for published documents and interacting with the streams for errata evaluation and approval. The specific process to be agreed between the IAB, the stream managers, and the RFC Series Editor.

(ii) Provide access to the relevant errata and associated information (such as approval and classification) as part of the information associated with an RFC

3. Access to Published Documents

(i) Provide search tools for finding published documents and relevant meta information associated with a published document, and display meta information for example: category of document, maturity level (if standards track), obsoleted by or updated by information (as provided by the streams), and associated errata

(ii) Integrate Publisher search tools with the IETF search tools as appropriate

(iii) Provide direct access to published RFCs, by generally used methods such as, ftp, http and rsync.

C. Communication of relevant RFC processing information online

The Publisher shall maintain a website on which will be the following information:

1. Publication Status Tracking

- (i) Provide state information for each document in the publication process
- (ii) Integrate Production Center state information with the IETF tools to provide end-to-end status tracking of documents
- (iii) Provide external visibility of not only the fact that a document is in an extended waiting period, but also the token-holder and circumstances of the wait

2. Publishing Publication Statistics and Status Reports

- (i) Publish reports provided by the Production Center, stream managers and RFC Series Editor

D. Liaison, Coordination, and Collaboration

1. Provide a contact email address and correspond as required to progress the publication work, and address queries from both inside and outside of the community.

2. The Publisher may interact with stream managers, authors, reviewers, the RFC Productions Center, the RSE, the IAB, the IAOC, the IAD, and others in the proper performance of its responsibilities.

3. The Publisher may integrate its document tracking system with the automated tools employed by the RFC Production Center and the IETF.

4. Through liaison participants, the Publisher may take part in IESG and IAB formal meetings, usually telechats, and may participate in IESG and IAB face-to-face activities at IETF meetings, and other activities such as retreats when requested.

5. The Publisher may be requested to participate in coordination conferences with stream managers, the RFC Series Editor, the RFC Production Center, the IAB representative, the IETF representative, the IAD, and others.

6. The Publisher may be requested to make regular reports at IETF meetings, online, in writing, and/or in person.

E. Specific Deliverables

In addition to the foregoing functions and tasks there are specific deliverables:

1. The Publisher's Procedures Manual

- (i) The Publisher shall prepare a Procedures Manual describing with clear detail each task performed in the provision of publication services.

2. System Documentation

- (i) The Publisher will document the systems supporting the publication process.

3. Information Systems and Tools Development

(i) Tools development includes systems development in direct support of the Publisher, enhancements and applications providing for 3rd party interaction and shall be undertaken with goals of:

- a) Improving performance of staff,
- b) Participation of necessary 3rd parties,
- c) Interaction with the RFC Series Editor, RFC Production Center, and the Internet-Draft Tracker,
- d) Portability during a future transition, if any, and

(ii) All tools development shall be open source, unless approved by the IAD.

4. Innovations

(i) The Publisher will continuously examine its process for possible improvements, experiment with feasible and useful ones, and adopt those that succeed.

- a) Innovations to Improve Efficiency
- b) Innovations to Improve Coordination and Transparency
- c) Innovations to Improve Quality

(ii) The Publisher will attempt steady progress on their proposed innovations and shall report progress thereon quarterly.

(iii) Note that some of the innovations will require community input before work can begin.

5. Enhancements

(i) The Publisher will provide enhancements upon the approval of the IAD. Such enhancements may include:

- a) Support for RSS feeds
- b) String searches within an RFC

F. Process and Document Evolution

1. Participate in the discussions of changes to author guidelines, the technical publication process, and with the RSE and the IAB, as needed, for policy changes.

2. Participate in and support process experiments proposed by the community involving the technical publication process that may improve the RFC series process.

G. Legal Proceedings

The Publisher may be called upon to provide and authenticate documents, including RFCs and other material in its archives in legal proceedings. Frequently this is accomplished through an affidavit, occasionally through an appearance in court.

H. Accountability

1. The Publisher is responsible for compliance with policies, processes and procedures as they relate to the consistency of the RFC series.
2. The Publisher must respond to the RFC Series Editor for matters concerning to RFC series consistency.
3. The RFC Series Editor may refer contractual matters involving Publisher compliance to the policies, processes and procedures to the IAOC.

EXHIBIT A: Work Standards

1. INTRODUCTION

a) Vendor will provide the services set forth in the SOW in accordance with the service levels set forth herein ("Service Levels"). In the event that Vendor does not meet the defined Service Levels, ISOC shall be entitled to receive credits, against its monthly invoice, for the sums due for the month in which the Service Level failure occurs ("Service Credit"), as more fully described herein. Except as set forth in Section 2 below ("Chronic Failure"), the penalties described more fully herein shall be the sole and exclusive remedies for failure to meet one or more Service Levels.

b) The applicable Service Levels are set forth below and are organized by category ("Service Level Agreement (SLA) Category"), sub-categories and SLA tasks. Each task has an SLA number. Service Credits will be applied to the monthly invoice for the billing period following the month in which the Service Level reports were generated.

c) In no event shall the aggregate amount of Service Credits respecting services rendered in any calendar month exceed five percent (5%) of the monthly Vendor RFC Publisher Services Fee, as set forth in Exhibit C, for such month ("Total Cap"). As provided in Paragraph 3 hereunder, no Service Credits shall be applied with respect to the first 180 days following the Effective Date.

d) In addition, the Parties shall, by sixty (60) days of the start of the contract, by mutual written agreement, establish a SLA Schedule that sets forth the maximum Service Credit amounts.

e) The SLA Schedule shall also set forth the relative weight and tier level of each task within the SLA Categories, including their applicable individual Service Credit amounts.

f) In accordance with Section 1.4(b) of the Agreement, Vendor may not be liable for a deficiency in performing the Work to the extent that such deficiency results directly from the IETF Community's failure to provide timely and material Cooperation.

g) An event that impacts more than one (1) SLA shall only be credited towards one of the SLAs, of the customer's choice, and not towards all of the SLAs that were potentially impacted.

2. CHRONIC FAILURE

In addition to the termination provisions contained in the Agreement, in the event that Vendor: (i) fails to meet any of the Tier-1 SLA tasks (as set forth herein) for a total of three (3) consecutive months or for any four (4) months in any given six (6) month period, or (ii) fails to meet any of the Tier-2 SLA tasks

(as set forth herein) for a period of six (6) consecutive months, ISOC shall have the right to terminate the Agreement, the relevant SOW or the affected Work or Subset, in each case upon at least sixty (60) days written notice to Vendor.

3. COMMENCEMENT OF OBLIGATIONS

Vendor obligations set forth herein, including its obligation to measure, achieve and report on the Service Levels, shall commence, with respect to each Service Level, on the date in which Vendor begins to provide the Work to the ISOC as defined by the Effective Date. From such date, Vendor will be responsible to provide measurement data in support of the applicable Service Levels provided, however, that for the first one hundred eighty (180) days following the Effective Date Vendor shall not be responsible for applying Service Credits to invoices for any failures to attain any of the Service Levels.

4. SERVICE LEVEL REPORTS

Vendor will provide monthly measurement data in its Service Level Reports which shall be delivered to the IAD no later than the fifteenth (15th) day following the month in which the SLAs tasks were measured. The reports will provide the data relative to Vendor performance for the delivery of each SLA task and identify applicable service credits, if any. Credit disputes will be resolved in accordance with section 2.2 of the Agreement.

5. SLAs

Below are the set of initial SLAs that may be modified from time to time by mutual written agreement of the Parties.

1. Publish a 'ready-to-publish' document that has arrived from the RFC Production Center. This action includes putting the publication-format document(s) online, publishing index files, and archiving a record of the interactions concerning these documents, as provided by the stream, and all final source and text files. At this time, the document is announced to the community. The date of announcement is defined as the date of publication.

2. Provide the following on the Publisher's website: one or more indexes with hyperlinked access to published documents as well as a convenient search engine. The search engine will return a catalog ("index") entry for one or more RFCs, matching on title, keywords, author, or number. The Publisher also provides access to individual RFCs and to collections of RFCs using SMTP, FTP, and rsync and other technologies as directed by the IAD. Keywords are determined by (i) author submission, (ii) RFC Production Center determination, and (iii) previous use for a document being obsoleted.

3. Provide a distributed Web service for rfc-editor.org. This includes:

- (i) providing at least two (2) independent, geographically separate sites, each capable of serving 2+ Mb/sec of data over Web and FTP.
- (ii) allowing for updates of appropriate material by stream managers or their representatives and the Production Center,
- (iii) storage area adequate for all published RFCs as well as the archives,
- (iv) the provision of monthly reports of website performance, including whether improvements were made to increase the capacity above the 2+ Mb/sec of data over Web and FTP,
- (v) provide and maintain site-map style indexing (in addition to the search function)
- (vi) provide public feeds (ATOMPUB, RSS, etc.) as appropriate, and

4. Provide Mailing Lists Services. With respect to all authorized RFC Editor services mailing lists the Vendor shall provide the following services:

- (i) the ability to host 12 or more mailing lists,
- (ii) Web-based mailing list maintenance tools.
- (iii) commercially reasonable spam filtering measures, including, at a minimum, those spam filtering measures the Vendor takes to protect its own internal and external mailing lists,
- (iv) dual redundant systems except during scheduled maintenance, during which time at least one system should be available.
- (v) collection and storage of plain text and HTML-ized archives for all RFC Editor services lists, including RFC Services mailing lists, if any, not hosted by the Publisher where Vendor has been provided access authority or that are provided to Vendor in a format for which Vendor is able to archive in accordance with Section 2(e) above, and
- (vi) spam moderation of the RFC Editor lists.

5. Provide Customer Support Services. Vendor shall provide a trouble ticketing service that provides a ticket queue system with customizable queues. Messages sent to certain conventional addresses, such as help@rfc-editor.org and others, shall automatically enter the ticket system.

6. Provide IP Support. Vendor shall provide world-class IP support, IPv4 and IPv6. All services should be accessible from IPv4 and IPv6, with no difference in performance, quality, delay, and support.

7. Provide Subdomain Support. Vendor shall provide DNS delegation and DNS support for any RFC-Editor subdomains approved by the IAD.

8. Provide Data Services Security. Services are to be protected by best commercial practice industry standard security mechanisms, such as DNSSEC.

9. Provide Backups

Backups shall follow best commercial practices to provide a robust backup capability.

10. Provide Distributed Information:

- (i) Official Archives, and
- (ii) RSS and ATOM feeds

11. Provide Tools:

(i) Vendor shall maintain and make minor corrections and updates to the current suite of “tools” utilized in connection with the RFC Editor services functions, a list of which is attached in Appendix 2. Vendor’s obligation to so update such tools shall be limited to any correction of any bugs or performance issues that arise during the term of the Agreement.

(ii) All non-proprietary tools shall be open sourced and with a license as directed by IAD. The use of tools that are not open source must be approved in advance by the IAD.

(iii) Vendor shall provide and maintain an online Tools Development and Proposal Management Report.

(iv) Future tools may be separately contracted and may be put out for separate bid.

B. Provide Maintenance of archives, indices, errata and lists associated with RFCs. The Publisher is the custodian of records on behalf of the IETF Trust.

1. Indexing: Publishing of the Catalog

- (i) Publish the index of all published documents
- (ii) Provide the permanent archive for published documents
- (iii) Store and update meta information associated with a published document as its status changes
- (iv) Secure the archive to prevent the modification of published documents by external parties
- (v) Provide the permanent archive of any source documents associated with a published document
- (vi) Archive records associated with the editing and publication of each document. Current archives consist of fewer than fifteen, four drawer filing cabinets.
- (vii) Surrender materials on termination of contract to the IETF Trust.

2. Post Publication Corrections

(i) Maintain a tool for accepting errata for published documents and interacting with the streams for errata evaluation and approval. The specific process to be agreed between the IAB, the stream managers, and the RFC Series Editor.

(ii) Provide access to the relevant errata and associated information (such as approval and classification) as part of the information associated with an RFC

3. Access to Published Documents

(i) Provide search tools for finding published documents and relevant meta information associated with a published document, and display meta information for example: category of document, maturity level (if standards track), obsoleted by or updated by information (as provided by the streams), and associated errata

(ii) Integrate Publisher search tools with the IETF search tools as appropriate

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The Publisher shall maintain a website on which will be the following information:

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(i) Publish reports provided by the Production Center, stream managers and RFC Series Editor

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1. Provide a contact email address and correspond as required to progress the publication work, and address queries from both inside and outside of the community.
2. The Publisher may interact with stream managers, authors, reviewers, the RFC Productions Center, the RSE, the IAB, the IAOC, the IAD, and others in the proper performance of its responsibilities.
3. The Publisher may integrate its document tracking system with the automated tools employed by the RFC Production Center and the IETF.
4. Through liaison participants, the Publisher may take part in IESG and IAB formal meetings, usually telechats, and may participate in IESG and IAB face-to-face activities at IETF meetings, and other activities such as retreats when requested.
5. The Publisher may be requested to participate in coordination conferences with stream managers, the RFC Series Editor, the RFC Production Center, the IAB representative, the IETF representative, the IAD, and others.
6. The Publisher may be requested to make regular reports at IETF meetings, online, in writing, and/or in person.

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In addition to the foregoing functions and tasks there are specific deliverables:

1. The Publisher's Procedures Manual

- (i) The Publisher shall prepare a Procedures Manual describing with clear detail each task performed in the provision of publication services.

2. System Documentation

- (i) The Publisher will document the systems supporting the publication process.

F. Provide Process and Document Evolution

1. Participate in the discussions of changes to author guidelines, the technical publication process, and with the RSE and the IAB, as needed, for policy changes.

2. Participate in and support process experiments proposed by the community involving the technical publication process that may improve the RFC series process.

G. Provide Legal Proceedings

The Publisher may be called upon to provide and authenticate documents, including RFCs and other material in its archives in legal proceedings. Frequently this is accomplished through an affidavit, occasionally through an appearance in court.

H. Provide Accountability

1. The Publisher is responsible for compliance with policies, processes and procedures as they relate to the consistency of the RFC series.

2. The Publisher must respond to the RFC Series Editor for matters concerning to RFC series consistency.
3. The RFC Series Editor may refer contractual matters involving Publisher compliance to the policies, processes and procedures to the IAOC.

APPENDIX 8:**Secretariat IT Infrastructure Guidelines****I. Purpose**

This document contains definitions, general information and guidelines for operational functions with regard to the VENDOR IT Infrastructure Guidelines for the IETF community.

II. Definitions

Reference VENDOR Customer Support Guidelines document.

III. Guidelines**A. Collocation**

VENDOR has configured the major components of its networks in a manner designed to eliminate any single point of failure. All of the data centers are equipped with uninterruptible power supplies to ensure constant, uninterrupted power availability. Additionally, the data centers are located in different states. Each data center is always “live” with real time mirroring of databases to ensure no interruption of service in the case of an outage at one data center. The VENDOR network has been designed to meet carrier-grade performance standards. Performance results are monitored- on a continuous basis.

1. Data Center Security

The VENDOR Physical Security systems in [Location] protect the VENDOR offices, data center, and Network Operations Center (NOC). The VENDOR Physical Security is comprised of the following systems:

1. Building Door Camera Surveillance System
2. High Security Locks and/or Access Systems
3. Electronic Alarm Systems and Motion Detectors

2. Access (Visitor)

Anyone who does not have authorized access to a restricted area is considered to be a visitor. All visitors must be escorted and signed in. Visitors requiring access to restricted areas must have the following: An VENDOR point of contact (POC), a pre-arranged visit appointment and schedule, a valid photo I.D and when applicable, a written scope of work defining tasks to be performed. Normal working hours in the data center are from 08:00 to 17:00 Monday through Friday. Work performed outside these hours must be approved by the IT Director. No visitors are ever admitted to VENDOR data centers without advance arrangements and approval.

B. Name Service

1. Standards

VENDOR maintains DNS records for the IETF. DNS change requests will be submitted via ietf-action@ietf.org, until further notice by IAD. DNS requests from the IETF and approved by the IAD will be taken 'as-is' and responsibility for the accuracy of the request lies with the requestor.

2. TTL requirements

TTL requirement deviating from the normal DNS template will need to be approved in writing.

3. Other requirements

Additional requirements must be submitted first to VENDOR in the details of the request ticket.

C. Routing

VENDOR data centers are interconnected with dedicated EDIA high-speed optical connections that are provisioned from separate service providers and are physically routed on different paths.

D. Monitoring & Security (Including Spam Filtering)

1. Monitoring

Monitoring of systems is provided by VENDOR staff, which provides tier 1 problem response and troubleshooting.

VENDOR will monitor all pertinent and requested systems, pursuant to requirements outlined in contractual agreements. Additional requests for monitoring will be made via ticket request, and will need to be approved by both VENDOR and the IETF.

a. Alerting

Alerts will be responded to, based on requirements provided.

b. Incident Reporting

All incidents will be provided with a severity number, per the VENDOR Support Standards.

- c. Resolution

Appropriate resolution actions and criteria will be followed based on incident severity level.

2. Security

VENDOR will follow the guidelines outlined in this document when administering, supporting and protecting the IETF environment.

- a. Data/Server Security

VENDOR will maintain network and server security based on best-practices and data sensitivity level.

- b. Spam Filtering

Spam filtering will be administered by VENDOR. Appropriate measures will be taken to provide protection from Spam. VENDOR will take commercially reasonable spam filtering measures, including, at a minimum, those spam filtering measures VENDOR takes to protect other clients and its own internal and external mailing lists.

- E. Provisioning core services (FTP & rsync)

1. Time to provision

VENDOR will provision any requested services within the parameters outlined in the SOW and/or any contractual agreement. Any request for provisioning must be provided by the IETF via ticket to VENDOR.

2. Q&A of provisioned services

VENDOR will provide basic testing to ensure that requested services have been provisioned correctly and that services are working within contractual parameters.

3. Emergency Provisioning

Emergency provisioning outside of normal working hours will be done on a case-by-case basis per the contractual requirements.

- F. Cooperation & Coordination with Mirror Sites

VENDOR will coordinate any necessary interaction with secondary sites within the IETF network. Guidelines apply to both primary and secondary sites within the IETF network.

APPENDIX 9:**CUSTOMER SUPPORT GUIDELINES****1. DEFINITIONS**

“**Business Hours**” or “**business hours**” shall mean those hours contained within a Business Day as defined in Table 1 below.

“**Customer Facing Incidents**” or “**CFIs**” means the outages and impairments within VENDOR’s Span of Control that adversely affect the IETF Community’s ability to use the Secretariat Service.

“**Customer Span of Control**” means those areas of functionality with respect to the Secretariat Service that are under the control of the IETF Community. This includes all elements of the Customer’s and/or Recipient’s networks, which may affect VENDOR’s provision of Services.

“**Customer Support**” means the personnel assigned by VENDOR to interface with the IETF Community on all CFIs. Customer Support shall be provided by VENDOR Help Desk.

“**Data Center**” or “**DC**” means the physical location in which VENDOR provides the facilities, equipment and personnel to offer the Secretariat Service. VENDOR will maintain at least two geographically distinct locations for IT services.

“**VENDOR Network Operations Center**” or “**VENDOR NOC**” means the location where VENDOR manages and monitors the operation of the Service.

“**VENDOR Span of Control**” means those areas of functionality with respect to the Secretariat Service that are under the control of VENDOR. The VENDOR Span of Control shall not include any Force Majeure Event or other event that is beyond the control of VENDOR in its role as a provider of the Secretariat Service.

“**Other Downtime**” means the total number of minutes in a given month during which Secretariat Service has been unavailable to the IETF Community due to causes that are not within the VENDOR Span of Control including, without limitation, incidents or outages due to any Force Majeure Event.

“**Scheduled Maintenance Time**” means total number of minutes in a given month that VENDOR has taken the Secretariat Service off-line to perform scheduled maintenance after providing notice, if required, to the IETF Community as described below.

“**Service Availability**” Service Availability shall mean the availability of the service for Secretariat Services. The measurement of Service Availability set forth in the Service Level Exhibit Table 2 shall not include any service unavailability arising from or due to elements beyond the VENDOR Span of Control (as set forth below).

“**Unscheduled Downtime**” means the total number of minutes in a given month during which the Secretariat Service has been unavailable to Customer due to causes within the VENDOR Span of

Control.

2 VENDOR RESPONSIBILITIES AND SUPPORT SERVICES

The following section sets forth the support responsibilities of VENDOR in connection with the provision of Secretariat Services pursuant to the Master Services Agreement Addendum. VENDOR responsibilities to provide these support services as described below shall apply to Customer and Recipient and shall be documented.

2.1 Responsibilities

VENDOR will provide service operations, maintenance and administration in support of the IETF community. At the IETF's written request, VENDOR shall assist with problem identification and resolution for incidents outside the VENDOR Span of Control.

VENDOR will remedy incidents, within its Span of Control, that have been identified either by VENDOR, or Customer or Recipient according to the procedures set forth below and the IETF Community will provide all relevant information, if available, to VENDOR.

With respect to incidents that occur in the Customer Span of Control or in areas outside the VENDOR Span of Control, VENDOR will: (i) make reasonable efforts to assist with the resolution of the incident; and (ii) support the IETF's Recipient's escalations; provided, however, that it is ultimately Customer's or Recipient's responsibility to resolve incidents that involve Customer Span of Control or incidents outside the VENDOR Span of Control.

2.2 VENDOR Support Services

Customer Support will be the interface between the IETF and VENDOR for support of service impacting incidents. This arrangement provides the IETF Community with a process to access VENDOR for reporting incidents, receiving updates and pursuing escalation. Table 1 provides Customer Support hours of operation and contact information.

Table 1 - VENDOR Customer Support Services Contact Information

	VENDOR Support Services
Hours of Operation	Business Hours (M-F) 8-4 p.m.
Contact Phone Number	
E-mail Address	ietf-action@ietf.org , until further notice by IAD

Trouble tickets can be opened directly with Customer Support via phone 1-510-492-4080, fax (to be assigned) or ietf-action@ietf.org at any time. Email will primarily be used to provide follow-up information / confirmation of trouble tickets opened via phone call.

3. DATA CENTER CAPABILITIES

3.1 Physical and Network Security

The Data Center and its immediate perimeter will be monitored 24 hours per day, 7 days per week, 365 days per year. Access to the VENDOR facility and Data Center will be managed via separate security/access devices. Should VENDOR become aware of an unauthorized access to

the Data Center that has an impact on the Secretariat Service, VENDOR shall (i) notify Customer and/or Recipient in writing, until changed with concurrence of IAD, (ii) investigate the unauthorized access and (iii) prepare a corrective action plan to prevent further unauthorized access.

4. INCIDENT MANAGEMENT

4.1 VENDOR Resolution Responsibilities

VENDOR will provide to Customer and Recipient the help desk support to (i) answer routine questions and resolve problems with respect to use of the Secretariat Service and (ii) enable the IETF Community to report any defect or any failure of Service. In addition to telephone access, Customer Support will include access by means of electronic mail. Customer and Recipient will contact Customer Support at the phone number set forth above.

All incidents concerning failures of any element or aspect of the Secretariat Service that cannot be solved by Customer or Recipient personnel or representatives after making reasonable efforts that are within the VENDOR Span of Control, will be reported to Customer Support pursuant to the procedures outlined below. Any reported incident that is caused by a failure that is outside the VENDOR Span of Control will be returned to IETF Community with an appropriate explanation. Further, if there is an incident being addressed by Customer Support that is within the Customer Span of Control and outside of the VENDOR Span of Control, the incident will be closed and returned to Customer and/or Recipient for proper resolution.

4.2 Customer Responsibilities

The following section identifies the responsibilities of Customer personnel and representatives under this document. Customer acknowledges that its failure to perform in accordance with the responsibilities set forth below or elsewhere in the Master Services Agreement, the Addendum or any other Exhibit or Addenda between the Parties, shall expressly waive any and all liabilities, damages and claims resulting out of VENDOR's failure to perform due to Customer's material noncompliance.

Incident Responsibilities

- Initiate a trouble ticket that clearly states the problem after gathering pertinent information about the incident, including message target number and any other additional information that the parties mutually determine is important to resolution of the incident.
- Provide VENDOR with necessary information that is relevant to the service
- Coordinate among Customer's operational and technical personnel as they interact with VENDOR or its designees for incident resolution.

Technical Responsibilities

- Understand and remain knowledgeable about problems that may arise during usage of the Secretariat Services to support all decisions.
- Understand and remain knowledgeable with respect to functionality of various Secretariat operations.

- Understand and remain knowledgeable about Customer setup’s and be capable of discerning whether an incident is internal to Customer operations before identifying the incident as a trouble ticket for VENDOR.
- Resolve incidents or problems with the Secretariat Services that are within the Customer Span of Control.

5. INCIDENT HANDLING BY VENDOR

Customer Support will coordinate incident isolation, provide community notification and testing & repair work within VENDOR and all third party systems that are within the VENDOR Span of Control. During the incident isolation and troubleshooting process, Customer Support will communicate incident resolution progress to the IETF Community based upon the times specified on Table 2 below, and resolve the incidents in accordance with the timeframes specified in Table 2. Severity 1 issues are considered to be Unscheduled Downtime unless otherwise agreed to in writing by Customer.

Additionally, VENDOR will proactively inform the IETF Community when an issue or condition arises that necessitates the creation of trouble tickets. VENDOR will resolve incidents within the VENDOR Span of Control within the timeframes set forth below.

VENDOR will resolve outages within the timeframes set forth in Table 2. VENDOR will provide a similar commitment as set out in Table 2 to Recipient’s

Table 2 – VENDOR Support Services Response and Incident Handling Notification Timetable

Severity Level	Conditions	Update Method	Resolution	Closure
Severity 1 Critical Business Impact	Complete loss of service and work cannot reasonably continue. Real or perceived data loss or corruption. An essential part of the service is unusable. No workaround is available.	Ietf-action@ietf.org	First update within 8 hours of acknowledgement. Subsequent updates every 8 hours after first update. VENDOR’s customer support will work continuously to resolve the problem. Customer acknowledges that it shall make available resources to VENDOR’s customer support to assist in the resolution of the problem. Fixes will be applied as emergency patches.	Customer receives a workaround or information that resolves the issue. or a patch is implemented, if issue is due to a software defect within 3 hours. VENDOR shall provide root cause analysis and

			<p>The Severity Level may be downgraded if a viable workaround is established.</p>	<p>resolution on all Customer-specific Severity 1 issues.</p>
<p><u>Severity 2</u></p>	<p>This incident level is attained when any of the following conditions are met within VENDOR's Span of Control:</p> <p>A significant degradation of the service occurs</p> <p>A high impact issue with a workaround. A critical capability cannot be accessed by a method that is part of the product design, but it can be accessed by one or more alternate methods.</p> <p>Essential functionality of the Secretariat Services operates in a way that is materially different from those described in this Addendum.</p> <ul style="list-style-type: none"> • A complete outage of the following: <ul style="list-style-type: none"> • Any of the VENDOR support tools is unavailable. These tools include monitoring, and reporting tools or trouble ticketing 	<p><u>Ietf-action@ietf.org</u></p>	<p>Acknowledgement of issue within 2 business days with an estimated time to resolve.</p> <p>The Severity Level may be downgraded if a viable workaround is established and fixes included in the next maintenance release.</p>	<p>Customer receives a workaround or information that resolves the issue. or a patch is implemented, if issue is due to a software defect within 2 business days</p> <p>VENDOR shall provide root cause analysis and resolution on mutually agreed upon Severity 2 issues,</p>

	system.			
<u>Severity 3</u>	<p>This incident level is attained when any of the following conditions are met:</p> <p>The Platform is usable but is not functioning in accordance with the requirements set forth in this Agreement and the error condition has no substantial impact. The Severity 3 trouble has a minor impact on Services or resource where it may cause some impact but the trouble can be circumvented.</p>	<u>ietf-action@ietf.org</u>	<p>VENDOR will open trouble tickets and report upon closure. Monthly reports will reflect all remaining open trouble tickets.</p>	<p>Acknowledge ment of issue within 2 business days with an estimated time to resolve.</p> <p>Fix or workaround in fourteen business days.</p>

(a)

5.2 Escalation Procedures

An Escalation: Regardless of an incident’s severity level, escalation is warranted and will occur according to the time for response as outlined on Table 3 below.

Escalation Path for Technical Support Issues: If Customer is not satisfied with the technical support provided by VENDOR; Customer may request escalation from the VENDOR Customer Service desk. The VENDOR customer support dispatcher will immediately escalate the call to the appropriate supervisory level, and a representative will contact the customer or recipient within two (2) hours (severity 1), four (4) hours (severity 2), or two (2) business days (severity 3).

6. INCIDENT REPORTING PROCESS

6.1 Communicating Incidents

Customer will communicate incidents to VENDOR in the following manner:

- Customer will open trouble tickets via email ietf-action@ietf.org, until further notice by IAD Trouble tickets can be reported at any time. Email will primarily be used to provide follow-up information / confirmation of trouble tickets opened.

6.2 Information for Incident Reporting

For each incident, Customer will provide VENDOR with necessary information that will facilitate timely problem determination and resolution. Upon notification of the incident, VENDOR will verify receipt of the necessary information. The following is the information that will be obtained from Customer for all reported incidents. (The information marked “Optional” is only required if it is available to Customer and determined by Customer to be appropriate):

- Reference number assigned by Customer (Optional);
- Time and date of the transaction in question (Customer to use reasonable commercial efforts to obtain this information);
- Description of the incident;
- Severity of the incident or problem (“Optional”);
- List of those actions taken by Customer to verify the problem and resolve the incident;
- Other comments to provide additional information as needed (“Optional”); and

If clarification of this information is necessary to resolution of the incident, VENDOR will immediately contact Customer to request such clarification. VENDOR will begin investigating the incident upon receipt of the information and provide feedback to Customer as detailed in this Incident Reporting Process section. The trouble ticket is deemed “open” when VENDOR has received information outlined above. The trouble ticket will remain open until VENDOR believes that issue has been resolved. However, Customer may reopen the incident if desired for any reason at any time.

7. INCIDENT REPORTS

7.1 Root Cause & Analysis (“RCA”)

The purpose of the Root Cause and Analysis is to identify the cause of the incident and identify corrective actions to prevent its reoccurrence. For all Severity 1 tickets VENDOR will create an RCA and provide such report to Customer within three (3) business days of the close of the incident.

8. MAINTENANCE MANAGEMENT

8.1 Planned Maintenance by VENDOR

VENDOR will ensure that any planned maintenance events will be executed in a well-coordinated manner. Proper execution includes advance notification to the IETF Community by Customer Support through the use of mailing lists and posting on the website and approval by the IAD.

VENDOR conducts planned maintenance activities on a regular, scheduled basis. This schedule will be coordinated with the IAD and communicated to the IETF community.

8.2 Service Interruptions and Advanced Notification Requirements

For all other Scheduled maintenance activities, VENDOR will provide the IAD with at least three (3) business days advance notice via e-mail. VENDOR will assume that the scheduled maintenance is acceptable unless VENDOR is advised via e-mail within one (1) business day prior to the time of the planned event

VENDOR reserves the right to execute emergency maintenance at any time without notice, but will notify the IAD and the IETF Community as soon as possible (targeting notification at least 120 minutes prior to event). "Emergency" shall mean that VENDOR has become aware of a problem that, if an immediate remedy is not implemented, will prevent VENDOR from continuing to support and provide the elements and aspects of the Secretariat Service. Any downtime that would otherwise meet the definition of Unscheduled Downtime and which results from emergency maintenance will be included as "Unscheduled Downtime" from the overall system availability measurement.

8.3 Canceling Planned Service Interruptions

In the event of an IETF emergency, the IAD may request to cancel a planned service interruption. VENDOR will make commercially reasonable efforts to cancel the service interruption, if it does not impact other required maintenance and if the IAD notifies VENDOR within 24 hours prior to the scheduled start time of the maintenance window. Any notification of cancellation must come directly from the IAD or IAOC via phone, fax or email.

8.4 Restrictions Associated with Customer's Cancellation

In the event that the IAD cancels a planned service interruption, any downtime that results from failure to perform the maintenance that otherwise would have been performed during the planned service interruption will be excluded from the overall Service Availability measurement and the "Unscheduled Downtime" as defined.