Request for Proposals for ICANN DNS Operations/ L-root Contingency Exercise Consultant

* Deadline for responses is 5 November 2010 23:59 UTC*

1. Introduction

1.1. The Internet Corporation for Assigned Names and Numbers (ICANN) is an internationally recognized, non-profit public benefit corporation responsible for coordinating critical Internet resources. These include Internet Protocol (IP) address space allocation, protocol identifier assignment, generic (gTLD) and country code (ccTLD) Top-Level Domain Name System (DNS) management, and root server system management. ICANN is dedicated to preserving the operational stability of the Internet; to promoting competition; to achieving broad representation of global Internet communities; and to developing policy appropriate to its mission through bottom-up, consensus-based processes.

Regular contingency exercises are part of ICANN's responsibility to ensure the stable, secure and resilient operation of ICANN's DNS operations, L-root, and organizational infrastructure. This also serves as an example for other operators of DNS infrastructure and demonstrates ICANN's commitment to ensure the stable and secure operation of the Internet's unique identifier system.

Information on previous ICANN Continuity exercises conducted 2008-2010 is available below:
*   2008 – ICANN gTLD Registry Failover Exercise conducted 24-25 Jan 2008, After Action Report [http://www.icann.org/en/registries/continuity/icann-aar-06apr08.pdf]
*   2009 – Joint ICANN-gTLD Registry Continuity Exercise conducted 28 Jan 2009, After Action Report [http://www.icann.org/en/registries/continuity/after-action-report-30apr09-en.pdf]
*   2010 – IANA Function Continuity Exercise conducted 19 Jan 2010, After Action Report [http://www.icann.org/en/security/iana-business-continuity-exercise-aar-23feb10-en.pdf]

2. Objectives

2.1. The exercise consultant ("consultant") will assist ICANN with the planning and operation of an internal DNS Operations/L-root contingency exercise and contribute to overall efforts to improve contingency planning and business continuity programs. The consultant will designate a Project Technical Lead and Manager, for support of the tasks and requirements.

3. Exercise Scope

3.1. The scope of the work will cover activities associated with planning and conducting the exercise, including development of exercise topics, scope and objectives; the exercise schedule, milestones, processes and logistics (in coordination with ICANN staff); exercise briefing, participant and facilitator guides and other supporting materials/aids. The work will also include facilitation of the exercise and post-exercise briefing; the After Action Report (AAR) with observations and recommendations, and briefing materials as required on the AAR for ICANN staff and stakeholders.

It is anticipated that a key milestone will include presentation of preliminary study findings at the upcoming ICANN North America meeting in the San Francisco area. A final after action report will also be posted for public information.

3.2. ICANN will provide technical and operational expertise as part of the exercise. ICANN will provide for participants in an Exercise Design Team that will consist of ICANN staff with root server operator experience and contingency exercise experience.

- ICANN's DNS Operations team is responsible for the operations of L-ROOT, one of the thirteen root name servers; DNSSEC Infrastructure for ICANN Managed domains and TLDs; Root Zone DNSSEC KSK Facilities, Ceremonies; hosting for a small number of ccTLDs and other organizations; authoritative DNS servers for ICANN-managed zones and ICANN's domain portfolio. Information on ICANN's DNS Operations team and L-root is available at http://dns.icann.org/.
- ICANN's Security team is responsible for coordinating ICANN's continuity and contingency exercises, information security plans and procedures. Information on ICANN's Security team is available at http://www.icann.org/en/security/.
- Additional areas of ICANN may be involved in the exercise, including participants from the IT Operations team, Services and Communications.

4. Tender Conditions

4.1. Parties interested in providing exercise consulting expertise should provide the following:

4.1.1. Statement of Suitability. The Statement of Suitability must include a detailed outline of the expert's ability to perform this work, including references and examples of past exercise involvement, publications, and other relevant information. Preference will be given parties who can demonstrate experience conducting contingency exercises on critical information infrastructure.

4.1.2. Work Approach. The Work Approach needs to detail the way in which the applicant would assist ICANN in delivering a contingency exercise, based on best practices.

The selected consultant will be expected to interact with ICANN via email, conference calls/video conference or other tools, to develop the exercise plan, finalize input sources, participants and the delivery of the exercise and after action materials.

4.1.3. Team Curriculum Vitae. The response must include Curriculum Vitae for key personnel who will support the exercise, showing each individual's suitability for the proposed work.

4.1.4. Confidentiality. Applicants should warrant that they are willing to operate under a non-disclosure agreement.

4.1.5. Schedule and Fees. The proposal should include a work schedule, including key milestone dates and a statement of proposed fees. ICANN intends to conduct the exercise in Q1 2011 (date to be determined with consultant, likely to be in late January-February 2011).

Fees should be inclusive of related project expenses, including (but not limited to) electronic, postal, and telephone communication; computer hardware, software, and services; and travel costs.

4.2. **Deadline / Requirements:** Responses should be submitted by email to Patrick Jones, Senior Manager for Continuity & Risk Management [Patrick.jones at icann.org], by 5 November 2010 23:59 UTC. A confirmation email will be sent for each proposal received.