**Request for Proposals (RFP)**

**Oman ccTLD and IDN**

**DNS ABUSE REPORTING, TRACKING, AND VERIFICATION**

**Telecommunications Regulatory Authority (TRA)**

**Airport Heights Seeb**

**Muscat, Oman**

**Date**

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# Summary and Background

Telecommunications Regulatory Authority (TRA) has operated Oman’s ccTLD and IDN Domain Name Registry and DNS for the past 10 years and has determined that a DNS Abuse Reporting platform is needed which is user-friendly and allows for improved interaction among local and international DNS Abuse stakeholders. Oman’s Domain Name registry and DNS is focused on the implementation of best practice processes and solutions for the country’s ccTLD and IDN to maintain DNS and internet security, stability and resilience.

TRA is currently accepting proposals to develop, design, launch, and host a new DNS Abuse Reporting, Abuse tracking, abuse block list database, and DNS Abuse verification platform for the Oman ccTLD and IDN. This will be a new project as Oman at present does not have an existing platform for this.

The purpose of this Request for Proposal (RFP) is to solicit proposals from various candidate organizations, conduct a fair and extensive evaluation based on criteria listed herein, and select the candidate who best represents the direction TRA wishes to go for this project.

# Proposal Guidelines

This Request for Proposal represents the requirements for an open and competitive process. Proposals will be accepted until ***<5pm EST August 30, 20xx>***. Any proposals received after this date and time will be returned to the sender. All proposals must be signed by an official agent or representative of the company submitting the proposal.

If the organization submitting a proposal must outsource or contract any work to meet the requirements contained herein, this must be clearly stated in the proposal. Additionally, all costs included in proposals must be all-inclusive to include any outsourced or contracted work. Any proposals which call for outsourcing or contracting work must include a name and description of the organizations being contracted.

All proposals shall include high and low level design parameters for the overall solution, bidder competencies for being able to carry out the project, and timelines for all phases. All costs must be itemized to include an explanation of all fees and costs and presented in the (currency) equivalent.

Contract terms and conditions will be negotiated upon selection of the winning bidder for this RFP. All contractual terms and conditions will be subject to review by TRA’s legal department and a Proposal review committee, and will include scope, budget, schedule, and other necessary items pertaining to the project.

# Project Description

**Project Description:**

TRA is seeking a provider that would be capable of building, operating, and maintaining a DNS Abuse Reporting, tracking, and Validation/Verification Platform. The latest web-based technologies should be utilized to create a user friendly, simple to use, DNS abuse reporting web portal and statistical information page for the platform. The site and platform design should incorporate the latest security technologies.

The finished DNS Abuse web site / portal must allow for individual and organizations to enter reported DNS Abuse and allow for the sharing of the ccTLD and IDN accurate up-to-date DNS Abuse Statistics.

The platform shall be able to interface with other DNS Abuse Block list entities as well as ICANN DAAR system to be able to use international reporting to analyze or ascertain possible DNS Abuse cases. The platform should allow the Oman DNS Registry and registrars to have on-demand access when needed.

# Project Scope

The scope of this project includes all design, development, coding, licensing, hosting, management, and operation of the DNS Abuse Reporting platform. All text and copy for the website/reporting portal provided by the selected bidder will be reviewed by TRA’s Domain Name Department for inclusion in the design of the new web site / portal for the platform. The selected bidder will also coordinate with the TRA domain name department on any bidder assumptions.

The selected bidder will be responsible for the operation of the platform to include; maintaining and monitoring the platform, investigating reported cases, coordination with registry and registrars for mitigation of verified dns abuse cases, conducting proactive abuse case research through reviewing supplied zone information, and providing reports to TRA, ICAAN, and international block list entities.

The selected bidder will be responsible for planning and conducting a thorough DNS Abuse Reporting best practices research portfolio with assistance from TRA’s Domain Name Department. This portfolio will analyze all current reporting practices to determine reporting work flows.

The following criteria must be met to achieve a successful project:

* User-friendly reporting website and portal that is easy to navigate
* Consistency of design across all pages/sections of the web site in a design theme that fits with the DNS Abuse theme
* Ability to provide Registry and registrar access to obtain on-demand abuse reports.
* The platform must be able to handle both the ccTLD and IDN for Oman
* All software, licensing, hosting, development requirements should be included as part of this project
* Site should be searchable, through a portal access, by the registry and registrars with key word searches based on database content
* Site and Platform should be compatible with all current web and security technology and be easily upgradeable
* Ability to work closely with TRA Domain Name Department and IT Managers and the Domain Name Department operations team on project tasks, resources, and implementation clarifications.
* Plan and perform a complete testing process on web site, portal, and database interfaces and API’s in order to ensure functionality, inter-operability, and platform security
* The DNS Abuse platform web site and database which collects and tracks DNS Abuse information shall include:
	+ Suspected URL
	+ Reporting Entity or individual
	+ Suspected type of Abuse
	+ Visitor origin URLs
	+ Search tool analysis
	+ Visitor page maps
	+ Site referrals

# Request for Proposal and Project Timeline

**Request for Proposal Timeline:**

All proposals in response to this RFP are due no later than ***<time and Date>***.

Evaluation of proposals will be conducted from ***<Date>*** until ***<Date>***. If additional information or discussions are needed with any bidders during this two week window, the bidder(s) will be notified.

The selection decision for the winning bidder will be made no later than ***<Date>***.

Upon notification, the contract negotiation with the winning bidder will begin immediately. Contract negotiations will be completed by ***<Date>***.

Notifications to bidders who were not selected will be completed by ***<Date>***.

**Project Timeline:**

Project initiation phase must be completed by ***<Date>***.

Project planning phase must be completed by ***<Date>***. Project planning phase will determine the timeline/schedule for the remaining phases of the project.

# Budget

All proposals must include proposed costs to complete the tasks described in the project scope. Costs should be stated as one-time or non-recurring costs (NRC) or monthly recurring costs (MRC). Pricing should be listed for each of the following items in accordance with the format below:

Project Initiation and Planning NRC MRC

Research NRC MRC

Platform Site/Database Development NRC MRC

Platform Site/Database Testing NRC MRC

Platform Site/Database Deployment NRC MRC

Platform Site/Database Hosting NRC MRC

Deployed System Operating costs MRC MRC

NOTE: All costs and fees must be clearly described in each proposal.

# Bidder Qualifications

Bidders should provide the following items as part of their proposal for consideration:

* Description of experience in planning, building, and hosting service providing platforms and web sites
* List of how many full time, part time, and contractor staff in your organization
* Examples of 3 or more service orientated platform and web sites designed and implemented by your organization
* Testimonials from past clients on service platform building and hosting work
* Anticipated resources you will assign to this project (total number, role, title, experience)
* A full testing plan
* Timeframe for completion of the project
* Project management methodology

# Proposal Evaluation Criteria

To ensure consideration for this Request for Proposal, your proposal should be complete and include all of the following criteria:

* Overall proposal suitability: proposed solution(s) must meet the scope and needs included herein and be presented in a clear and organized manner
* Organizational Experience: Bidders will be evaluated on their experience as it pertains to the scope of this project
* Previous work: Bidders will be evaluated on examples of their work pertaining to web site design and hosting as well as client testimonials and references
* Value and cost: Bidders will be evaluated on the cost of their solution(s) based on the work to be performed in accordance with the scope of this project
* Technical expertise and experience: Bidders must provide descriptions and documentation of staff’s technical expertise and experience

Each bidder must submit ***<#>*** copies of their proposal to the address below by ***<Date and Time>***: