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Making the Internet work better

Infrastructure Services Questions & Answers

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Questions and Answers

1. *We would expect to support the regular review of the infrastructure strategy. Do you expect the service provider to participate in any wider IETF ICT strategy, if so in what capacity?*

ANSWER: The IETF does not have a wider ICT strategy. The applications that the IETF develops (the 'Tools') are not under a single overarching strategy, though things are moving that way as elements of that strategy are considered.

The IETF operates on the principles that anyone is free to contribute and all contributions should be open and transparent. On that basis we would expect the service provider to be able to participate as both an ordinary contributor and as a subject matter expert, in any community process relating to the IT infrastructure or the Tools that run on top of it.

The small number of staff and contractors manage their own IT and cloud applications (e.g GSuite).

2. *Other than developer support and community engagement, are there other stakeholders the service provider needs to support?*

ANSWER: Within the community there are various leadership bodies and other community structures that are serviced by dedicated infrastructure (e.g. the IAB website) but it is expected that these will not directly engage with the service provider.

3. *We understand the expectation is for the service provider to oncharge for third-party cloud services. What is the expectation regarding other costs required to meet stated goals and objectives, e.g., external security audits.*

ANSWER: The expectation that third-party cloud services are oncharged is because we expect the costs to be so variable that this is the fairest way forward for all parties. We would be open to a fixed cost, provided that full assurance was provided that cloud resources would be added when required, without any delay, cap or other internal gating mechanism.

The general principle is that when the IETF needs to be the direct customer of the third-party provider, then it will commission and fund that. For example, external security audits will be commissioned and funded by the IETF.

For services where the primary customer is the service provider, these would ideally be included in the bid if an oncharge is expected, but we would be open to adding these later as the service develops.

4. *What insurance is the service provider required to maintain?*

ANSWER: We will expect the service provider to maintain any required and customary insurance in amounts and types reasonable for the type of business conducted by the service provider. We have no plans to require the service provider to maintain any specific insurance, though we reserve the right to do so.

5. *Can you provide details on the existing infrastructure resources that have been allocated?*

ANSWER: This is specified in the RFP.

6. *Does the application support integration with third parties? Please provide a list of the same if yes.*

ANSWER: This is specified in the RFP. The use of the word “application” in this question suggests that the RFP has not been read properly.

7. *What kind of Authentication & Authorization services are being used in the application?*

ANSWER: This is specified in the RFP.

8. *Are there any CI/CD pipelines (Automatic Deployment) for applications?*

ANSWER: We currently use GitHub, and in particular GitHub actions for CI. Deployment of almost all of our current applications is manual, though that is expected to change. We have automatic deployment for test instances.

9. *How do you ensure service availability and data integrity in the event of infrastructure failures or outages? Can you please outline the current DR strategy in place with RPO and RTO details.*

ANSWER: The current approach is specified in the RFP, but as noted, the service provider will be expected to develop and implement a DR strategy to meet the goals of the RFP.

10. *Does IETF or any sister applications, websites auto scale(scale up/scale out) based on the load currently? What is the current strategy in place to scale as per user demand.*

ANSWER: This is specified in the RFP. The use of the word “application” in this question suggests that the RFP has not been read properly.

11. *Do you use any automation tools or processes to deploy service updates and new versions?*

ANSWER: See #8 above.

12. *What is the user traffic, the user base of various applications, and application-specific performance benchmarks? It will help us estimate more accurately.*

ANSWER: As explained in the RFP, the service provider is expected to provide an estimate for third-party costs (i.e. those that depend on elements such as user traffic) as part of the first deliverable, not as part of the bid.

13. *Could you explain how you handle resource allocation, configuration management, upgrades, and change management?*

ANSWER: The service provider is expected to manage these aspects of the infrastructure and off-the-shelf applications, as specified in the RFP. The configuration and management of our custom services (e.g., datatracker) will be performed by the development team, coordinating with the infrastructure provider as necessary.

14. *What is the tentative budget allocated for the project, and are there any constraints or limitations on the cost of the licenses?*

ANSWER: The budget will not be shared at this point. As this is an existing set of services transitioning to a new infrastructure, we expect the total costs to be in an acceptable range and have no specific constraints.

15. *Can you describe the overall architecture you envision for the new infrastructure? How does it align with the IETF's requirements and standards?*

ANSWER: As explained in the RFP, the service provider is expected to provide an outline architecture in the bid and develop the full architecture as part of the first deliverable.

16. *Are you inclined towards any specific cloud services like AWS or Azure?*

ANSWER: No.

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