

Secure Telephone Identity Policy
Administrator Request for Proposal (RFP)

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DISCLAIMER AND NOTICE

This Request for Proposal (RFP), including the associated Respondent Qualification and Technical Requirements Document (TRD), is published by the STI Governance Authority (STI-GA) to gather information that it expects to be useful in the selection of an STI Policy Administrator (STI-PA). However, the STI-GA makes no commitment to consider or purchase any offering or proposal from any party submitted in response to this RFP, or to take any action, including awarding a contract. The STI-GA reserves the right, at its sole discretion, to amend, delay, or cancel this RFP at any time for any reason.

Respondent bids must address all requirements applicable to the STI-PA in ATIS-1000074, ATIS-1000080, and ATIS-1000084 (the “ATIS SHAKEN Specifications”) even if not addressed in the RFP. The STI-GA makes no representation or warranty, express or implied, with respect to the completeness, accuracy, or utility of the information contained in this RFP, the ATIS SHAKEN Specifications, responses to questions submitted pursuant to this RFP, or any public or other materials describing the Signature-based Handling of Asserted information using toKENs (SHAKEN) framework. Any use or reliance on such information is at Respondents’ risk. exchange for consideration of a Respondent’s submission of questions or a proposal in response to this RFP, Respondent agrees by such submission to all of the terms of this RFP, including the limitations of liability and indemnification obligations set forth in Section 1.4.

The Respondent will bear all costs of preparing and submitting its proposal, responding to or providing any other assistance to the STI-GA in connection with this RFP.

Nothing contained herein shall be construed to confer any license or right to any intellectual property to any Respondent, whether or not the use of any information herein necessarily utilizes such intellectual property. The Respondent agrees that all documents, materials, articles, and information it submits with a question or as part of, or in support of a bid is and shall be given entirely voluntarily, and shall become, upon submission, the physical and intellectual property of the STI-GA in right that the STI-GA shall be free to use, disclose, and exploit as it sees fit, entirely without obligation or remuneration to the Respondent, and will not be returned to the Respondent at the conclusion of the RFP process.

1 General Project Information

1.1 Introduction

The FCC North American Numbering Council (NANC) Report on Selection of Governance Authority and Timely Deployment of SHAKEN/STIR,¹ completed by the NANC Call Authentication Trust Anchor Working Group, recommended establishing an industry-led governance authority with broad representation from key industry associations and stakeholders. The identified stakeholders agreed to establish the Secure Telephone Identity Governance Authority (STI-GA) under the auspices of the Alliance for Telecommunications Industry Solutions (ATIS). The NANC report also recommended that the Secure Telephone Identity Policy Administrator (STI-PA) should be selected through a Request for Proposal (RFP) process overseen by the STI-GA Board of Directors, the policy and decision-making body of the STI-GA.

The primary function of the STI-GA is to define, and modify as necessary, the rules governing the Secure Handling of Asserted information using toKENs (SHAKEN) framework. The STI-PA plays a key role in this framework, applying and enforcing the rules as defined by the STI-GA. In particular, the STI-PA verifies that a Service Provider (SP) meets the defined criteria for participation in the SHAKEN framework before issuing “Service Provider Code tokens” to the approved SP. The STI-PA must also renew the Service Provider Code token as required, after verifying that the SP continues to meet the criteria to participate in the SHAKEN framework. The Service Provider Code token is used for authentication when the SP obtains Secure Telephone Identity (STI) certificates from an approved Secure Telephone Identity Certification Authority (STI-CA). The STI-PA is also responsible for approving STI-CAs and verifying that the STI-CA meets all requirements of its Certification Practice Statement to assess compliance with Certificate Policy. Finally, the STI-PA must securely maintain a “trusted STI-CA” list and, when necessary, an SP certificate revocation list, and distribute this to all SPs participating in the SHAKEN ecosystem.

1.2 Purpose

This RFP is being issued by the STI-GA to identify a Respondent and/or any Sub-Contractor(s) (Respondent) that can design, develop, build, deliver, and operate the STI-PA function as defined in the ATIS SHAKEN Specifications ATIS-1000074, ATIS-1000080, and ATIS-1000084 (the “ATIS SHAKEN Specifications”).

The chosen Respondent will be expected to deliver a secure, innovative, and efficient solution to securely manage the distribution of STI certificates to support the SHAKEN framework. The STI-PA function is envisioned to use existing, known, and proven technologies. However, no matter what solution the chosen Respondent provides, it must address all requirements.

The STI-GA will evaluate all proposals in order to select the Respondent and approach that best meets the requirements. However, the STI-GA makes no commitment to purchase any offering from a Respondent with respect to this RFP, or to take any action, including awarding a contract. The STI-GA assumes no contractual obligation, or specific contractual content by issuing this RFP, and reserves the right, at its sole discretion, to amend, delay or cancel this RFP at any time.

¹ The CATA WG’s Final Report is available at: http://www.nanc-chair.org/docs/mtg_docs/May_18_Call_Authentication_Trust_Anchor_NANC_Final_Report.pdf

1.3 RFP Response Instructions

The RFP process is comprised of three parts, which should be completed in this order and submitted together:

1. Secure Telephone Identity Policy Administrator Request for Proposal (RFP)
2. Secure Telephone Identity Policy Administrator RFP Respondent Qualification (Respondent Qualification)
3. Secure Telephone Identity Policy Administrator Technical Requirements Document (TRD)

Though the term RFP sometimes is used to refer solely to this component, the term “RFP” encompasses all three components. The Respondent Qualification describes the criteria that must be satisfied by each prospective Respondent. This includes the Respondent’s proposal, information about the Respondent’s organizational structure, past performance, financial responsibility and stability, and acceptance of key business terms. The TRD describes the technical requirements for a proposal and the STI-PA’s required obligations. Although great care has been taken to ensure the accuracy of the TRD and other reference documents, it is the Respondent's responsibility to ensure that any response to a specific technical requirement contained herein is based on the latest ATIS SHAKEN Specifications and other ATIS technical documents (available at <http://www.atis.org/sti-ga/resources/>) as well as other reference documents as currently published and made available to the industry.

Each Respondent is provided an opportunity to demonstrate how its proposal satisfies the RFP’s requirements. Each Respondent is instructed to answer all questions in as concise and complete a manner as possible, and in many instances, the Respondent is provided with an opportunity to elaborate on its answers.

The STI-GA Board has authorized one of its Task Forces, the RFP Task Force (hereafter referred to as the RFP TF), to manage the STI-PA RFP process, including the solicitation and evaluation of responses. The selection process is expected to conclude in or about May 2019.

Please note:

1. Respondents must notify the STI-GA of their interest in bidding by e-mailing sti-ga@atis.org. Interested parties will be provided with credentials and instructions for bidding. E-mail, facsimile, or hard-copy responses will not be considered.
2. All questions must be emailed to sti-ga@atis.org and must be received no later than December 10, 2018. The STI-GA will endeavor to respond to all questions promptly and shall make answers available to all parties.
3. Respondents must satisfy the Respondent Qualification criteria and TRD criteria.
4. All responses and submissions must be complete, truthful, and accurate. Material misrepresentations or omissions may result in disqualification or reductions in scoring.
5. All responses must be received on or before the RFP response cut-off date as described in Section 1.5.

6. Nothing contained herein shall be construed to confer any license or right to any intellectual property to any Respondent, whether or not the use of any information herein necessarily utilizes such intellectual property.
7. When a Respondent prepares its quote and submits responses, the Respondent must review all specifications and drawings associated with a particular item, as the Respondent is responsible for quoting all material, performance, quality, and technical requirements for each individual item.

1.4 Terms Applicable to RFP Submissions

Respondents agree that all responses and information provided in connection with a response is given entirely voluntarily, and shall become, upon submission, the physical and intellectual property of the STI-GA in that the STI-GA shall be free to use, disclose, and exploit as it sees fit, entirely without obligation or remuneration to Respondent, and will not be returned to the Respondent at the conclusion of the RFP process. The STI-GA Board expressly reserves the right to reject any and all responses to this RFP. The STI-GA Board may engage independent consultants to assist in the evaluation of responses and to make recommendations to the STI-GA Board. The STI-GA Board reserves the right to request additional information or clarification from Respondents.

Responses must be submitted in accordance with the instructions in Section 1.3. Any response submitted after the RFP Cut-off Date as described in Section 1.5 of this RFP may not be considered. A Respondent is solely responsible for ensuring that its response is submitted and received by the STI-GA Board in accordance with the instructions.

The STI-GA makes no representation or warranty, express or implied, with respect to the completeness, accuracy or utility of the information contained in this RFP, the ATIS SHAKEN Specifications, responses to questions submitted pursuant to this RFP, or any public or other materials describing the SHAKEN framework. Any use or reliance on such information is at the Respondent's risk. In exchange for consideration of a Respondent's submission of questions or a proposal in response to this RFP, Respondent agrees by such submission to all of the terms of this RFP, including that the STI-GA Board (and Board Committees and Task Forces), ATIS and their employees, officers, agents, contractors, consultants, members, and counsel of each (each, an "Covered Party") shall not be liable to any entity for any damage, injury, or claim of lost opportunity incurred by any person arising out of the completeness, accuracy or utility of any information contained in this RFP or other information or any decision by the STI-GA to award or not to award a contract for the STI-PA role to any entity, and to indemnify and hold harmless each Covered Party from and against any and all liabilities, demands, damages, expenses and losses arising from such submission. These indemnification obligations and limitations of liability shall survive termination of the RFP and any contract executed in connection with the RFP. The Respondent shall be solely responsible for any claims, costs (including legal fees) or damages it incurs in connection with all submissions and responses.

In the event that the STI-GA engages a Respondent in discussions of its proposal that may lead to an agreement to serve as STI-PA, the Respondent may be required to agree to the terms of a confidentiality

agreement to protect confidential information prior to the execution of the agreement to be executed between the STI-PA and STI-GA that will include confidentiality terms.

1.5 RFP Respondent Selection Process Time Line

Below is the proposed time line for the Respondent selection pursuant to the RFP. The STI-GA reserves the right to modify or adjust the following dates or to otherwise change or amend this timeline:

- November 15, 2018: RFP issued and posted on STI-GA website.
- November 15, 2018: Press release published by ATIS on behalf of STI-GA.
- December 10, 2018: Last date to submit questions to STI-GA.
- February 4, 2019: RFP response cut-off date (deadline for bidders to submit proposals).
- May 2019: Selection of STI-PA by STI-GA.

1.6 Respondent Acknowledgement

1. Respondent agrees that the submission of responses constitutes acceptance of all referenced and required terms and conditions set forth in the RFP, Respondent Qualification, and TRD.
2. Responses submitted by the Respondent are legally valid quotes approved by an authorized employee or officer with the authority to bind the Respondent to a contract of the type contemplated by this RFP.
3. The Respondent agrees that any submitted proposal shall remain open and valid for a period of at least 90 days from the designated RFP response cut-off date, subject to the understanding that a Respondent may withdraw its proposal if STI-GA insists on agreement terms that are materially inconsistent with this RFP.
4. The Respondent asserts it understands that it cannot simultaneously fulfill the role of the STI-PA and the STI-CA. The Respondent also asserts it does not fulfill the role of a SP. Selection as the STI-PA prohibits a vendor from seeking the role of the STI-CA, or from having any ownership or interest in an STI-CA, for the duration of the STI-PA contract.

Question 1

Does the Respondent acknowledge the terms described in Section 1.6 above?

- Yes
- No

2 Respondent Qualification Criteria

In order for a Respondent's responses to be considered, the Respondent must complete the Respondent Qualification.

Upon completion of the Respondent Qualification, return to this question and certify that the Respondent has answered all of the questions in that Respondent Qualification by responding "Yes" or "No" to the following question:

Question 2

Has the Respondent answered every question in the STI-PA RFP Respondent Qualification?

- Yes
- No

3 Technical Requirements Document (TRD)

In order for a Respondent's responses to be considered, the Respondent must complete the TRD.

Upon completion of the TRD, return to this question and certify that the Respondent has answered all of the questions in that TRD by responding "Yes" or "No" to the following question:

Question 3

Has the Respondent answered every question in the TRD and attached a summary as required in Section 3, *TRD Detailed Response*, of the TRD?

- Yes
- No

4 Testing, Security and Other Requirements

4.1 Acceptance Testing

REQ 1: The STI-PA shall perform acceptance testing of the initial software and hardware configurations to perform the STI-PA role.

REQ 2: Respondents shall implement a rigorous testing procedure to certify any software, hardware, upgrades, maintenance releases, etc., prior to deployment.

REQ 3: Respondents shall attach a test plan.

Question 4

Please attach a test plan

- Attach file

Question 5

Does the Respondent agree to fully comply with the above requirements? If not, please explain.

- Yes
- No

Question 6

- If your answer to the preceding question was "No," please attach an explanation. Attach file

4.2 Help Desk Minimum Requirements

REQ 1: The STI-PA shall provide, and staff, a user Help Desk accessible via a toll-free number to answer and resolve User questions and issues. The Help Desk shall be located in the United States.

REQ 2: At a minimum, the Help Desk will be staffed Monday-Friday, from 10am to 6pm Eastern Time, excluding federal holidays designated in the agreement to be executed between the STI-PA and STI-GA ("Help Desk Business Hours").

REQ 3: All requests for callbacks to users must be made within four (4) Help Desk Business Hours, as defined in REQ 2.

Question 7

Does the Respondent agree to fully comply with the above requirements with respect to the Help Desk? If not, please explain.

- Yes
- No

Question 8

If your answer to the preceding question was "No," please attach an explanation.

- Attach file

4.3 Data Center Security

REQ 1: The STI-PA shall maintain and enforce, at all times, adequate data center safety and physical security procedures, subject to inspection, audit, and approval by and on behalf of the STI-GA Board.

REQ 2: Servers, data centers, and user data must be maintained and stored in the United States. No data relating to the service will be stored, maintained, or warehoused, in a physical or electronic form, at, in, or through, a site, on services, or otherwise, located outside of the United States.

Question 9

Does the Respondent agree to fully comply with the above requirements? If not, please explain.

- Yes
- No

Question 10

If your answer to the preceding question was "No," please attach an explanation.

- Attach file

4.4 Requirement Enhancements and Future Considerations

Requirements for enhancements and future considerations can be found in Section 2.11 of the TRD.

5 Service Level Requirements (SLRs)

SLRs will be agreed upon between the STI-GA Board and the chosen STI-PA. The Respondent should, at a minimum, include in their proposal the following service levels.

5.1 SLR Minimum Requirements

SLR	Requirement Description	STI-PA <--> STI-CA	STI-PA <--> SP
1 - Service Availability	Maintain a 99.95% or better level of time service is available, considering unplanned and planned downtime.	X	X
2 - Scheduled Service Unavailability	Scheduled service unavailability may not occur outside of the agreed upon maintenance windows, with respect to both time of occurrence and duration, unless otherwise approved by the STI-GA Board.	X	X
3 - External Interface Availability	Maintain an Interface Availability at a minimum of 99.95%.	X	X
4 - SHAKEN Certificate Management Partial Disaster Restoral Interval	Partial restoration will be equal to or less than four hours (partial restoration meaning the capability of allowing STI-CAs to validate Service Provider Code tokens).	X	X
5 - SHAKEN Certificate Management Full Disaster Restoral Interval	Full restoration will occur at a maximum of 6 hours.	X	X
6 - Administration of any STI-PA Databases	99.99% error free updating.	X	X
7 - User Problem Resolution - Speed of Answer	Minimum 99% of calls during Help Desk Business Hours directly reach or are responded to by a live operator within 4 hours.	X	X
8 - SHAKEN Certificate Management System - Security Error Log	Monitor and record unauthorized system access.	X	X
9 - Unscheduled Service Unavailability Notification - Upon Detection	Notify STI-GA within 15 minutes of detection of an occurrence of unscheduled service unavailability during Help Desk Business Hours.	X	X

10 - Unscheduled Service Unavailability Notification - Update	Provide 120-minute updates of STI-PA system status following an occurrence of unscheduled service unavailability through recorded announcement and client bulletins.	X	X
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Question 11

Please certify that the above service levels are included in the Respondent's proposal for the STI-PA <--> STI-CA interface.

- Checkboxes

Question 12

Please certify that the above service levels are included in the Respondent's proposal for the STI-PA <--> STI-CA interface.

- Checkboxes

6 Methods and Procedures (M&Ps)

6.1 Methods and Procedures

The selected STI-PA is responsible for providing M&Ps with step-by-step instructions to complete actions requested of the STI-PA. The documentation must be up to date and easily accessible. Initially, the only required M&P will document the process for SP registration to participate in the SHAKEN ecosystem and obtain Service Provider Code tokens, although additional M&Ps may be required in the future. The M&Ps are subject to approval by the STI-GA Technical Committee.

Question 13

If selected, does the Respondent agree to develop and deliver any M&Ps as may be needed?

- Yes
- No

Question 14

Please provide further detail, as necessary, to demonstrate experience and approach to developing the M&Ps.

- Attach file

7 Pricing and Contract Terms

7.1 Term of the Agreement to be Executed Between the STI-PA and STI-GA

The term of the agreement to be executed between the STI-PA and STI-GA will be a term to run from the execution of the agreement through a period of three (3) years, with the option of annual renewal(s) thereafter.

It is expected that a portion of funds collected by the STI-PA will be directed to management of the STI-GA. The details of funding collected to support the operation of the STI-GA will be part of the negotiation of a final contract between the STI-GA and STI-PA.

The STI-GA Board must provide at least 30 days written notice to the STI-PA of its intent to renew prior to the end of the initial three-year term, or any subsequent renewal term. The STI-PA must provide at least 180 days written notice to the STI-GA Board of its intent not to renew prior to the end of the initial three-year term or any subsequent renewal term. Such written notice shall include the STI-PA's agreement to cooperate with the STI-GA Board to effect the orderly transition of services, as specified in Question 17 of the Respondent Qualification.

Question 15

Does the Respondent acknowledge the above-summarized initial term and renewal terms of the agreement to be executed between the STI-PA and STI-GA?

- Yes
- No

7.2 Failure to Meet Requirements and Conditions of the STI-PA Role and Functions

The agreement to be executed between the STI-PA and STI-GA shall specify the requirements for a project plan and accompanying test schedule, setting forth the terms, conditions, milestones, and respective dates for testing and remediation of defects, and culminating in acceptance of the system and full operability. The agreement to be executed between the STI-PA and STI-GA will also set forth the consequences and remedies for any failure or delay in satisfying and complying with the project plan and test schedule. These consequences and remedies include but are not limited to the imposition of performance credits, liquidated damages, or other monetary or injunctive remedies, and/or termination of the agreement to be executed between the STI-PA and STI-GA.

Question 16

Does the Respondent acknowledge the above-summarized consequences for failing to meet requirements and conditions of the STI-PA role?

- Yes
- No

7.3 Payment Terms

In consideration of fulfillment and performance by the STI-PA of its obligations to provide services for

the term of the agreement, the STI-PA shall be compensated exclusively pursuant to pricing schedules to be negotiated and set forth in the agreement to be executed between the STI-PA and STI-GA. The STI-GA Board will have no obligation to pay the STI-PA any compensation for any services or other amounts.

Question 17

Does the Respondent acknowledge the above-summarized general description of the payment terms?

- Yes
- No

7.4 Best and Final Offer

After responses are submitted to this RFP, the STI-GA Board and/or RFP TF may decide to seek best and final offers from one or more Respondents if additional information is necessary or responses must be altered in order to make a final decision.

A best and final offer may be requested for any number of reasons, including but not limited to, the following:

- Clarification or revision of certain technical items or responses to the RFP.
- The Respondent Qualification, or the TRD.
- Revised pricing or costs.
- Clarification of certain pricing or cost items.
- Subcontracting plans.
- Certification of cost or pricing data.

The STI-GA Board and/or RFP TF reserves the right to request only one best and final offer. Respondents may not request an opportunity to submit a best and final offer. No Respondent shall be considered to be entitled to have the STI-GA Board and/or RFP TF request that it submit a best and final offer.

If the STI-GA Board RFP TF decides to seek best and final offers, selected Respondents will be notified stating the areas to be covered and the date and time in which the best and final offer must be returned. Proposal scores may be adjusted in light of the new information received in the best and final offer. A best and final offer may be requested on price/cost alone.

Question 18

Does the Respondent acknowledge the above-summarized best and final offer procedure and agree to be bound by it?

- Yes
- No

8 Submitting Bids

8.1 Bid Process Overview

Respondents must notify the STI-GA of their interest in bidding by e-mailing sti-ga@atis.org. Interested parties will be provided with credentials and instructions for bidding. E-mail, facsimile, or hard-copy responses will not be considered.

The STI-GA Board intends to select a STI-PA based upon the criteria set forth in Section 8.2. Proposals offering less than all of the services required will not be considered. The selection of the STI-PA will be made without the requirement of discussions or interviews, but discussions and interviews may be held if desired by the STI-GA Board and/or RFP TF. All Respondents are encouraged to submit their best proposal; each Respondent's proposal in response to this RFP should contain the Respondent's best terms from a technical, management, and price standpoint as outlined in the remainder of Section 8. All costs of preparing and submitting its proposal, responding to or providing any other assistance to the STI-GA in connection with this RFP will be borne by the Respondent.

Question 19

The Respondent acknowledges the above bid process overview and agrees to be bound by it.

- Yes
- No

8.2 Evaluation Criteria

This section summarizes the evaluation criteria that will be used for evaluation of proposals, selection, and award.

8.2.1 Basis for Award

Each Respondent's proposal will be evaluated against the following criteria listed in descending order of importance: technical, management, and price. Technical and management qualifications play a significant role in selecting the STI-PA. As a comparison of Respondents' technical and management merits become more equal, the price merits may become the determinative criterion. Each Respondent is encouraged, therefore, to submit as a response a proposal with sound technical and management merits, supported by competitive pricing. The selection of the STI-PA will be made on a determination of which proposal(s) offers the greatest overall value and is most advantageous to the industry.

8.3 Technical Criteria

The following are the factors constituting the technical criteria. Factors 1, 2, and 3 are equally important.

8.3.1 Factor 1: Operational Performance

The Respondent demonstrates an understanding of all operational performance aspects of the STI-PA for the full term of the agreement to be executed between the STI-PA and STI-GA. Factors of operational performance include, but are not limited to, the following requirements:

- Support STI-PA functions as defined in the TRD

- Support interfaces and APIs as defined in the TRD
- Volume/throughput
- Service level
- Change management process
- Audit administration
- Reporting
- Ability to begin performance in a timely manner

8.3.2 Factor 2: Reliability and Functionality

The Respondent demonstrates an understanding of the requirements to operate the system, and to provide consistent and reliable service. The Respondent also demonstrates an understanding of the system availability, testing, disaster recovery, backup, and help desk requirements. The Respondent provides confidence (through analysis or other demonstrable means) that its system/service will enable the Respondent to meet all SLRs and other system performance requirements.

8.3.3 Factor 3: Security

The Respondent demonstrates a full understanding of the security requirements to operate the system, including data security and privacy requirements.

8.4 Management Criteria

The following are the factors constituting the management criteria. Factor 1 is more important than Factor 2.

8.4.1 Factor 1, Respondent Experience and Performance

The Respondent's past performance demonstrates the following abilities:

- To develop and deploy an automated system.
- To staff, manage, and operate a service operation.
- To meet schedule requirements and manage contract costs.
- To communicate with and support a wide spectrum of organizations, customers, and stakeholders.
- To provide full financial and operational reporting and insight.
- To develop and implement escalation procedures.

8.4.2 Factor 2, Financial Stability

The Respondent demonstrates that its organization has sufficient financial strength and capacity.

Question 20

Does the Respondent acknowledge and agree to be bound by the evaluation criteria summarized above beginning with Section 8.2?

- Yes
- No

8.5 Price

The Respondent must submit prices for: 1) the initial year of the STI-PA (startup year) that includes development costs, infrastructure, and operation through to a date one year after signing a contract between the STI-GA and STI-PA; and 2) all aspects of operating the STI-PA for years two-three (2-3) after signing the initial contract.

Question 21

Please submit prices for: 1) the initial year of the STI-PA (startup year) that includes development costs, infrastructure, and operation through to a date one year after signing a contract between the STI-GA and STI-PA; and 2) all aspects of operating the STI-PA for years two-three (2-3) after signing the initial contract.

- Attach file

9 Optional Attachments

Question 22

Attach any supplemental documentation here.

- Attach file