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IETF Tools Support RFP Questions & Answers

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1. The RFP describes the quality issues in code from volunteers. What is the expected relationship between the contractor and volunteers, e.g., is the contractor a gatekeeper for what gets accepted?

Yes, the contractor for Tools Maintenance is a gatekeeper regarding code quality. In some cases, commits are made by different volunteers against the same piece of code, and then the contractor for Tools Maintenance will have to modify both contributions to make a working release.

2. What is the difference between Tools Maintenance and Minor Tools Enhancements? Is it tickets marked as enhancements vs. everything else? There are hundreds of open tickets. How does the contractor (or maybe volunteers) decide which ones get worked on first?

The Program Manager in consultation with the Tools Team will work with the winners for both contract positions to set priorities.

3. The RFP says the Minor Tools Enhancements will take roughly one week per month. Is there a preferred way to account for that? Budget 480 hours/year and track actual time? Negotiate a monthly work plan that seems like about a week's work?

A monthly work plan with service level targets would be the best option.

4. Should the positions in this RFP have a fixed-time quote, or a time and materials quote? If it is a fixed-time quote, how much time should be quoted?

Fixed monthly price for each of the three positions, as follows:

- Contractor for Tools Maintenance: 40 hours per week.
- Contractor for YANG Catalog Maintenance: 8 hours per week.
- Contractor for Minor Tools Enhancements: 10 hours per week.

5. Will time & materials bids, fixed priced bids or both be considered?

We'd prefer fixed priced.

6. What are the criteria for vendor selection? Is the primary factor price, technical ability to deliver the work, a combination or something else?

Best value for the IETF, which includes price, experience, and ability to deliver quality work.

7. The RFP contains the following text "Travel is required, including to the IETF meetings". What travel is required in addition to the IETF meetings? How frequent is the travel?

Travel only to IETF meetings is required.

8. Does the IETF reimburse for travel costs or is a fixed amount of money provided for travel per trip? Is the amount dependent on the destination?

Travel is reimbursed based on meeting destination w/in organizational guidelines.

9. Are travel receipts required for documentation? If so, what is the process for submitting the documentation?

Receipts are required and should be scanned and emailed to the Executive Director.

10. Does the IETF book travel accommodations for the contractors attending the IETF meetings and additional required travel?

Generally, contractors must book their own accommodations; however, the IETF Secretariat may be able to offer some assistance in this particular case.

11. Is attendance required at the entirety of each IETF meeting or only for a portion of the meetings?

For the entire meeting.

12. Is it acceptable to have multiple contractors travel to the IETF meetings?

The budget will support only one person per position.

13. Are registration fees covered for the contractor attendees to IETF meetings and other events that require the contractor to travel?

Yes.

14. In the RFP the text "code changes and testing needed for platform upgrades" appears. Is this referring to the version of the programming language, the version of the web framework, the versions of the libraries, the version of the operating system, all of the above or some combination of the above?

All of the above. For example, the transition from python2 to python3, which will be complete before this contract begins.

15. Is Datatracker deployed to servers controlled by the IETF? If so what operating system is used? What version of that OS? What is the deployment process to those servers?

Yes. The IETF Secretariat operates the servers, and they install releases. The servers are currently running OpenSuse 42.3, and they will soon to be migrated to OpenSuse 15.1. In addition, sandbox servers are available for the IETF Secretariat to test complex migrations of new releases when warranted. The sandbox server is running the same OS.

16. What environments exist for Datatracker outside of the production environment? Are there development, test, user acceptance, etc environments?
Most people prefer to run Docker on their own machine for development and testing.

As stated above, sandbox servers are available for the IETF Secretariat to test complex migrations of new releases when warranted.

Testing by the contractor for Tools Maintenance prior to each release. When a significant change to the user interface used by the IETF Secretariat is part of the release, additional coordination is part of the release process.

17. What are the differences between the tools.ietf.org and www.ietf.org environments?

This contract has nothing to do with tools.ietf.org or www.ietf.org. Different parts of this contract are related to datatracker.ietf.org and yangcatalog.org.

18. In the RPF the following text appears: "The contractor will be required to maintain the tools to a commercial standard of quality, with defined timeframes for correction of defects depending on severity. The contractor will be required to provide high uptime for the tools with a defined service-level agreement (SLA)." What is the defined SLA? What are the severity levels and associated timeframes?

The service-level agreement is defined during the contract negotiation phase along with penalties and timeframes.

19. How do outages of the IETF managed servers affect the SLA?

Any aspects of the SLA will be negotiated during the contract phase.

20. What is the expectation for coverage and bug support during periods of time off for contractors? (Vacations, sick leave, etc)

Support during such periods must be coordinated with the IETF Tools Project Manager on a case by case basis.

21. Are the references expected to be provided in the response to the RFP or is contact information for the references required?

In the submitted bid.

22. Is there a minimum or maximum length for the proposal? Are electronic submissions acceptable? Is there a required format? Is PDF acceptable?

PDF is acceptable by email. There is not a minimum nor maximum length.

23. Are there instructions for proposal submissions? Will there be acknowledgement of receipt?

All instructions were included in the RFP. All bids will be acknowledged.

24. Will payments be issued from a financial institution within the United States of America? If not, which country will payments be issued from? Which country will the contract be effective in? (We are trying to make sure we understand the tax implications and burden)

Payments will be made via wire transfer from a US bank. The IETF Administration LLC is incorporated in the US.

25. Is the tooling currently in place (Trac, Subversion, etc) expected to be used going forward or are there plans to migrate to different tools? If so, which ones?

This tooling is expected to be used for the Datatracker for the duration of this contract. [YANGcatalog.org](https://yangcatalog.org) is using GitHub.