

Request for Information: Systems and Processes for SSAD

SSAD Operational Design Phase (ODP)
21 June 2021



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1 Introduction

1.1 General Instructions

This document provides an overview of the Request for Information (RFI) regarding the systems and processes for the System for Standardized Access/Disclosure to Non-Public Registration Data (SSAD). This document includes information on the initiative, the specific RFI questions, and details regarding the submission process. The RFI itself includes additional documents that are hosted by the Internet Corporation for Assigned Names and Numbers' (ICANN) sourcing tool (SciQuest/Jaggaer).

Indications of interest are to be submitted by emailing SSAD-ODP-RFI@icann.org with the following information, upon which access will be provided to the RFI:

1. Name of the organization
2. Name of the contact
3. Email address of the contact

Responses to the RFI should be electronically submitted by 23:59 UTC on 19 July 2021 using ICANN's sourcing tool. Responses to the RFI will not be accepted via other means such as email or snail mail. ICANN will only accept responses provided in English.

1.2 Overview of the Internet Corporation for Assigned Names and Numbers (ICANN)

ICANN is a not-for-profit, public-benefit organization formed in 1998. The ICANN organization (org) operates the Internet's Domain Name System (DNS), coordinates allocation and assignment of the Internet's unique identifiers, such as Internet Protocol addresses, accredits generic top-level domain (gTLD) name registrars, and helps facilitate the voices of volunteers worldwide who are dedicated to keeping the Internet secure, stable, and interoperable. ICANN promotes competition in the domain name space and helps develop Internet policy.

At the heart of ICANN's policymaking is what is called a "multistakeholder model." This decentralized governance model places individuals, industry, non-commercial interests, and government on an equal level. Unlike more traditional, top-down governance models, where governments make policy decisions, the multistakeholder approach used by ICANN allows for community-based consensus-driven policymaking. The idea is that Internet governance should mimic the structure of the Internet itself – borderless and open to all.

While the ICANN Board of Directors has the ultimate authority to approve or reject policy recommendations, Supporting Organizations (SOs) are responsible for developing and making policy recommendations to the Board. Advisory Committees (ACs) advise the ICANN Board and, in certain cases, can raise issues for policy development. ICANN org is responsible for executing and implementing policies developed by the ICANN community and adopted by the ICANN Board.

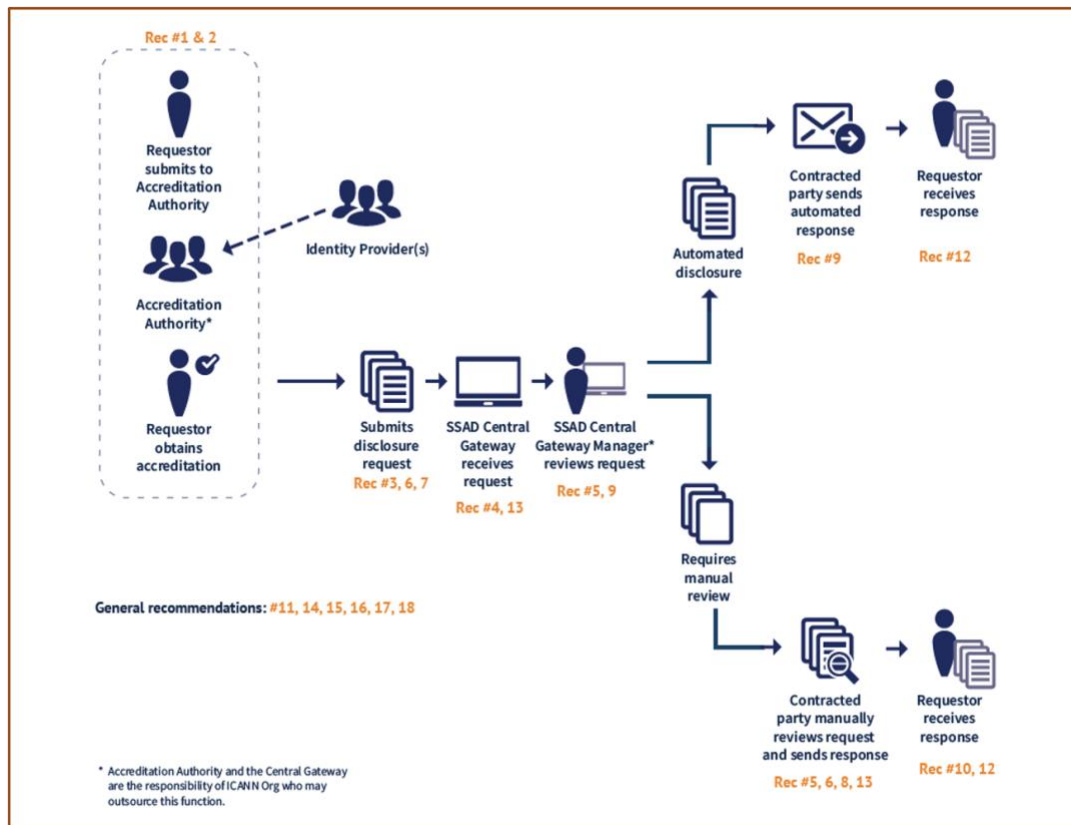
See <https://www.icann.org/> for more information.

1.3 Project Background

The System for Standardized Access/Disclosure to Non-Public Registration Data (SSAD) is a system proposed to centrally handle requests for non-public registration data, envisioned in Recommendations 1-18 of the [Final Report](#) of the Generic Names Supporting Organization (GNSO) [Expedited Policy Development Process \(EPDP\) on the Temporary Specification for gTLD Registration Data Phase 2](#). Due to the resource investment and complexity that would likely be required to implement the SSAD-related policy recommendations in a timely and predictable manner, the ICANN Board has requested an [Operational Design Phase \(ODP\) Assessment](#) to inform its deliberations, including whether the recommendations are in the best interests of the ICANN community or ICANN.

The ODP, performed by ICANN organization (org), will assess the potential risks, anticipated costs, resource requirements, timelines, dependencies, interaction with the Global Public Interest Framework that is currently being piloted, and other matters related to implementation of the SSAD-related recommendations (1-18). When the ODP is completed, ICANN org will deliver the Operational Design Assessment (ODA), the expected output of the ODP, to the ICANN Board and publish it on this [page](#) for transparency.

A graphic representation of the proposed SSAD, including the recommendations that correspond to the different components of the system, is provided below for reference. For more detailed information about each of the 18 recommendations, please refer to the [Final Report](#).



1.4 Request for Information (RFI) Objectives

ICANN org is conducting this Request for Information (RFI) to answer questions outlined in the [SSAD ODP Scoping Document](#), as directed by the ICANN Board. This RFI is intended to:

- Solicit industry knowledge and already in-place methodologies that may support or deliver the SSAD-related recommendations to complete ICANN org's ODA
- Potentially identify industry leaders as it relates to the vision of the SSAD for a possible future Request for Proposal (RFP) should:
 - The ICANN Board adopt the SSAD-related recommendations in the future, and
 - ICANN org decides to outsource some or all of the SSAD-related work including designing, development, and ongoing operations of the system.

This SSAD ODP RFI will play a crucial role in helping to identify a potential functional and centralized mechanism to handle requests for non-public registration data that can serve the global Internet community.

1.5 The Request for Information (RFI) Process

It should be noted that this RFI will not directly lead to a Request for Proposal (RFP) or contracting. The recommendations related to SSAD are currently pending the ICANN Board's consideration. The information and solutions proposed in this RFI may shape the org's proposed solution. A Request for Proposal (RFP) may be issued in the future if the ICANN Board adopts the SSAD recommendations upon completion of the org's ODP inclusive of this RFI, and if ICANN org determines to outsource some or all of the SSAD-related work including designing, development, and ongoing operations of the system.

Respondents are not required to provide responses to all questions in the RFI. ICANN org encourages the submission of information regardless of whether it is for all or some of the questions outlined in this document.

ICANN org will review the submitted information via this RFI process and utilize it for the assessment work currently being conducted as a part of the SSAD ODP. Note that none of the responses, ideas, information, or estimated pricing/fees provided in this RFI will be shared publicly.

2 Summary of Questions

This RFI poses questions based on the ICANN Board's [SSAD ODP Scoping Document](#), and are centered around:

- Methodologies used for identity verification regarding (but not limited to):
 - Legal vs. natural persons
 - Governmental entities
 - Power of Attorney (or local equivalent)
- Range of costs related to identity and other verification services
- How identity verification services comply with applicable data protection laws
- Level of effort for system design, development, and operations

3 Project Timeline

The following dates have been established as milestones for this RFI. ICANN org reserves the right to modify or change this timeline at any time as necessary.

Activity	Deadline
RFI published	21 June 2021
Participants to indicate interest in responding to RFI	2 July 2021 by 23:59 UTC
Participants submit any questions to ICANN org	5 July 2021 by 23:59 UTC
ICANN org responds to participant questions	9 July 2021
Participant responses due	19 July 2021 by 23:59 UTC

4 General Terms and Conditions

1. Submission of a response shall constitute Respondent's acknowledgment and acceptance of all the specifications, requirements, and terms and conditions in this RFI.
2. All costs of preparing and submitting its response, responding to or providing any other assistance to ICANN in connection with this RFI will be borne by the Respondent.
3. All submitted information including any supporting materials or documentation will become the property of ICANN. If Respondent's response contains any proprietary information that should not be disclosed or used by ICANN other than for the purposes of evaluating the response, that information should be marked with appropriate confidentiality markings.

5 Discrepancies, Omissions, and Additional Information

1. Respondent is responsible for examining this RFI and all addenda. Failure to do so will be at the sole risk of Respondent. Should Respondent find discrepancies, omissions, unclear or ambiguous intent or meaning, or should any question arise concerning this RFI, Respondent must notify ICANN of such findings immediately in writing via email no later than ten (10) days prior to the deadline for bid submissions. Should such matters remain unresolved by ICANN, in writing, prior to Respondent's preparation of its response, such matters must be addressed in Respondent's response.
2. ICANN is not responsible for oral statements made by its employees, agents, or representatives concerning this RFI. If Respondent requires additional information, Respondent must request that the issuer of this RFI furnish such information in writing.

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3. A Respondent's response is presumed to represent its best efforts to respond to the RFI. Any significant inconsistency, if unexplained, raises a fundamental issue of the Respondent's understanding of the nature and scope of the work required and of its ability to perform the contract as proposed and may be cause for rejection of the response. The burden of proof as to cost credibility rests with the Respondent.
 4. If necessary, supplemental information to this RFI will be provided to all prospective Respondents receiving this RFI. All supplemental information issued by ICANN will form part of this RFI. ICANN is not responsible for any failure by prospective Respondents to receive supplemental information.

6 Request for Information (RFI) Questions

All questions in the RFI are optional, unless marked as mandatory with a (*). To submit your answers to this RFI, please first send an email to SSAD-ODP-RFI@icann.org to request access to the ICANN's sourcing tool (SciQuest/Jaggaer). Refer to section 1.1 (General Instructions) for details needed to obtain access. All answers must be submitted in this tool. **Please do not submit your answers directly via email.**

While the RFI is open, any questions or clarifications that may come up should be posted to the Q&A Board within the RFI tool where they will also be answered. This will ensure all RFI participants get notified of any dialogue during the RFI.

6.1 Company

1. * Legal name of firm/entity
2. * Name of the contact person for this RFI
3. * Role/Designation of the contact person for this RFI
4. * Email address of the contact person for this RFI
5. * Contact information (address, contact number, etc.) of the contact person for this RFI

6.2 Identity Verification Services

6. Describe, in general terms, your methodology(ies) for verifying the identity of a legal person. Please include a description of any anti-impersonation measures you have in place.
7. Describe, in general terms, your methodology for verifying the identity of a natural person. Please include a description of any anti-impersonation measures you have in place.
8. Describe, in general terms, your methodology for renewing or extending identity verification for a legal person.
9. Describe, in general terms, your methodology for renewing or extending identity verification for a natural person.
10. For each service you offer, which jurisdictions are supported?
11. Are there any regions, territories, countries, or jurisdictions in which you are unable to identify either legal or natural persons? If so, why?
12. How are your methods unique in the marketplace?
13. Do you have established methods for individuals to undergo additional review or evaluations if your primary methods are insufficient?

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14. After a legal or natural person has been verified, how long do you consider that identification valid?
 15. Do you monitor any verified data sources for changes that might trigger a need for re-verification? (e.g., death of an individual, dissolution of a legal entity, etc.?)
 16. After verification has completed, do you have any methods or services that ensure that the identified individual is the same individual when the identity credential or equivalent is later used? (i.e., is the *identified* person the same person using the verified identity?)
 17. For all methodologies you are describing, how is the need to comply with applicable data protection laws taken into account?

6.3 Additional Verification Services

18. Describe any services you offer to verify characteristics of legal or natural persons. Such characteristics might include occupation, employer, professional affiliation, ultimate beneficial owner, affiliates, membership in a particular industry, participation in a major stock exchange, status as a government employee or entity, status as an IGO/NGO, etc.
19. For each of the areas you have identified in your response to the previous question above, provide a range of fees for such services and for which jurisdictions each is available. When providing an answer to this question, please use the template available in the ICANN sourcing tool (SciQuest/Jaggaer).
20. Describe any services you offer to verify compliance of an identified person with applicable data protection laws and/or practices. For each, provide a range of fees for such services and for which jurisdictions each is available. When providing an answer to this question, please use the template available in the ICANN sourcing tool (SciQuest/Jaggaer).
21. Describe any services you offer to verify the validation of a power of attorney (or local equivalent). For each, provide a range of fees for such services and for which jurisdictions each is available. When providing an answer to this question, please use the template available in the ICANN sourcing tool (SciQuest/Jaggaer).
22. Describe any other verification services you offer that may be relevant and associated fees and availability by country or jurisdiction. When providing an answer to this question, please use the template available in the ICANN sourcing tool (SciQuest/Jaggaer).
Ongoing Operations
23. Describe the customer service and support functions you offer and associated fees and availability by country or jurisdiction. When providing an answer to this question, please use the template available in the ICANN sourcing tool (SciQuest/Jaggaer).
24. Describe any services you offer for supporting challenges to a failed identification attempt and a range of fees and availability by country or jurisdiction (if applicable). When providing an answer to this question, please use the template available in the ICANN sourcing tool (SciQuest/Jaggaer).

6.4 Systems

25. Provide an estimate of effort it would take (in hours), within a +/- 20% range, for the system design of the Central Gateway?
26. Provide an estimate of effort it would take (in hours), within a +/- 20% range, for the system development of the Central Gateway?
27. Provide an estimate of effort it would take (in hours), within a +/- 20% range, for the on-going maintenance of the developed system?

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28. Provide an estimate of effort it would take (in hours), within a +/- 20% range, for the on-going operations of the Central Gateway?
 29. Provide an estimate of the average hourly rate for the above mentioned efforts.
 30. Provide an estimate of the amount (dollars), within a +/-20% range, for any additional fees that may be needed for anything not covered elsewhere.

6.5 Additional Information

31. If you have any additional information, ideas, knowledge, assumptions, or comments related to this initiative that you think would be beneficial to share, please provide a file attachment of the same here (in the ICANN Sourcing tool).



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