Project Overview for the Software Engineering Staff Augmentation RFP

Request for Proposal

21 December 2022

ICANN

1 Introduction

1.1 About this Document

This document provides an overview of the Request for Proposal (RFP) for the ICANN Software Engineering Staff Augmentation. It provides background and pertinent information regarding the requirements for the respondents. The RFP itself is comprised of this as well as other documents that are hosted in the ICANN sourcing tool (SciQuest/Jaggaer).

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

The Internet Corporation for Assigned Names and Numbers' (ICANN's) mission is to ensure the stable and secure operation of the Internet's unique identifier systems. To reach another person on the Internet, you have to type an address into your computer - a name or a number. That address has to be unique so computers know where to find each other. ICANN helps coordinate and support these unique identifiers across the world.

See www.icann.org for more information.

1.3 Logistics

Indications of interest are to be received by emailing SE-Staff-Augmentation-RFP@icann.org. Proposals should be electronically submitted by **23:59 UTC on 26 January 2023** using ICANN's sourcing tool, access to which may be requested via the same email address as above. This RFP may be followed by a reverse auction if deemed necessary by the RFP evaluation team.

2 Scope

2.1 Project Objective

ICANN is soliciting proposals to identify a contracting firm that can provide staff augmentation resources across multiple projects for software engineering, along with a cross functional team to support the following development areas:

- Web and features development
- Content Management System development
- Document Management System development
- Data Migration strategy and consultation
- Quality Assurance testing and automation
- Project and program management

2.2 Background

The Request for Proposal (RFP) requirements are formulated to support staff augmentation strategy within the Software Engineering function of the Internet Corporation for Assigned Names and Numbers (ICANN). While for the term of the corresponding contract, ICANN may elect to modify the resource count and skillset required to support various projects, the initial and primary project in scope requires skillset to design, develop, and support a modern web and digital content and document management platform. This existing platform is fundamental to ICANN's content governance and as such the platform has been designed to support ICANN's strategy to continuously improve the governance, organization, usability, preservation, and security of its online content.

The ideal staff augmentation service provider is one that has an established business practice in web, digital content and document management technologies as part of its core competencies leveraging modern technology stack (cloud native, Kubernetes, modern client-side libraries, and server-side rendering) and practices (lean software development process, and DevSecOps) and offers such capabilities through a deep bench of professional experts assigned to ICANN's team for the long-term success of supported projects. This RFP is not looking to acquire general staffing services only and without the core technology and practice competencies forementioned.

ICANN is initiating this RFP to explore options in securing such expertise and services for the long-term evolution of the ecosystem supporting ICANN's online assets.

2.3 Scope of Work

The selected contracting firm will partner with ICANN to provide a number of resources as part of a larger cross-functional team consisting of both staff and consultants, working on one or more development programs. The program will build an authoring experience and data publishing pipeline from one or more data sources to surface on multiple data display apps using modern stack technologies and methods.

Programs that utilize the cross-functional team will be completed utilizing Agile development methodology with project scope that is defined by ICANN. The team utilizes standard project tracking tools such as Jira to capture project scope, changes in scope, priorities, acceptance criteria, and specific project progress on a dynamic basis.

1.   Resource Types

The program teams typically consist of a core set of ICANN staff that will define project requirements, resourcing needs, timelines, and scope. A Program Manager will act as the primary contact for the business stakeholders and the cross-functional team, and will manage the program priorities and deliverables. Alongside the Program Manager, ICANN project roles will include Lead Developers, Product Managers, and Automation Testers, with each role leading the corresponding contractor resources.

The expectation is that the contracting firm's team will provide staff augmentation by enabling project teams that generally consist of the below roles.

Account Lead/Manager - Provides management of the contracting team resources and acts as a primary point of business contact for the ICANN team.

Developers - A team of developers that will work together and with ICANN to build core project deliverables. The developers should have a range of skill sets with a typical team consisting of the following roles:

- Java, Angular Solution Architect
- Java Full Stack Developer
- Java Full Stack and dotCMS Developer
- Angular / React Developer
- Alfresco Developer

Project Manager - Works with the ICANN Program Manager to manage and run the day-to-day project and operations.

Product Owners - Work with the ICANN Product Managers to define project scope and create requirements, write user stories, and outline acceptance criteria. The Product Owners provide the primary input that will drive the developers' project work.

Automation Testers - Provide testing support for the ICANN test team by writing and defining automation scripts and conducting QA and regression testing for all project feature releases.

Web Content Operations - Support program team by preparing content and files for publication, load materials and content, and support all associated needs as part of the publication process.

2.   Resource Skill Requirements

The contracting firm's engineering resources will need to have a core set of skills to support development efforts on the existing ICANN platform, along with any new project development in the future. The skill set required within the core team is as follows:

Micro Frontend
Service Side Rendering (SSR)
Progressive Web Application
Apache Proxy
Springboot 2.5+
Deployment to Kubernetes
Spinnaker CD
Jenkins CI
AWS Cloudfront & Cloudfront functions
Deploying dotCMS in Containers
Alfresco 6 & 7
Deploying Alfresco into Kubernetes
Test Driven Development (TDD)
Microservices
Containers
Messaging platforms (e.g. Kafka)

3.   Resource Allocation

ICANN anticipates the contracting firm will need to be able to provide the following allocation of resources to support the existing ICANN platform program. As the core program progresses and additional projects are scoped there may be a need to modify the resource allocation, both by role and quantity.

Role	Experience	Quantity
Solution Architect with Java, Angular experience	10 years +	1
Java Full Stack Developer	6 - 10 years	1
Java Full Stack with dotCMS experience	6 - 10 years	2
Angular / React Developer	6 - 10 years	8
Alfresco Developer	6 - 10 years	1
Automation Tester	6 - 10 years	2
Automation Tester with JMeter experience	6 - 10 years	1
Product Owner	6 - 10 years	2
Project Manager	6 - 10 years	1
Web Content Operations	6 - 10 years	1

4.   Resource Locations

ICANN's primary staff for software development is located in the United States Pacific Standard Time (PST) time zone. The expectation is that the contracting firm's staff will be able to support project engagement with ICANN staff in the PST time zone.

The desired location of the contracting firm's resources for optimal program engagement are either onshore or nearshore (PST ±3 hours).

Alternately, ICANN will consider a contracting firm that has software engineering resources (developers) that are located 70% onshore/nearshore and 30% offshore. The remainder of the cross-functional team defined above will need to be located onshore/nearshore.

5.   Performance Management

ICANN expects the contracting firm to track and report on their team's performance to support and maintain the health of the program or programs they are engaged with. In addition, the contracting firm will provide regular reporting of metrics and performance management to ICANN as part of a recurring business review.

At a minimum, ICANN expects the contracting firm to report on the following:

Metric / Measurement	Detail
Cycle Lead Time	The time it takes from starting work on a feature to successfully release to production.
Change Lead Time	The time it takes from feature code committed to code successfully running in production.
Deployment Frequency	How often the team releases deployments to production.
Change Fail Percentage	What percentage of changes to production fail (Release, Configuration Changes, Infrastructure changes).
Mean Time Between Failures (MTBF)	Average amount of time between failures of the service.
Mean Time to Recover (MTTR)	Average amount of time for the service to recover after a failure.
Production Bugs	Number and type of post-deployment bugs discovered in a production environment.

The above list is not exhaustive as ICANN anticipates that the contracting firm has additional metrics that are tracked, measured and reported on.

6.   Contract Term

ICANN expects to contract with the selected firm for a minimum term of three (3) years, with the option of extending with one-year increments, for the staff augmentation services as defined in this RFP.

3 High Level Selection Criteria

The decision to select a provider as an outcome of this RFP will be based on, but not limited to, the following selection criteria:

1. Account management expertise
2. Technical capabilities (skills and experience)
3. Resources
4. Support for data privacy and security
5. Operational excellence
6. Performance measurement
7. Financial value / pricing
8. Reference checks
9. Mitigation of any conflicts of interest
10. Financial health
11. Value added services

4 High Level Business Requirements

The provider must be able to adhere to the complete list of business requirements as listed in SciQuest/Jaggaer. A summary of the key business requirements is listed below:

1. Provider will assign a senior-level Account Manager to ICANN who is responsive and easily reachable.
2. Provider has a cross-functional team that can support ICANN's program requirements, and is able to keep the team staffed with minimal onboarding delay.
3. Provider will conduct quarterly business reviews with ICANN that will include performance and quality metrics, along with other metrics defined and agreed.
4. Provider's cross-functional team must be experienced in Agile development methodologies including Scrum.
5. Provider's cross-functional team must be experienced in code revision control processes and systems (such as Github).
6. Time Zone compatibility. No more than +/- 3-hour time zone difference from ICANN, which is based in the Pacific Standard Time Zone (PST).
7. Fluency in development languages employed by ICANN.
8. High proficiency of resources in written and spoken English.

5 Project Timeline

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

Activity	Estimated Dates
RFP published	December 21, 2022
Participants to indicate interest in submitting RFP proposal	**January 9, 2023**
Participants submit any questions to ICANN via RFP Portal (Q&A Board)	**January 11, 2023 by 23:59 UTC**
ICANN responds to participant questions	January 18, 2023
Participant proposals due by	**January 26, 2023 by 23:59 UTC**
Evaluation of responses	January 27, 2023 - March 17, 2023
Final evaluations, contracting and award	March - April 2023

6 Terms and Conditions

General Terms and Conditions

1. Submission of a proposal shall constitute each respondent's acknowledgment and acceptance of all the specifications, requirements and terms and conditions in this RFP.

2. All costs of preparing and submitting its proposal, responding to or providing any other assistance to ICANN in connection with this RFP will be borne by the respondent.

3. All submitted proposals including any supporting materials or documentation will become the property of ICANN. If the respondent's proposal contains any proprietary information that should not be disclosed or used by ICANN other than for the purposes of evaluating the proposal, that information should be marked with appropriate confidentiality markings.

Discrepancies, Omissions and Additional Information

1. Respondent is responsible for examining this RFP and all addenda. Failure to do so will be at the sole risk of the respondent. Should respondent find discrepancies, omissions, unclear or ambiguous intent or meaning, or should any question arise concerning this RFP, respondent must notify ICANN of such findings immediately in writing via e-mail 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 proposal, such matters must be addressed in respondent's proposal.

2. ICANN is not responsible for oral statements made by its employees, agents, or representatives concerning this RFP. If respondent requires additional information, respondent must request that the issuer of this RFP furnish such information in writing.

3. A respondent's proposal is presumed to represent its best efforts to respond to the RFP. 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 proposal. The burden of proof as to cost credibility rests with the respondent.

4. If necessary, supplemental information to this RFP will be provided to all prospective respondents receiving this RFP. All supplemental information issued by ICANN will form part of this RFP. ICANN is not responsible for any failure by prospective respondents to receive supplemental information.

Assessment and Award

1. ICANN reserves the right, without penalty and at its discretion, to accept or reject any proposal, withdraw this RFP, make no award, to waive or permit the correction of any informality or irregularity and to disregard any non-conforming or conditional proposal.

2. ICANN may request a respondent to provide further information or documentation to support respondent's proposal and its ability to provide the products and/or services contemplated by this RFP.

3. ICANN is not obliged to accept the lowest priced proposal. Price is only one of the determining factors for the successful award.

4. ICANN will assess proposals based on compliant responses to the requirements set out in this RFP, responses to questions related to those requirements, any further issued clarifications (if any) and consideration of any other issues or evidence relevant to the respondent's ability to successfully provide and implement the products and/or services contemplated by this RFP and in the best interests of ICANN.

5. ICANN reserves the right to enter into contractual negotiations and if necessary, modify any terms and conditions of a final contract with the respondent whose proposal offers the best value to ICANN.