

HONG KONG INTERNET REGISTRATION CORPORATION LTD.

**Request for Proposals**  
**on**  
**DDoS Mitigation Service**

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Version 1.4  
21 April 2020

**Unit 501, Level 5, Core C, Cyberport 3, 100 Cyberport Road, Hong Kong.**

Tel.: +852 2319 2303 Fax: +852 2319 2626

Email: [info@hkirc.hk](mailto:info@hkirc.hk) Website: [www.hkirc.hk](http://www.hkirc.hk)

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## 1. SUMMARY

HKIRC currently providing Domain Name Services for both .hk and .香港 domain. As this service is part of the Critical Internet Infrastructure, security is one of the foremost requirements. In order to provision a security measure to cater volumetric Internet attack e.g. Distributed Denial of Service (DDoS). HKIRC is seeking a vendor to implement a DDoS Mitigation Service to mitigate against these threats.

We are planning to implement a system for:

- Continuous network monitoring for all inbound network traffic
- Network threat identification and mitigation service customize to HKIRC's environment
- Continuous protect all HKIRC's network infrastructure when DDoS attack is detected
- 24x7 emergency support

HKIRC is looking for a solution vendor(s) ("the Contractor") to provide and setup for the above solution.

The system requirement and scope of service is detailed in section 4 of this document.

Parties interested in providing this service shall submit Expression of Interest (EOI) **by 27 April, 2020**. For those who have submitted EOI, they should submit proposal (see Appendix D) to the Group no later than **5:30pm on 22 May, 2020**.

The Contractor should submit Expression of Interest by email to HKIRC contacts (refer to Appendix D - HKIRC Proposal Requirements, electronic copy). The Contractor must provide their information as required in the proposal cover page (Appendix D, 1.3 Cover Page).

## 2. DEFINITIONS

### 2.1 THE FOLLOWING TERMS ARE DEFINED AS IN THIS SECTION UNLESS OTHERWISE SPECIFIED.

Audit Committee	The committee established by the HKIRC's board of directors focusing on auditing matters. The committee members are drawn from members of the board of directors.
The Contractor	The company providing the Services requested in this RFP.
HKIRC	Hong Kong Internet Registration Corporation Limited. It is the company requesting proposal for the Services.
HKDNR	Hong Kong Domain Name Registration Company Limited, a wholly-owned subsidiary of HKIRC.
ISMS	Information Security Management System. It consists of an information security organization and a set of policies, guidelines and procedures concerned with information security management.
RFP	Request for Proposal
The Services	The consultancy services with requirements stipulated in section 4 of this document.
Tenderer	The company who will submit proposal to provide the Services.

### **3. BACKGROUND**

#### **3.1 ABOUT HKIRC**

3.1.1 Hong Kong Internet Registration Corporation Limited (HKIRC) is a non-profit-distributing and non-statutory corporation responsible for the administration of Internet domain names under '.hk' and '.香港' country-code top level domains. HKIRC provides registration services through its registrars and its wholly-owned subsidiary, Hong Kong Domain Name Registration Company Limited (HKDNR), for domain names ending with '.com.hk', '.org.hk', '.gov.hk', '.edu.hk', '.net.hk', '.idv.hk', '.公司.香港', '.組織.香港', '.政府.香港', '.教育.香港', '.網絡.香港', '.個人.香港', '.hk' and '.香港'.

3.1.2 HKIRC and HKDNR endeavor to be:

- (a) Cost-conscious but not profit-orientated
- (b) Customer-orientated
- (c) Non-discriminatory
- (d) Efficient and effective
- (e) Proactive and forward-looking

3.1.3 More information about HKIRC and HKDNR can be found at <https://www.hkirc.hk> and <https://www.hkdnr.hk> respectively.

3.1.4 HKIRC and HKDNR are listed as public bodies under the Prevention of Bribery Ordinance (Cap 201).

## 4. THE REQUIRED SERVICES

### 4.1 CURRENT ENVIRONMENT

Currently HKIRC facilities are located in three locations; Two Data Centers and one Office. All Internet facing services are located in the two data centers. The service for this RFP shall cover Internet access in these two data centers.

The two data centers are located in Hong Kong island and Kowloon and are linked by two 100Mbps Point-to-point Metro Ethernet links. There are three 100Mbps Internet link provided by three different Internet Service Providers; two in Primary Data Centre and one in Secondary Data Centre. All internet links are running BGP external routing protocol for multi-site redundancy.

### 4.2 GENERAL REQUIREMENT

- a) The service shall protect two IPv4 /24 and four IPv6 /36 networks under one ASN number in **Always-on** mode during the contract period.
- b) We shall have the flexibility to fallback from Always-on mode to on-demand mode by request
- c) Tenderer should provide hardware, software licenses and professional services as a total solution. Partial solution offer will NOT be accepted.
- d) Tenderer is required to guarantee the hardware and software provided in this proposal will not be end-of-support by the original at least five (5) years from the delivery date.
- e) All proposed equipment must be able to function properly and reliably under the following normal Controlled Environmental conditions:
  - i. Temperature 10°C to 40°C operating
  - ii. Humidity 20%-80% non-condensing
- f) All hardware proposed should comply with the Electrical Supply Characteristics list below; otherwise the successful proposal is required to provide all necessary construction work in the installation site as specified in section 4.5 of this proposal:
  - i. The equipment shall be suitable for use on 220 volts +/- 6% 50Hz single phase

- ii. The quality and capacity of all electrical components and cabling shall be fully equivalent to that required by the latest applicable HKSAR Electrical and Mechanical Services Department specifications.
  - iii. All equipment shall be fitted with 3-core 13A (Live, Neutral, Earth) fused plug for single-phase industrial type supply cable of 3M in length.
- g) All proposed features must be demonstrable during proposal evaluation or the proposed equipment will not be accepted otherwise.

## 4.3 SYSTEM REQUIREMENT

### FUNCTIONAL REQUIREMENTS

- Provide a network traffic cleansing service for all the above mention HKIRC networks again DDoS attack.
- Provide a network traffic cleansing service for all OSI Layers (1-7).
- Provide at least 50Mbps of cleaned traffic to HKIRC in case of an attack.
- Provide protect from at least 100Gbps attack.
- Provide 24x7 service. In case of on-demand service, all SOC operation should be 24x7 and service shall be activated on the minutes notice.
- Provide report on each attack incident and in case of always-on or real-time monitoring service, portal for monitoring real-time attack status.
- Provide regular drill test after service start on service provided at least once per year (not counting drill before service start).
- Provide IPv4 and IPv6 network traffic cleansing service.
- Provide training on the administration and operation of the system

Please describe your system's ability to provide the following features:

### SERVICE

- Describe your DDoS mitigation experience.
- Please explain implementation of your service in detail.
- Describe in detail your platform and available bandwidth for DDoS mitigation.
- Describe your total scrubbing capacity. Include hardware manufacturer
- State and List the scrubbing centers scrubbing capacity. Elaborate it as detail as possible.
- What service providers do you use?
- What is your Application Layer attack mitigation methodology?
- What is your DNS server-based attack mitigation methodology?
- Do you add Access Control List blocks when dealing with a larger Layer-7 attack?
- Please describe the different methods to implement your solution.
- Do you offer DDoS Detection and Alerting? If so, please describe.
- Do you have a 24x7 Security Operations Center?
- Is your Security Operations Center staff dedicated to DDoS mitigation?
- Please explain how your solution handles SSL traffic inspection.
- Describe your social media monitoring process with regards to DDoS attack research.



- Do you have add-on services to gauge web site performance from multiple Internet locations?

#### SERVICE LEVELS

- Do you have an SLA? If so, please describe in detail.
- Can you provision services on an emergency basis?
- How quickly can you provision a customer?

#### TRANSITION

- Describe your overall transition approach and methodology.
- Describe the implementation plan you propose to transition the services.
- Outline the milestones and a schedule for the transition of services.

#### PRICING

- Please give detail description for your pricing model.
- Do you charge overage fees based on the size of the attack? Please explain in detail.
- What are your transition costs?
- If you are providing separate DNS and Application protection, please break down the cost for each of the services provided.

### 4.4 SYSTEM DRILL

System Drill should be carried out at both within each site and between each site. The drill shall include but not be exclusive to the following functions:

- a. The DDoS Mitigation Service with their management element shall still perform if one site gets down or when sites failover occurs.
- b. Notification to or from DDoS Mitigation Service provider on detection of possible DDoS attack.
- c. Confirmation from HKIRC on commencement of DDoS Mitigation Service.
- d. All services and traffic are diverted to DDoS Mitigation Service.
- e. All HKIRC services are available and accessible from the Internet.
- f. Notification to or from DDoS Mitigation Service Provider of DDoS attack ended.
- g. All services and traffic is diverted back to HKIRC infrastructure.
- h. Attack Report from DDoS Mitigation Service Provider.

### 4.5 PROFESSIONAL SERVICE

Tenderers should be responsible for installation, configuration, and performance tuning if required. The services provided should be able to fulfil all the specification requirements in Section 4.2 and 4.3.

- One pre-installation meeting should be held before project starts for technical requirement collection. Implementation plan and project schedule should be provided.
- Responsible for the project management, tracking and monitoring of project issues, as well as the liaison with the network/data center service providers.
- Provide pre-installation checklist, technical advice and assistance in site preparation services.
- Rack-mount installation of appliances, if required. Connect the appliances to network.
- Hardware and software configuration if required.

- Carry out functional and user acceptance test to assure the products are installed properly according to the requirements.
- Carry out failover drill for within each site and between two sites
- Carry out system tuning based on HKIRC's network infrastructure and equipment.
- Production rollout and monitoring.

#### 4.6 PROFESSIONAL SERVICE

The Services shall be provided in Hong Kong. The deliverables shall be delivered to the HKIRC's Primary and Secondary facilities.

#### 4.7 CONTRACTUAL CONSIDERATION

All service contracts shall be of 12 month period, renewable on a yearly basis. Please provide the 2nd year cost for TCO consideration.

## **5. LIMITATION OF LIABILITY AND INDEMNITY**

The company submitting the proposal agrees that if the company becomes the Contractor of the Project, it shall indemnify HKIRC and HKDNR against any claim, demand, loss, damage, cost, expense or liability which the company may suffer from.

### **5.1 SERVICE LEVEL AGREEMENT (SLA), SERVICE CREDITS AND CONTRACT TERMINATION**

All service provided by the Service Provider shall size and scaled to meet the agreed SLA. All equipment shall have redundancy to provide maximum uptime and service. All planned maintenance shall be notified and agreed with HKIRC four weeks in advance.

In case of the Service Provider's service level does not meet with the proposed SLA, the Service Provider shall, as part of the SLA, include a Service Credit scheme for compensation for the service which did not meet the SLA. Service Provider may propose detail scheme during the contractual negotiation stage, but will need to outline the proposed scheme within the proposal for HKIRC to evaluate.

HKIRC also reserves the right to terminate the contract based on a "3-strike" principle; the Service Provider shall not break the SLA for more than three times per year. HKIRC also reserves the right to terminate the service if the service provided:

- Causes disruption and/or losses to HKIRC business and operation
- Causes service downtime without notices

Also, either party could terminate the contract, with 3 months notice, after 18<sup>th</sup> month of the contract.

## **6. INFORMATION SECURITY**

6.1 The Tenderer shall be provided with a set of Non-Disclosure Agreement (NDA) and Information Security Compliance Statement after HKIRC received the company's Expression-of-Interest before the stipulated time. The NDA and the Information Security Compliance Statement shall be signed and returned to HKIRC attached with documents required by the Information Security Compliance Statement before the scheduled deadline. HKIRC will only consider proposals from companies which have signed both the NDA and the Information Security Compliance Statement.

6.2 By signing and returning the Information Security Compliance Statement, the Tenderer acknowledges and agrees that, if the Tenderer is selected as the Contractor, it shall be bounded by, among others, the HKIRC Information Security Policy.

6.3 The Contractor shall comply with the HKIRC Information Security Policy, to the extent that commensurate with its roles and responsibilities. The term "Contractor" hereby refers to all relevant staff members of Contractor and those of any other subcontractors under the Contractor's purview.

6.4 A copy of the HKIRC Information Security Policy will be provided to the Tenderer upon its request after submission of a duly completed and signed NDA.

- 6.5 As proposals received by HKIRC are classified as “RESTRICTED”, Tenderers are requested to mark “RESTRICTED” at the center-top of each page in black color. The proposal must be encrypted if transmitted electronically.

## **7. ANTI-COLLUSION**

- 7.1 The Tenderer shall not communicate to any person other than HKIRC the amount of any proposal, adjust the amount of any proposal by arrangement with any other person, make any arrangement with any other person about whether or not he or that other person should or should not proposal or otherwise collude with any other person in any manner whatsoever in the tendering process. Any breach of or non-compliance with this sub-clause by the Tenderer shall, without affecting the Tenderer’s liability for such breach rules and laws or non-compliance, invalidate his proposal.
- 7.2 Section 7.1 shall have no application to the Tenderer’s communications in strict confidence with his own insurers or brokers to obtain an insurance quotation for computation of proposal price and communications in strict confidence with his consultants/sub-contractors to solicit their assistance in preparation of proposal submission.
- 7.3 The Tenderer shall submit to the HKIRC a duly signed warranty in the form set out in Appendix B to the effect that he understands and will abide by these clauses. The warranty shall be signed by a person authorized to sign the contract on the Tenderer’s behalf.
- 7.4 Any breach of any of the representations and/or warranties by the Tenderer may prejudice the Tenderer’s future standing as a HKIRC’s contractor.

## **8. OFFERING ADVANTAGES**

- 8.1 The Tenderer shall not, and shall procure that his employees, agents and sub-contractors shall not, offer an advantage as defined in the Prevention of Bribery Ordinance (Cap 201) in connection with the tendering and execution of this contract.
- 8.2 Failure to so procure or any act of offering advantage referred to in section 8.1 above committed by the Tenderer or by an employee, agent or sub-contractor of the Tenderer shall, without affecting the Tenderer’s liability for such failure and act, result in his tender being invalidated.

## **9. ETHICAL COMMITMENT**

### **9.1 PREVENTION OF BRIBERY**

- 9.1.1 The Contractor shall not, and shall procure that his directors, employees, agents and sub-contractors who are involved in this Contract shall not, except with permission of Hong Kong Internet Registration Corporation Limited (hereafter referred to as the Organization) solicit or accept any advantage as defined in the Prevention of Bribery Ordinance (Cap 201)

in relation to the business of the Organization. The Contractor shall also caution his directors, employees, agents and sub-contractors against soliciting or accepting any excessive hospitality, entertainment or inducements which would impair their impartiality in relation to the business of the Organization. The Contractor shall take all necessary measures (including by way of internal guidelines or contractual provisions where appropriate) to ensure that his directors, employees, agents and sub-contractors are aware of the aforesaid prohibition and will not, except with permission of the Organization, solicit or accept any advantage, excessive hospitality, etc. in relation to the business of the Organization.

- 9.1.2 The Contractor shall not, and shall procure that his directors, employees, agents and sub-contractors who are involved in this Contract shall not, offer any advantage to any Board member or staff in relation to the business of the Organization.

## 9.2 DECLARATION OF INTEREST

- 9.2.1 The Contractor shall require his directors and employees to declare in writing to the Organization any conflict or potential conflict between their personal/financial interests and their duties in connection with this Contract. In the event that such conflict or potential conflict is disclosed in a declaration, the Contractor shall forthwith take such reasonable measures as are necessary to mitigate as far as possible or remove the conflict or potential conflict so disclosed. The Contractor shall require his agents and sub-contractors to impose similar restriction on their directors and employees by way of a contractual provision.
- 9.2.2 The Contractor shall prohibit his directors and employees who are involved in this Contract from engaging in any work or employment other than in the performance of this Contract, with or without remuneration, which could create or potentially give rise to a conflict between their personal/financial interests and their duties in connection with this Contract. The Contractor shall require his agents and sub-contractors to impose similar restriction on their directors and employees by way of a contractual provision.
- 9.2.3 The Contractor shall take all necessary measures (including by way of internal guidelines or contractual provisions where appropriate) to ensure that his directors, employees, agents and sub-contractors who are involved in this Contract are aware of the provisions under the aforesaid sub-sections 9.2.1 and 9.2.2.

## 9.3 HANDLING OF CONFIDENTIAL INFORMATION

- 9.3.1 The Contractor shall not use or divulge, except for the purpose of this Contract, any information provided by the Organization in the Contract or in any subsequent correspondence or documentation, or any information obtained when conducting business under this Contract. Any disclosure to any person or agent or sub-contractor for the purpose of the Contract shall be in strict confidence and shall be on a “need to know” basis and extend only so far as may be necessary for the purpose of this Contract. The Contractor shall take all necessary measures (by way of internal guidelines or contractual provisions where appropriate) to ensure that information is not divulged for purposes other than that of this Contract by such person, agent or sub-contractor. The Contractor shall indemnify and keep indemnified the Organization against all loss, liabilities, damages, costs, legal costs, professional and other expenses of any nature whatsoever the Organization may suffer,

sustain or incur, whether direct or consequential, arising out of or in connection with any breach of the aforesaid non-disclosure provision by the Contractor or his directors, employees, agents or sub-contractors.

#### 9.4 DECLARATION OF ETHICAL COMMITMENT

- 9.4.1 The Contractor shall submit a signed declaration in a form (see Appendix C) prescribed or approved by the Organization to confirm compliance with the provisions in aforesaid sub-sections 9.1.1 to 9.3.1 on prevention of bribery, declaration of interest and confidentiality. If the Contractor fails to submit the declaration as required, the Organization shall be entitled to withhold payment until such declaration is submitted and the Contractor shall not be entitled to interest in that period. To demonstrate compliance with the aforesaid sub-sections 9.1.1 to 9.3.1 on prevention of bribery, declaration of interest and handling of confidential information, the Contractor and the sub-contractors employed for the performance of duties under this Contract are required to deposit with the Organization a copy of the internal guidelines issued to their staff.

## 10. PROJECT SCHEDULE

	<i>Tasks</i>	<i>To be Completed</i>
		<i>by</i>
1	Publish RFP	22-April-2020
2	Deadline of sending Express of Interest (EOI)	27-April-2020
3	Deadline of returning signed NDA and InfoSec Compliance Statement	4-May-2020
4	Deadline for vendors to submit proposal and quotation	22-May-2020
5	Conclude final decision and appoint the vendor	5-June-2020
6	Sign service agreement contract with the appointed vendor	12-June-2020
8	Service commencement	31-Aug-2020

## 11. ENGAGEMENT OPTIONS & PAYMENT SCHEDULE

- 11.1 The proposal shall be submitted on the basis of “fixed lump sum” for providing the required services outline under section 4.
- 11.2 Interested Tenderers shall provide the breakdown of (i) the cost, in Hong Kong Dollars, and (ii) man-day **of all required services** specified under section 4.
- 11.3 The break down of cost should include:
- Hardware and software involve
  - Hardware maintenance fee (if required)
  - Professional Service cost
  - Total costs in year 1 and year 2
- 11.4 The Tenderers should make certain that prices quote is accurate before submitting their proposal. Under no circumstances will the HKIRC accept any request for adjustment on the grounds that a mistake has been made in the proposed prices.

## 12. SERVICE ACCEPTANCE

- 12.1 The overall service acceptance can be broken down into acceptances at various levels: -
- (a) Services provided and their quality
  - (b) Deliverables and their quality
  - (c) Overall quality of the project/service

Under this acceptance framework, the Contractor should fulfil the scope of services described in section 4. Interested Tenderers may provide additional acceptance criteria and the related plan in detail in their proposals.

### **13. SERVICE AGREEMENT NEGOTIATION AND SIGNATURE**

- 13.1 The service agreement will be drawn up **between the selected Contractor and HKIRC**. HKIRC welcomes the Tenderer's proposal on a suitable service agreement for the project/service.
- 13.2 The service agreement must be signed by both parties within two weeks from the project/service award date. If the agreement is not signed within the said period, HKIRC will start the negotiation with the next qualified Tenderer on the selection list.

### **14. ELEMENTS OF A STRONG PROPOSAL**

- 14.1 All submitted proposal must follow the format as stated in APPENDIX D - HKIRC PROPOSAL Requirements.



**APPENDIX A – HKIRC CONTACTS**

HKIRC contacts information: -

<i>Contacts</i>	
<p><b>Hong Kong Internet Registration Corporation Limited</b></p> <p>Unit 501, Level 5, Core C, Cyberport 3, 100 Cyberport Road, Hong Kong</p> <p>+852 23192303 – telephone +852 23192626 – fax <a href="http://www.hkirc.hk">http://www.hkirc.hk</a></p>	<p><b>Infrastructure Manager</b> Kelvin Ng +852 2319 3819 <a href="mailto:kelvin.ng@hkirc.hk">kelvin.ng@hkirc.hk</a></p> <p><b>Head of IT</b> Ben LEE +852 2319 3811 <a href="mailto:ben.lee@hkirc.hk">ben.lee@hkirc.hk</a></p>
<p><i>If you are not sure about the appropriate person to call, the receptionist can help you.</i></p>	

## APPENDIX B – WARRANTY

To: Hong Kong Internet Registration Corporation Limited (HKIRC)

Dear Sir/Madam,

### WARRANTY

- (1) By submitting a proposal, the Tenderer represents and warrants that in relation to the proposal of [DDoS Mitigation Service](#):
  - (a) it has not communicated and will not communicate to any person other than the HKIRC the amount of any proposal price;
  - (b) it has not fixed and will not fix the amount of any proposal price by arrangement with any person;
  - (c) it has not made and will not make any arrangement with any person as to whether it or that other person will or will not submit a proposal; and
  - (d) it has not otherwise colluded and will not otherwise collude with any person in any manner whatsoever in the tendering process.
- (2) In the event that the Tenderer is in breach of any of the representations and/or warranties in Clause (1) above, the HKIRC shall be entitled to, without compensation to any person or liability on the part of the HKIRC:
  - (a) reject the proposal;
  - (b) if the HKIRC has accepted the proposal, withdraw its acceptance of the proposal; and
  - (c) if the HKIRC has entered into the contract with the Tenderer, terminate the contract.
- (3) The Tenderer shall indemnify and keep indemnified the HKIRC against all losses, damages, costs or expenses arising out of or in relation to any breach of any of the representations and/or warranties in Clause (1) above.
- (4) Clause (1) shall have no application to the Tenderer's communications in strict confidence with its own insurers or brokers to obtain an insurance quotation for computation of the proposal price, or with its professional advisers, and consultants or sub-contractors to solicit their assistance in preparation of proposal submission. For the avoidance of doubt, the making of a bid by a bidder to the HKIRC in public during an auction will not by itself be regarded as a breach of the representation and warranty in Clause (1)(a) above.

- (5) The rights of HKIRC under Clauses (2) to (4) above are in addition to and without prejudice to any other rights or remedies available to it against the Tenderer.

Authorized Signature & Company Chop :

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Name of Person Authorized to Sign (in Block Letters) :

Position of Person Authorized to Sign (in Block Letters) :

Name of Tenderer in English (in Block Letters) :

Date :

## APPENDIX C – DECLARATION OF ETHICAL COMMITMENT

To: Hong Kong Internet Registration Corporation Limited (HKIRC)

Contract No.: \_\_\_\_\_

Title: DDOS Mitigation

In accordance with the Ethical Commitment clauses in the Contract:

- (1) We confirm that we have complied with the following provisions and have ensured that our directors, employees, agents and sub-contractors are aware of the following provisions:
  - (a) prohibiting our directors, employees, agents and sub-contractors who are involved in this Contract from offering, soliciting or accepting any advantage as defined in section 2 of the Prevention of Bribery Ordinance (Cap 201) in relation to the business of HKIRC except with the permission of HKIRC;
  - (b) requiring our directors, employees, agents and sub-contractors who are involved in this Contract to declare in writing to their respective company management any conflict or potential conflict between their personal/financial interests and their duties in connection with this Contract, and in the event that a conflict or potential conflict is disclosed, take such reasonable measures as are necessary to mitigate as far as possible or remove the conflict or potential conflict so disclosed;
  - (c) prohibiting our directors and employees who are involved in this Contract from engaging in any work or employment (other than in the performance of this Contract), with or without remuneration, which could create or potentially give rise to a conflict between their personal/financial interests and their duties in connection with this Contract and requiring our agents and sub-contractors to do the same; and
  - (d) taking all measures as necessary to protect any confidential/privileged information or data entrusted to us by or on behalf of HKIRC from being divulged to a third party other than those allowed in this Contract.

Authorized Signature & Company Chop :

\_\_\_\_\_  
Name of Person Authorized to Sign (in Block Letters) :

Position of Person Authorized to Sign (in Block Letters) :

Name of Tenderer in English (in Block Letters) :

Date :

**APPENDIX D – HKIRC PROPOSAL REQUIREMENTS**

<i>Proposal requirements</i>	
Submission deadline	Please refer to section 1 for the proposal submission deadline.  If tropical cyclone warning signal No.8 or above or the black rainstorm warning is hoisted on the deadline date, the deadline will be postponed to the next working day without advance notice.
Delivery address	Hong Kong Internet Registration Corporation Limited  Unit 501, Level 5, Core C, Cyberport 3, 100 Cyberport Road, Hong Kong
Electronic copy	Electronic copy is mandatory. It shall be sent by email to annie.loi@hkirc.hk and noel.ng@hkirc.hk ; also cc kelvin.ng@hkirc.hk and ben.lee@hkirc.hk.  The proposal must be encrypted if transmitted electronically.  The decryption key must be delivered by another communication channel
Hard copies	Sending hard copies is <u>not</u> mandatory. For sending hard copies, two identical copies of the full proposal are required. The proposal shall be sent to the attention of Annie Loi or Noel Ng.
Proposal format	Please refer to section D.2 below.
Page count	30 pages or fewer. Stapled. Do not bind.
Font	Electronically published or typed. Times New Roman 12 point font.

Successful Tenderer is the one who submitted a clearly worded proposal that demonstrates the following attributes:

- (a) a persuasive section on the company background
- (b) international recognize certification for security audit
- (c) a strong and flexible service and tools meeting HKIRC requirements with minimum customization
- (d) high level of interaction between HKIRC and the Contractor
- (e) excellent fit with the capabilities and facilities of HKIRC
- (f) strong company and project management team

## D.1 PROPOSAL Deadline

All proposals must reach HKIRC as stated in section 1.

## D.2 PROPOSAL CONTENT

The proposal should contain the following. Commonplace information expected under each major heading are elaborated on the next page.

1. Cover Page
2. Executive Summary
3. Conflict of Interest Declaration
4. Company Background
  - 4.1 Financial Situation
  - 4.2 Track Records
  - 4.3 Organization and management team
  - 4.4 Project team with credentials
  - 4.5 Company credentials
  - 4.6 Staff credentials
5. Methodology
6. Project management methodology
7. Understanding of our requirements
8. Knowledge and Advices on Projects/Services
9. Deliverable and Services level
10. Proposed Cost of Services and Payment Schedule
11. Implementation Time Table
12. Commercial and Payment Terms. e.g. Compensation for delay.

## 1. COVER PAGE

Prepare a non-confidential cover page with the following information in the order given.

Cover Page		
Project Title		DDOS Mitigation Service
Project Manager	Name:	
	Title:	
	Mailing address:	
	Phone:	
	Fax:	
	Email:	
Company	Contact person:	
	Title:	
	Company name:	
	Mailing address:	
	Phone:	
	Fax:	
	Email:	
	Website:	

## 2. EXECUTIVE SUMMARY

The executive summary provides a brief synopsis of the commercial and technical solution the Tenderer proposed for the project/service. This summary must be non-confidential. It should fit on a single page.

The executive summary should be constructed to reflect the merits of the proposal and its feasibility. It should also clearly specify the project/service's goals and resource requirements. It should include:

- (a) Rationale for pursuing the project or service, the methodology/technology needed and the present state of the relevant methodology/technology.
- (b) Brief description of the Tenderer's financial situation.
- (c) Brief description of the Tenderer's facilities and experience on similar projects or services

### 3. CONFLICT OF INTEREST DECLARATION

Declare any conflict of interest in relation to the project and the '.hk' ccTLD registry HKIRC.

### 4. COMPANY BACKGROUND

The Tenderer must describe its company background. Major activities, financial situation, organizational structure, management team and achievements in similar projects/services or service outsourcing of the company should be elaborated. Track records are preferred.

List the key technical and management personnel in the proposal. Provide a summary of the qualifications and role of each key member.

### 5. METHODOLOGY

The Tenderer must describe the methods to be used, and briefly explains its advantage and disadvantage. Track records are preferred.

### 6. PROJECT MANAGEMENT METHODOLOGY

The Tenderer must describe the methods to be used, and briefly explains its advantage and disadvantage. Track records are preferred.

### 7. UNDERSTANDING OF OUR REQUIREMENTS

The Tenderer shall describe their understanding of our requirements. With the use of a table, the Tenderer should clearly state their compliance on the requirements listed in the scope of service section; and briefly explain how they are achieved.

### 8. KNOWLEDGE AND ADVICES ON PROJECTS/SERVICES

The Tenderer should describe their knowledge and advices to ensure the success of this project/service or projects/services with similar nature.

### 9. DELIVERABLE AND SERVICES LEVEL

The Tenderer should detail the project/service deliverables, and the services level of the proposed services. **Tables of content of all reports included in the deliverables should be provided in the proposal.**

### 10. PROPOSED COSTS OF SERVICE AND PAYMENT SCHEDULE

For each proposed service, the Tenderer should state the following items separately.

The Tenderer should provide the breakdown of the cost of the whole project/service. The cost shall be broken down by milestone/phases. The payment shall be scheduled based on the milestones and/or deliverables.



Such costs should include, if applicable:

- (a) Fixed setup cost
- (b) Labour unit costs for additional services or requirements. They are typically quoted in unit man day. Quoted in normal working hour, non-working hour and in emergency.
- (c) Equipment that is permanently placed or purchased for HKIRC to complete the project or service, if any.
- (d) Subsequent support, maintenance or consultation service.
- (e) Other direct costs including services, materials, supplies, postage, traveling, pocket money, etc.

## 11. IMPLEMENTATION TIMETABLE

The Tenderer should present in this section the implementation schedule of the project/service. The schedule should be realistic and achievable by the Tenderer.

## 12. COMMERCIAL AND PAYMENT TERMS

The Tenderer should describe the commercial and payment terms of the services e.g. compensation for the delay of the project/service.

\*\*\* END \*\*\*