



DDoS Mitigation Service

Call for Collaboration

Public Document

2nd Aug 2013

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1. INTRODUCTION

- 1.1 The Info-communications Development Authority of Singapore ("IDA") is issuing a Call-for-Collaboration ("CFC") to invite interested operators and service providers ("participants") to submit proposals ("Proposals") to provide a comprehensive and cost effective DDoS Mitigation Service ("DMS") for websites for both industry and government.
- 1.2 Participants who are interested in participating in this CFC shall submit an Expression of Interest response (EOI response).
- 1.3 Upon receiving the EOI response, IDA reserves the right to determine the appropriate parties to issue the Non Disclosure Agreement (NDA), which the parties will have to sign in order to receive the DMS CFC Requirements Specifications document and to attend the CFC briefing.
- 1.3 Upon receipt of the DMS CFC Requirements Specifications documents, participants may submit a proposal to participate in this CFC process. Each CFC Participant may form a consortium with other industry player(s), provided that the CFC Participant is the lead member.
- 1.4 IDA may enter into discussions with shortlisted CFC Participants during the clarification sessions to refine the scope of their proposals, including, technical & operational requirements, timelines and milestones.
- 1.5 Subsequently, IDA will approve selected proposal(s) for the award of a grant, provided that IDA and relevant CFC Participant(s) agree on the terms of the award.

2. IMPORTANT NOTICES

- 2.1 For the avoidance of doubt, this Public Document for the DMS CFC shall be read with and shall be subject to the Important Notices as set out in Annex A.

3. BACKGROUND

- 3.1 Globally, DDoS attacks are among the top 10 threats in the current cyber-threat landscape, increasing in both magnitude and sophistication, targeting both businesses and Government.
- 3.2 Many countries have experienced a spike in the frequency of DDoS attacks, most of which originate from compromised machines ("bots") within the country. Such attacks launched by local botnets can be massive and damaging.
- 3.3 As DDoS attack patterns change, it is no longer sufficient just to augment a target's perimeter defences, e.g. firewalls, IPS, WAF, as such defences are usually constrained by bandwidth and capacity limitations and are easily overwhelmed during a large scale DDoS attack. What is needed is to push the mitigation upstream into the Internet, to provide automated access to sufficient resources to quickly scale to mitigate DDoS attacks, and to do so in a cost effective manner.

4. OBJECTIVES

- 4.1 The desired outcome for this DMS CFC is for the industry to provide a comprehensive DMS Service to protect Singapore websites against DDoS attacks in a cost effective manner.

5. DEFINITIONS

- 5.1 DDoS refers to both a denial-of service attack (DoS attack) and distributed denial-of service attack (DDoS attack) and is a type of attack that is designed to make either the network or computer systems/services unavailable to its intended users.
- 5.2 “DDoS Mitigation Services” is defined as any commercial services that are offered by the Participant that is used to mitigate or identify DDoS attacks.
- 5.3 “Government” with respect to this CFC is defined as any of the organizations listed in the Government directory, including Ministries, Statutory Boards, Organs of State and Other Organizations (see www.sgdi.gov.sg website for full listing).
- 5.4 “Customers” with respect to this CFC refers to all users that subscribe to the DMS service provided by the Participants.

6. BROAD REQUIREMENTS OF THE DMS CFC

- 6.1 The DMS should be offered as a service to businesses/government in Singapore.
- 6.2 The DMS service is expected to protect against Layers 1 to 7 DDoS attacks.
- 6.3 The customers of the DMS Service should not be required to change their existing Internet Service providers in order to use the DMS Service.

7. PROJECT FUNDING

- 7.1 The funding for selected proposal(s) will be determined upon assessment of the submitted proposal(s). All terms and conditions of such approved funding shall be an agreed between the awarded CFC participant(s) and IDA.

8. SCHEDULE

8.1 Timeline of Events (indicative)

Date	Event
2 nd Aug (Friday)	• Issuance of DMS CFC Public Document • Release of DMS CFC Public Document on IDA website
12 st August (Monday)	• Dateline for submission of EOI Response
28 th Aug (Wednesday)	• DMS CFC Briefing for qualified participants
11 th Sep (Wednesday)	• Clarification Session (optional)
7 th Oct (Monday)	• Dateline for DMS CFC Proposal submission • Close of CFC
Oct 13 to Dec 13	• Presentations and Clarifications of Proposals by Short listed Participants
Feb 14	• Announcement of Selected Proposals and award of grant

9. CFC BRIEFING

9.1 IDA will conduct a DMS CFC briefing to cover the details of the DMS CFC Requirement Specifications. To attend the DMS CFC briefing, Participants must have:

- Submitted an EOI Response to IDA by 12th August 2013, and
- Submitted 2 signed copies of the NDA by 23rd August 2013 to IDA and received 1 copy of the NDA duly signed by IDA before the briefing.

10. DISCLAIMERS

10.1 Due to the nature of the CFC, IDA may in its sole and absolute discretion determine whether a particular participant has been shortlisted.

11. SUBMISSIONS

11.1 Format of Submissions

11.1.1 Participants who wish to participate in the DMS CFC shall submit an EOI Response containing the following information:

- EOI Document found in Annex B
- Signed NDA by an authorised representative

11.1.2 Proposal submissions should be made using the DMS Call-For-Collaboration (Proposal Template) provided by IDA. Participants shall furnish all necessary information and documents as required in the template. All assumptions used should be stated clearly in the proposal.

11.1.3 The submission shall be submitted in English written in a clear and concise manner in typed single spacing with Arial font size 12.

11.2 Place and Time of Submission

Five (5) hardcopy and Two (2) softcopy (in a CD-ROM) of the DMS Proposal should reach IDA no later than 7th October 2013 at 1800hrs. All Proposals must be clearly marked as “DMS” and addressed to:

Infocomm Development Authority of Singapore
10 Pasir Panjang Road
#10-01 Mapletree Business City
Singapore 117438

11.3 IDA reserves the right not to accept late submissions.

11.4 Proposals may also be submitted in person at the IDA reception desk on the 10th floor at 10 Pasir Panjang Road, Mapletree Business City, Singapore 117438.

11.5 Contact Details

Enquiries regarding this CFC should be addressed to:

The DMS Project Team
DID: (65) 62111529
Fax: (65) 62112213
Email: IDA_DMS_CFC@ida.gov.sg

No further enquiries regarding this CFC will be entertained after 7th October 2013.

ANNEX A – IMPORTANT NOTICES

Companies or consortiums submitting proposals in response to the DDoS Mitigation Service Call for Collaboration (“Participants”) are deemed to have read and understood the following provisions:

1. Interpretation

1.1 The following words and expressions shall have the meanings hereby assigned to them except where the context otherwise requires:

“Call for Collaboration” or “CFC” shall mean the invitation issued by IDA on 2nd August 2013 to companies to collaborate with IDA and other partners to deploy and maintain a comprehensive and cost effective DDoS mitigation solution for Government and businesses.

“IP” shall mean intellectual property, including but not limited to patents, copyright, industrial design and integrated circuit topography.

“IDA” shall mean the Info-communications Development Authority of Singapore, a statutory board created pursuant to the Info-communications Development Authority of Singapore Act (Chapter 137A) of the laws of the Republic of Singapore with its principal office at 10 Pasir Panjang Road, #10-01 Mapletree Business City, Singapore 117438.

“Proposal” shall mean any and all documents and information submitted by the Participant in response to the Call for Collaboration.

1.2 Words importing the singular shall also include the plural and vice versa where the context requires.

2. Disclaimers

2.1 This Call for Collaboration (CFC) is merely an invitation to treat and is not intended to create or impose any binding legal obligations whatsoever on IDA, whether express or implied and whether contractual or otherwise. Without prejudice to the generality of the foregoing, each Participant acknowledges and agrees that IDA shall be under no duty or obligation to act fairly or equally towards the Participant in relation to IDA’s evaluation of its Proposal or with regard to any process adopted by IDA under this CFC.

2.2 Nothing in this CFC shall constitute a contract between IDA and any Participant. Any Participant selected pursuant to this CFC for participation in the project shall be required to enter into a legally binding agreement with IDA (“Agreement”), the terms and conditions of which shall be agreed between the parties at a later date.

2.3 All submissions of Proposals, clarifications, discussions and presentations relating to this CFC are made entirely at the risk of the Participant.

- 2.4 IDA does not make any representation or warranty, whether express or implied, or accept any liability for the completeness, relevancy, accuracy and/or adequacy of the information provided by IDA in relation to this CFC.
- 2.5 IDA does not make any representation of fact or promise to the future in respect of any project contemplated by IDA relating to this CFC.
- 2.6 IDA accepts no liability or obligation in relation to any Proposal submitted pursuant to this CFC and/or any subsequent clarifications, discussions or presentations thereon, whether requested by IDA or otherwise. The Participant shall bear all costs and expenses associated with the preparation and submission of its Proposal, and any subsequent clarifications, discussions or presentations thereon. IDA will, under no circumstances, be responsible for reimbursing any costs incurred by the Participant during the process, regardless of the conduct or outcome of the evaluation and selection process.
- 2.7 IDA shall have the absolute discretion to accept or reject any Proposal, whether in whole or in part, without giving any reason whatsoever. The receipt by IDA of any Proposal pursuant to this CFC shall under no circumstances impose any form of obligation or amount to an acceptance of or an agreement to abide by any terms or conditions stated therein or elsewhere on the part of IDA.
- 2.8 IDA shall have the absolute discretion, at any time, to terminate this CFC or to change the nature, scope, procedures or timelines for the CFC, including the proposal selection process and criteria. Under no circumstance shall IDA incur any liability in respect of such termination or changes.
- 2.9 IDA shall not owe any liability to any party for any loss or damage whatsoever (including loss of profit, savings, business contracts, or revenues, and all other forms of actual, direct, special, incidental, or consequential loss or damage) arising from or related to any response to this CFC, including but not limited to the submission of Proposals.

3. Ownership of Documents and Intellectual Property

- 3.1 All proposals and other documents or materials submitted to IDA pursuant to this CFC shall become the property of IDA. Notwithstanding the foregoing and without prejudice to any subsequent agreement with IDA to the contrary, any IP contained in any Proposal and/or such other document submitted to IDA shall not be transferred to IDA.
- 3.2 For the avoidance of doubt, all IP in any documents issued by IDA pursuant to this CFC shall remain vested in IDA.

4. Confidentiality of Information

- 4.1 IDA may require any party receiving confidential information from IDA in relation to or arising from this CFC to sign a written non-disclosure agreement setting out such party's confidentiality obligations in relation to such confidential information.

- 4.2 IDA accepts no liability or obligation in relation to any confidential information disclosed to IDA by a Participant pursuant to this CFC unless otherwise agreed by IDA in a written non-disclosure agreement setting out IDA's confidentiality obligations in relation to such confidential information.

5. IDA's Right to Seek Recovery

Nothing herein shall prejudice or limit IDA's right to seek recovery from the Participant for any loss, damage, costs, expenses, or liability incurred by IDA and/or its officers, directors and employees, directly or indirectly arising out of or relating to the submission of the Proposal by the Participant and IDA's retention and use thereof, including but not limited to any claim that the Proposal infringes any third party's IP rights.

ANNEX B - EXPRESSION OF INTEREST DOCUMENT

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Please tick the box if the applicant intends to express interest in participating in IDA's DMS CFC and in attending the DMS briefing to be conducted by IDA. If this box is ticked, please complete the information as requested in this ANNEX B

1. Company Information

Company Name			
Mailing Address (if different from registered address)			
Telephone		Fax	
Country of Incorporation		Corporate Web Site URL	
ACRA Reg. No*		Date of Registration	
Paid-up Capital (S\$)**			

*Please attach a copy of the **latest updated** ACRA search.

** Please provide certified copies of 3 years of FULL set of the **latest** audited financial / management report.

Company Registration: (please tick one)

- ☐ Sole Proprietorship
- ☐ Partnership
- ☐ Private Limited (non-exempt limited by shares)
- ☐ Public Limited (limited by shares)
- ☐ Research Institute / Institute of Higher Learning

☐ Others (please specify): _____

2. Contact Person for Future Correspondence

Name			
Designation			
DID		Fax	
Mobile No.		Email Address	

3. Company Structure

(Please attach organisational chart and operational chart if available)

Total number of full time employees : []

Number of technical personnel : []

Key Management Personnel who will be involve in the DMS CFC: (Please attach biography if available):

Name	Designation	Years of Related Experience	Professional/Academic Qualification

4. Company Summary

Please provide an executive summary of your company and demonstrate and elaborate on the company's domain experience in relation to the DMS project.

Signed for and on behalf of :-

[STATE NAME OF ENTITY]

Name:

Designation:

Date: