



**SUBJECT**

Call for Expressions of Interest: Trusted  
Introducer Service  
TSec(11)015

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## Call for Expressions of Interest: Trusted Introducer Service

TERENA's Trusted Introducer (TI)<sup>1</sup> service offers an accreditation and certification scheme for Computer Security Incident Response Teams (CSIRTs) in and around Europe. As the current contract with the company that provides the TI service as a subcontractor to TERENA will expire on 31 August 2011, TERENA<sup>2</sup> is – in compliance with the applicable public procurement regulations – seeking to contact organisations that are interested in providing (part of) the TI service items from 1 September 2011 onwards on the basis of a contract for one or more years.

Prospective suppliers must have knowledge of computer incident and response handling, public key infrastructures, secure website hosting and development, and other appropriate technologies. They should preferably also have practical experience of working in the CSIRT community, and be familiar with organisations such as FIRST and ENISA.

Organisations that are interested in providing (part of) the TI service items as described below, should express their interest by email to TERENA's Secretary General, Karel Vietsch <vietsch@terena.org> **before Friday 11 March 2011 at 17:00 UTC+1.**

Simple expressions of interest with a reference to a short description of the interested organisation will suffice; costed proposals for the service provision will be invited only at a later stage of the procurement process.

Questions or requests for further clarification may also be submitted to the email address above.

### Service description

The TI service currently covers more than 70 accredited and 140 listed CSIRTs from the research and education, commercial, government and military sectors in countries in and around Europe. The service specification has been developed in consultation with the TI community of accredited CSIRTs and is comprised of mandatory and optional items, as well as the certification service component that is to be charged separately. These items are outlined below, but this list is for information only and is not intended to be a comprehensive service specification.

The following items are mandatory:

- Provision and maintenance of an electronic registry providing contact information for listed, accredited and certified CSIRTs
- Listing and accreditation of CSIRTs according to the criteria agreed by the TI community
- Re-verification of information of accredited CSIRTs at least once every four months, and taking appropriate action in the event of failure by a CSIRT to re-verify or to pay its service fees.

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<sup>1</sup> The Trusted Introducer website is <http://www.trusted-introducer.org/>

<sup>2</sup> Information on TERENA can be found at <http://www.terena.org/>

- Handling the admission and re-admission of TI Associates according to the criteria agreed by the TI community
- Registration and maintenance of IRT objects in the RIPE database for all accredited CSIRTs
- Provision and maintenance of public and restricted TI websites where service and contact information is published
- Provision and maintenance of mailing lists for accredited CSIRTs and TI Associates.
- Organisation of three meetings per year for accredited CSIRTs, in conjunction with TF-CSIRT meetings
- Publishing a comparative summary (compendium) of information provided by all accredited CSIRTs
- Producing progress reports on the TI service every four months.

The following items are optional:

- Provision of a Certificate Authority and issuing X.509 certificates to official representatives of accredited CSIRTs
- Signing PGP keys of CSIRTs and their representatives
- Provision of a voicemail and SMS alerting service to allow important information to be disseminated to all accredited CSIRTs if the Internet becomes unreliable or insecure.

Certification is to be provided as an additional chargeable service:

- Assessing CSIRTs for certification status (including an on-site workshop) according to the criteria agreed by the TI community, including re-verifying information every four months, and re-certification every three years.