

Project Overview for IMRS Cluster (Africa) Colocation RFP

Request for Proposal

ICANN Engineering & IT
23 March 2022



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1 Introduction

1.1 About this Document

The Internet Corporation for Assigned Names and Numbers (“ICANN”) is seeking two colocation providers in Africa, one in Egypt and one in Kenya, for our global network infrastructure.

The services are intended to augment the services provided by the ICANN DNS (Domain Name System) Engineering Department for the ICANN Managed Root Server (IMRS) in the Africa region. For more information on the IMRS project, please visit: <http://www.dns.icann.org/imrs/>.

Indications of interest are to be received by emailing IMRS.Cluster.Africa.Colo-RFP@icann.org. Intentions to bid should be submitted by 23:59 UTC on 4 April 2022. Completed proposals should be electronically submitted by **23:59 UTC on 20 April 2022** using ICANN's sourcing tool. Access to the tool may be requested via the same email address as above.

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

The Internet Corporation for Assigned Names and Numbers’ (ICANN) 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.

ICANN promotes competition and develops policy on the Internet’s unique identifiers. ICANN has introduced over 1200 new generic top-level domains (gTLDs), each of which is operated by a Registry. In addition, as a function of ICANN's responsibility, it accredits domain name Registrars, who facilitate the registration of Internet domain names for individuals and organizations (i.e., registrants). Currently, there are approximately 3,000 ICANN-accredited Registrars.

See www.icann.org for more information.

2 Scope

2.1 Project Objective

ICANN is seeking two qualified colocation Tier 3 or Tier 4¹ colocation providers to bid on hosting two new IMRS (ICANN Managed Root Server) Clusters in Africa, one in Egypt and one in Kenya.

2.2 Background

As part of the service provided to the Internet community, ICANN operates one of the 13 root servers of the Internet. The server is known as the ICANN Managed Root server (IMRS), or “L.ROOT-SERVERS.NET”.

The ICANN organization has established the need to continue expansion of the ICANN Managed Root Server (IMRS) by installing two new clusters in Africa, one in Egypt and one in Kenya. Increased root server capacity will improve the resiliency of not only the IMRS, but also the entire Root Server System.

2.3 Scope of Work

Service summary

- The colocation vendor must be a Tier 3 or Tier 4 facility, as determined by the [Uptime Institute Tier Standard Systems](#).
- The colocation vendor must provide secure accommodations for the IMRS equipment, preferably a private cage. If a private cage is not available, we will consider a locked cabinet within a shared cage that has controlled access.
- The cabinet must be a 4-post rack with at least 42U (rack units) worth of usable space and adjustable depth.
 - The rack must have standard dimensions of 19” (inches) wide and at least 36” depth.
- The colocation vendor must be able to provide appropriate power and cooling for a 3kVa rack.
- The colocation vendor must be able to provide redundant power on “A and B” configurations; 16 amps @230v single-phase power circuits, or an equivalent single-phase solution using IEC 60309 for 2P+PE 6h plugs.
- The colocation facility must be carrier-neutral.
- The colocation vendor must have an English-speaking NOC (Network Operations Center) contact available 24x7x365 for information, problem resolution, and escalation.
- The colocation vendor must maintain a web portal for ICANN to submit troubleshooting tickets, change requests, billing information requests, access request and logs, and other related requests.
- Agree to all the assumptions listed on the pricing workbook file.

¹ as determined by the [Uptime Institute Tier Standard Systems](#).

Site Requirements

- The site must maintain adequate levels of power and cooling redundancy and provide documentation of these systems.
- The site must be staffed 24x7x365 with both security personnel and site technicians. Escalation personnel who speak English must be available and on-call 24x7x365.
- The colocation vendor must provide remote-hands services 24x7x365, including priority tickets, as requested.
- The colocation must maintain a secure package storage room. This includes providing:
 - A log of inbound and outbound deliveries, including holding timeframes.
 - Process documentation on how to receive and ship packages.
- The colocation vendor must be able to set up and validate/test cross-connects to ICANN-selected carriers as needed.

Security Requirements

- The site must maintain video recording (CCTV) of all access to the facilities entry points, including the cabinet, cage, or space assigned to ICANN.
- The site must maintain logs of entry to the facility of all personnel and visitors.
- The colocation must provide documentation of all security features for the site.

Service Availability

- The colocation will guarantee services availability of 99.982% for a given year. For maintenance, the colocation provider will provide ICANN seven (7) business days advance written notice. In the event of any unscheduled downtime, ICANN and the colocation will determine the cause of the downtime. If downtime is in excess of the established SLA, colocation provider shall make reasonable and appropriate accommodations to ICANN.

Notifications Requirements

- The colocation will promptly notify ICANN as soon as possible of all outage events via email to designated ICANN contacts. Such notifications will indicate the nature of the problem, estimated time to recovery or mitigation, the actions taken to remedy current problems, and measures implemented to avoid similar outages and problems of a similar nature in the future.

Contracting Requirements

- ICANN is looking for a contract with an initial term of three (3) years, which will be converted to a month-to-month basis after the initial term has been completed.
- Colocation provider meets all the regulatory requirements within the country.

Other Requirements

- Colocation provider must provide a list of ISPs (Internet Service Providers) and onsite PoPs (Point of Presence) for the campus. This includes those connected via dark fiber

cross-connects. Lighted cross-connect services will not be considered as a supported solution.

3 High Level Selection Criteria

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

1. Colocation site design redundancy level, provided services, and capacity.
2. Colocation security.
3. Number of ISPs available at colocation facility.
4. Vendor is compliant with local regulations.
5. Price.
6. Customer references – to be used only as a tiebreaker.

4 Proposal Components

At a minimum, proposals should include the following components:

- Company background.
 - If a reseller is presenting the proposal, the reseller must include the background information for the actual colocation provider.
- Documentation of the services included in the proposal, including detailed costs for NRC (Non Recurring Charges), MRC (Monthly Recurring Charges), and any additional fees.
- Documentation details as requested in the Scope section.
- Documentation for any related services that may provide added value.
- Estimated timeline for building out services.
- Applicable SLA (Service Level Agreement) documents and site certifications.
- Completed Pricing Workbook.
- Customer References (use the template attached in RFP).
- Signed Conflict of Interest Disclosure Form (use the template attached in RFP).
- A draft of an order form or contract that your firm typically uses.
- Additional attachments as necessary.

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	Dates
RFP published	23 March 2022
Participants to indicate interest in RFP	04 April 2022 by 23:59 UTC
Participants submit any questions to ICANN	06 April 2022 by 23:59 UTC
ICANN responds to participant questions	13 April 2022
Participant RFP proposals due	20 April 2022 by 23:59 UTC
Evaluation and selection of the vendor	23 May 2022

6 Terms and Conditions

General Terms and Conditions

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

1. 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.
2. All submitted proposals including any supporting materials or documentation will become the property of ICANN. If 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 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.

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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.



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