

# **IMRS Singapore Cluster colocation RFP**

Request for Proposal

23 December 2019

# 1 Introduction

## 1.1 About this Document

The Internet Corporation for Assigned Names and Numbers (“ICANN”) is seeking one colocation provider in Singapore for our global network infrastructure.

The services are intended to augment the services provided by the ICANN DNS Engineering Department for the ICANN Manage Root Server (IMRS) in the Asia 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 [IMRSCluster.Sing.CoLo-RFP@icann.org](mailto:IMRSCluster.Sing.CoLo-RFP@icann.org). Proposals should be electronically submitted by **23:59 UTC on 31 January 2020** using ICANN's sourcing tool, access to which 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](http://www.icann.org) for more information.

## **2 Scope**

### **2.1 Project Objective**

ICANN is seeking a qualified colocation Tier 3 or Tier 4 colocation provider to bid on the hosting of a new IMRS (ICANN Managed Root Server) Cluster to be located in Singapore.

### **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 ICANN Manage Root server (IMRS) or also known as "L.ROOT-SERVERS.NET".

The ICANN organization has established the need to continue to expand the ICANN Managed Root Server (IMRS) by installing a cluster in Singapore, resulting in increased root server capacity for the Asian region and resulting in increased resiliency of not just the IMRS, but the entire Root Server System.

## 2.3 Scope of Work

Service summary:

- The colocation vendor must be able to provide a private cage or locked cabinet with controlled access to shared cage, on a colocation provider-controlled space within a Tier 3 or Tier 4 facility. Tier level will be determined by the standard provided by the Uptime Institute Tier Standard Systems.
- The cabinet must be full 4 post rack(s) with at least 42U rack unit's worth of ICANN usable space, and adjustable depth.
- The rack must follow standard dimensions of 19" wide and must have at least 36" depth.
- The colocation vendor must be able to provide appropriate power and cooling for an 8kVa rack.
- The colocation vendor must be able to provide redundant power on "A and B" configuration; power circuits 32 amps @230v single-phase or equivalent single-phase solution.
- The colocation vendor must be a carrier neutral facility provider.
- The colocation vendor will provide an English speaking 24x7x365 NOC contact details with information for problem resolution and escalation.
- The colocation vendor will maintain a web portal to submit trouble tickets, change requests, review billing information, access request and logs, and related requests.
- Agree to all the assumptions listed on the pricing workbook file

Site Services Requirements

- The site must maintain adequate levels of power and cooling redundancy. Documentation of those must be provided.
- The site must be manned 24/7 of both security personnel and site technicians. Escalation personal must be available on-call 24/7.
- The colocation vendor must be able to provide remote-hands services 24/7, including priority tickets, as requested.
- The colocation must maintain a secure package storage room, with tracking of inbound and outbound deliveries. Process documentation must be provided for inbound/outbound with holding timeframes.
- The colocation vendor must be able to setup 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 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 3- to 5-year term contract.

#### Other requirements:

- Colocation provider must provide a list of ISPs with an onsite PoP for the campus, including those on the site campus that are connected via dark fiber cross connects. Lighted cross connect services will not be considered as a supported solution.

## 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. Colocation site design redundancy level, service provided and capacity.
2. Colocation security
3. Colocation provider on-site ISPs available
4. Price
5. Customer References – to be used only as a tiebreaker

## 4 Proposal Components

Proposals should include the following components at a minimum:

- A proposal document outlining the following:
  - Company background
    - If a reseller is presenting the proposal; it must include company background information for the colocation provider.
  - Documentation of the services included on the proposal, including detail cost for NRC, MRC and any additional fees.
  - Documentation details as requested on the scope section.
  - Documentation for any other services that might be related or provide a value added.
  - Build out timeline for the services.
  - Applicable SLA 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 December 2019
Participants to indicate interest in submitting RFP	10 January by 23:59 UTC
Participants submit any questions to ICANN	14 January by 23:59 UTC
ICANN responds to participant questions	17 January
Participant RFP proposals due by	31 January by 23:59 UTC
Evaluation and selection of the vendor	14 February

# 6 Terms and Conditions

## General Terms and Conditions

1. Submission of a proposal shall constitute 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 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.
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.