

# Project Overview for IMRS Cluster (Africa) Connectivity 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 one or more Internet service providers (ISPs) to provide connectivity in Egypt and Kenya for our global network infrastructure.

The services are intended to augment the services provided by the ICANN DNS 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.Conn-RFP@icann.org](mailto:IMRS.Cluster.Africa.Conn-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](http://www.icann.org) for more information.

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## 2 Scope

### 2.1 Project Objective

ICANN is seeking qualified ISPs (Internet service providers) to bid on the delivery of Internet transit to two new IMRS Clusters, 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 Managed Root Server (**IMRS**) DNS system operates at:

- IPv4 address **199.7.83.42** from the ranges **199.7.83.0/24** and **199.7.82.0/23**
- IPv6 address **2001:500:9f::42** from the ranges **2001:500:9f::/48** and **2001:500:9e::/47**
- All these prefix ranges are announced from **AS20144**.

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

- Provide a 10Gb (Gigabit) ethernet, full-duplex, fiber connection, utilizing standard 10G-LR optics.
- The provided service must be of burstable nature, with a 10% committed data rate and burstable to full port speed.
- The ISP will provide native, unfiltered IPv4 and IPv6 connectivity.
- The ISP will allow IMRS BGP (Border Gateway Protocol) announcements.
- The ISP will provide full views of the IPv4 and IPv6 routing tables.
- The ISP will have an English-speaking NOC (Network Operations Center) contact available 24x7x365 for information, problem resolution, and escalation.
- The ISP will maintain a web portal to submit troubleshooting tickets, change requests, billing information, and other related requests.
- Provider must maintain a portal with BGP Communities it supports for client use for routing engineering as per documented RFC (Request for Comments) standards.
- Agree to all the assumptions listed on the pricing workbook file.

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## Connection Requirements

- The ISP will provide one 10Gbps ethernet port and one LOA (Letter of Authority). ICANN will be financially responsible for cross-connect fees to the ISP.
- Since ICANN has yet to determine the co-location facility, we are requesting a full list of all the PoPs (Point of Presence) the ISP has in Kenya and Egypt at carrier-neutral locations. Please include the addresses where they are able to provide service.

## ISP PoP (Point of Presence) Requirement

- The ISP must have an on-site, fully redundant PoP that has redundant uplink fibers and equipment.
- Vendor will need to provide supporting documentation of the site, including network diagrams, if requested.

## Bandwidth Requirements

- The ISP must be able to provide bursting capacity to the full 10Gbps speed and all supporting documentation for the site.

## Service Availability

- The ISP shall guarantee network availability of 99.999% in a given month, excluding scheduled maintenance. In the event of scheduled maintenance, the ISP shall provide ICANN with written notice seven (7) business days in advance.
- In the event of any unscheduled downtime, ICANN and the ISP will jointly determine the cause of the downtime. If such downtime is in excess of 00.01% for a given month, excluding scheduled maintenance, the ISP shall make reasonable and appropriate accommodations to ICANN.

## Notifications Requirements

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

## Contracting Requirements

- ICANN is looking for a contract with an initial term of one (1) to two (2) years, which will be converted to a month-to-month basis after the initial term has been completed.
- Provider meets all regulatory requirements within the country.

## Secondary Services

- Provide a 100Mb (megabit) ethernet, full-duplex, UTP (Unshielded Twisted Pair) connection or 1Gb MMF/SMF (Multi-Mode Fiber/Single Mode Fiber) (SX or LX).
  - The provided service must be of burstable nature, with a 10% committed data rate and burstable to full port speed.

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- The ISP will provide native, unfiltered IPv4 connectivity.
    - The ISP will provide a routable IPv4 address space of size “/27”.
  - Provide one ethernet port and one LOA. ICANN will be financially responsible for the fees to cross-connect to the ISP.

### 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. Regional (Kenya, Egypt, and its nearby countries) reach of service.
2. ISP PoP site design, redundancy level, and capacity.
3. Vendor is compliant with local regulations.
4. Price.
5. Customer references – to be used only as a tiebreaker.

### 4 Proposal Components

Proposals should include the following components at a minimum:

- Company background.
  - If a reseller is presenting the proposal, the reseller must include the background information for the actual service provider.
- Documentation of the services included on the proposal.
- Documentation for any other services that might be related or provide a value added.
- Applicable SLA (Service Level Agreement) documents.
- 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 company typically uses.
- Additional attachments as necessary.

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## 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

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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.





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