

Project Overview for the Server Equipment Refresh 2020 RFQ

Request for Quotation

23 December 2019

1 Introduction

1.1 About this Document

The Internet Corporation for Assigned Names and Numbers (“ICANN”) is seeking one or more providers to facilitate the sourcing and pre-configuration tasks for servers and network equipment for our global network infrastructure.

The servers are intended to replace, or augment the services provided by the ICANN DNS Engineering Department.

Indications of interest are to be received by emailing ServerEquipment2020-RFQ@icann.org. Proposals should be electronically submitted by **23:59 UTC on 22 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 for more information.

2 Scope

2.1 Project Objective

The objective of this RFQ is to identify one or more suppliers that can deliver the requirements to ICANN as specified in the Scope of work section.

2.2 Background

At appropriate intervals commensurate with the expected longevity of hardware the DNS Engineering Department of ICANN refreshes its infrastructure components to ensure that the equipment is both current and supported for ICANN production services. This is a recurring task that occurs based on business requirements and demand.

2.3 Scope of Work

- Ability to provide equipment as specified by ICANN.
- Ability to perform testing of equipment to confirm the equipment is in working order prior to shipping.
- Ability to preconfigure equipment per ICANN specifications (refer to document “Equipment Configuration and Customization.docx” in RFQ). Including:
 - Configure hardware settings
 - Pre-image system with a provided operating system
 - Load system configuration
- Ability to customize hardware as needed (refer to document “Equipment Configuration and Customization.docx” in RFQ)
- Maintain hardware inventory of shipped goods
- Ability to provide an accurate shipping quote; detailing shipping, taxes and any other associated costs
- Ability to ship hardware internationally to ICANN facilities around the world, including perform payment on behalf of ICANN for all shipping costs (taxes and any other associated costs).
- Ability to ship the order as a single shipment
- Ability to provide a timeline or ETA for delivery to specified ICANN facility.
- Ability to be contacted as needed to work on any delivery related needs
- Provide itinerary for the shipping (before it ships), tracking information and regular updates on the delivery status
- Agree to all the assumptions listed on the pricing workbook file

3 High Level Selection Criteria

The decision to select a provider as an outcome of this RFQ will be based on, but not limited to, the following selection criteria:

1. Meeting the requirements as specified in the document “Equipment Configuration and Customization.docx” in the RFQ
2. Experience on hardware customization and shipping hardware internationally.
3. Price, including detailed pricing per item.
4. 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
 - Experience with hardware customization
 - Experience with international shipping
 - Details on certifications of company and/or employees on the provided platforms
 - Examples of conducting similar tasks
- Completed Pricing Workbook
- Customer References (use the template attached in RFQ)
- Signed Conflict of Interest Disclosure Form (use the template attached in RFQ)
- 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 RFQ. ICANN reserves the right to modify or change this timeline at any time as necessary.

Activity	Dates
RFQ published	23 December 2019
Participants to indicate interest in submitting RFQ	8 January by 23:59 UTC
Participants submit any questions to ICANN	10 January by 23:59 UTC
ICANN responds to participant questions	14 January
Participant RFQ proposals due by	22 January by 23:59 UTC
Evaluation and selection of the vendor	End of January

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 RFQ.
2. All costs of preparing and submitting its proposal, responding to or providing any other assistance to ICANN in connection with this RFQ 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 RFQ 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 RFQ, 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 RFQ. If Respondent requires additional information, Respondent must request that the issuer of this RFQ furnish such information in writing.
3. A Respondent's proposal is presumed to represent its best efforts to respond to the RFQ. 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 RFQ will be provided to all prospective Respondents receiving this RFQ. All supplemental information issued by ICANN will form part of this RFQ. 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 RFQ, 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 RFQ.
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 RFQ, 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 RFQ 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.