Emergency Back-End Registry Operator Request for Information (EBERO RFI)

Table of Contents

1.0 Introduction

1.1 Introduction

ICANN welcomes those entities wishing to become an Emergency Back-End Registry Operator (EBERO). This will become an important role as the top-level domain (TLD) name space expands and new TLDs usher in new services and increased competition that will serve to benefit Internet users. Emergency Back-End Registry Operators will act to protect registrants and ensure ongoing DNS stability.

The EBERO is designed for the protection of registrants – to be activated should a registry operator require assistance to sustain critical registry functions for a period of time or in the case of transition for one registry operator to another.

The Internet Corporation of Assigned Names and Numbers ("ICANN") is issuing this Request for Information ("RFI") to identify potential service providers that are able to fulfill key tasks including, for example, expertise in registry operations, demonstrated best practices, providing value-added services, and the ability to work within the requirements established in this RFI. The RFI results will also inform applicants, and serve to refine the requirements of the Emergency Back-End Registry Operator transition process.

ICANN intends to enter into negotiations with selected respondents to this RFI and subsequently select those to provide EBERO Services based on responses to this RFI. To ensure consideration, entities wishing to become an Emergency Back-End Service Provider should respond in full to this inquiry.

1.2 Overview of ICANN[1]

ICANN's mission, pursuant to its bylaws, is to coordinate, at the overall level, the global Internet's systems of unique identifiers, and in particular to ensure the stable and secure operation of the Internet's unique identifier systems. In particular, ICANN:

    A. Coordinates the allocation and assignment of the three sets of unique identifiers for the Internet, which are:

        a. Domain names (forming a system referred to as "DNS");

        b. Internet protocol ("IP") addresses;

        c. Autonomous system ("AS") numbers; and

        d. Protocol port and parameter numbers.

---

[1] See www.icann.org for more information on ICANN: its mission and processes, and how to participate in the multi-stakeholder model.

B. Coordinates the operation and evolution of the DNS root name server system.

C. Coordinates policy development reasonably and appropriately related to these technical functions.

ICANN is dedicated to preserving the operational security and stability of the Internet; to promoting competition; to achieving broad representation of global Internet communities; and to developing policy appropriate to its mission through bottom-up, consensus-based processes.

1.3 Overview of the Initiative

The role of the Emergency Back-End Registry Operator (EBERO) is to provide emergency services when a Registry Operator is unable to perform the Critical Functions of a registry operator. These critical functions have been identified as providing: DNS, DNSSEC, Whois, SRS/EPP, and Data Escrow. The inability to perform has been identified as performing below a defined, published threshold and requires temporary replacement. This RFI is to support the process of selecting Emergency Back-End Registry Operators (EBEROs). It is intended that ICANN will enter into agreements with the entities selected to act as EBEROs.

ICANN is seeking to enter into agreements with EBEROs from geographically diverse regions in order to increase the effectiveness of the EBERO model as a whole. ICANN intends to select two or more operators.

When an emergency occurs (as defined by operating below a pre-defined threshold) and Emergency Operator services are required, ICANN will activate one of the EBEROs.

1.4 Background Information

In April, 2009, ICANN published the *ICANN gTLD Registry Continuity Plan*[2]. This document includes a gTLD Registry Continuity Framework developed in collaboration with experienced gTLD (generic top-level domains), ccTLD (country code top-level domains) registries and members of the technical community. The overall goals of ICANN's gTLD Registry Continuity Framework are:

1. to protect existing domain name registrants; and
2. to ensure confidence in the Domain Name System (DNS).

The development of the framework has been guided by the following ICANN Core Values:

1. Preserving and enhancing the operational stability, reliability, security, and global interoperability of the Internet;

---

[2] See: http://www.icann.org/en/registries/continuity/gtld-registry-continuity-plan-25apr09-en.pdf

2. Making decisions by applying documented policies neutrally and objectively, with integrity and fairness;

3. Acting with a speed that is responsive to the needs of the Internet while, as part of the decision-making process, obtaining informed input from those entities most affected.

The Registry Continuity framework recognizes the need for a prescribed ability to continue services in the event of a Registry Operator failure. It considers the concept of a back-up operator and the intrinsic complications in a single back-up operator supporting all existing capabilities of different registry models. In view of those complications, the framework identifies certain base level "critical functions", required to maintain the minimum operating services of a Top-Level Domain.

In May 2011, ICANN published an updated Explanatory Memorandum *"gTLD Registry Transition Processes Model" (RyTP)*[3]. This document further elaborates on the concept of critical functions of a TLD registry and discusses the types of transitions that may occur between one Registry Operator and another. The memo introduced the concept of the EBERO to support the TLD critical functions of failing Registry Operators where there is an immediate need to do so.

2.0 Objectives and Requirements

2.1 Objectives
Overview

This section provides respondents with some guidance as to the current responsibilities of an EBERO, the minimum requirements, and desired capabilities. Included is approximate guidance on minimum peak capacity in each service area. As there is no precedent to the EBERO function at ICANN, and there is no way to estimate a number of registries that might require EBERO services in the near future - any guidance from ICANN is for estimating purposes only. An important consideration for any respondent is to demonstrate an approach or approaches to scale services to address growing transaction volumes and the numbers of registries operating concurrently by an EBERO. As an example below: sample minimum peak capacities were generated based on estimating a value of 10 concurrent registries in the EBERO operated registry system supported by an EBERO, with a total aggregate number of 1,000,000 Domains.

Respondents should examine the required capabilities and experience and respond with following areas of consideration:

- Indicate, in detail, your ability to meet or exceed the requirements outlined in 2.2;
- Explain any additional considerations you believe are essential for an EBERO that are not included or mentioned in this RFI or current proposed processes. Note the SRS functions for an

---

[3] See: http://www.icann.org/en/topics/new-gtlds/registry-transition-processes-clean-30may11-en.pdf. The May 2011 paper is an updated version of the explanatory memorandum published on 31 May 2010, following comments primarily by the SSAC.

EBERO have been reduced from a fully functioning registry. Please comment on this in particular, do you see any use cases where the proposed reduced functions are inadequate or problematic to maintain the critical services as defined in the RyTP memo?

2.2 Required Capabilities and Experience

ICANN expects that RFI respondents are able to demonstrate capability and experience in the areas specified below.

An EBERO has the responsibility of taking over critical infrastructure services during tight timelines when there is an existing or imminent failure of one or more critical functions or of the registry operator as an organization. This requires the general ability to provide the traditional registry services of a TLD operator, and manage an emergency transition of the related registry data from the current registry (if it is cooperative) or from an escrow deposit (in the worst case) into an operational registry environment. An EBERO will be required to maintain accounts with ICANN-accredited registrars.

2.2.1 DNS and Domain Name Security Extensions (DNSSEC)

DNS operators must manage many relationships, including ones with IANA, root operators, and other DNS providers. Prospective registry operators must be able to support DNSSEC as well as adopt new DNS protocols and practices accepted by, for example, the IETF or ICANN.

Required Experience

- At least three years' experience in DNS operations or demonstrated equivalent, including:
    - Experience in serving high volume traffic with a minimum available peak capability of 14,000 queries per second (based on an estimated 1 million aggregate domains in the EBERO);
    - Experience mitigating distributed denial of service attacks.

Required Capabilities

- IPv4 and IPv6 nameserver topologies, compliant with Specification 6[4] of the Registry Agreement (REGISTRY INTEROPERABILITY AND CONTINUITY SPECIFICATIONS);
- Service Addresses demonstrating diversity in their DNS node announcement strategy;
- Multiple DNS service locations that are geographically diverse and can be demonstrated to fully serve global resolutions;
- High Capacity traffic service capability. For guidance consider that .COM/.NET combined at approximately 105 million domains generated a daily peak of about 72 billion DNS queries during the 4th quarter of 2010[5]. However queries per zone file can vary widely based on the purposing of the relevant TLD. Some may have low query volumes with higher numbers of domains, where as some may have high query volumes with a low number of domains;

---

[4] See May 2011 Applicant Guidebook: http://www.icann.org/en/topics/new-gtlds/rfp-clean-30may11-en.pdf
[5] VeriSign: The DOMAIN NAME INDUSTRY BRIEF; VOLUME 8 - ISSUE 1 - February 2011.

- Full DNSSEC support and capability, including the ability to generate associated keys, secure the keys, and rotate the keys in accordance with industry best practices and ICANN requirements. Emergency zone resigning may be a part of an emergency transition process that prospective EBERO's should be able to support. Compliance with Specification 6, section 1.3 of the Registry Agreement;
- Capacity to implement "Hashed Authenticated Denial of Existence" for DNS Security Extensions, in accordance with RFC 5155 and its successors;
- Ability to serve both IPv4 and IPv6 address space. An EBERO shall offer public IPv6 transport for, at least, two of the Registry's name servers listed in the root zone with the corresponding IPv6 addresses registered with IANA;
- Ability to adapt to additional DNS record types and behaviours if and when requested;
- EBERO must have the ability to address DNSSEC operations;
- Ability to keep pace with new DNS practices.
- Ability to support Internationalized Domain Name requirements.

2.2.2 Shared Registration System

Overview

Shared Registry Systems (SRS) in the gTLD space consist typically of an EPP protocol compliant registry with a server/client API and a web-based User interface, associated billing systems, reporting systems, operational test environments (OTE), and associated rate-limiting and domain release systems. This system manages the master data that supports DNS, RDDS (Whois) and Escrow services. A potential EBERO must be able to demonstrate at least one year of experience with operating an EPP provisioning system or equivalent/similar system experience

Required Experience

The SRS can be expected to handle up to 20,000 concurrent client connections and a daily minimum peak volume of 2 million transactions with a read/write ratio of 10/1 (based on an estimated 1 million aggregate domains in the EBERO). Applicant may describe equivalent or similar systems experience. An EBERO will be expected to run a customized reduced SRS that does not require billing functions, since the domains will operate in trust with an EBERO and associated costs normally charged to the registrars and subsequently registrants will be suspended. At the present, it is planned that billable events will not be supported in the Emergency Registry (such as Create and Renew). Commands that previously had billable events associated with them such as Transfers and Autorenews will be operated exceptionally as non-billable events. Deletes will not be permitted while the registry is operated by the EBERO. While EBEROs will not accept usually billed operations or domain name deletions, they must be capable of doing so in exceptional cases under the Expedited Registry Security Request, UDRP, or any other ICANN domain name dispute resolution procedures. Bulk domain transfers can be approved by ICANN for domains sponsored by registrars that no longer can service them (e.g., registrar has been de-accredited). EBERO will not expire registrations or auto-renew them; RDDS will show a short explanation (approved by ICANN) atop the legal disclaimer (if any) as described in section 1.1 of Specification 4 of the Registry Agreement of why the expiry date is in the past. The rest of the standard domain name,

contact, and host (RFC 5730-34, 5910) SRS operations will be allowed. The EBERO will work with all the accredited registrars that have domains under sponsorship in the gTLD.

Required Capabilities

- Basic domain management functions including but not limited to, DNS and contact management[6];
- Relevant EPP extensions as defined in IETF RFCs (i.e., RFC 5910-DNSSEC but not RFC 3915-RGP as domains will not be deleted in the Emergency Registry);
- Ability to provision registrars with a central account function to manage all registries the EBERO is currently running, that the registrar is maintaining registrations in;
- EPP server API and Web-based UI for client interaction;
- Functionally capable of serving both IPv4 and IPv6 address space. Compliant with Specification 6, Section 1.5 of the Registry Agreement;
- Standard TLD reporting required by ICANN;
- Ability to operate primary and secondary SRS environments in geographically diverse locations;
- Ability to support and maintain IDN registrations, note that variant registrations must only be maintained; there are no new registrations in the Emergency Registry environment. An EBERO will comply with Specification 6, Section 1.1 and Section 1.4 of the Registry Agreement;
- Ability to support administrative functions in regards to registrars such as bulk transfer and de-accreditations of registrars;
- Operational and Test Environments;
- Change Control;
- Quality Assurance Programs;
- Custom Development capability.

---

[6] Reference: Specification 6 Section 1.2 of the Registry Agreement

2.2.2.1 High Level EBERO Domain Lifecycle:
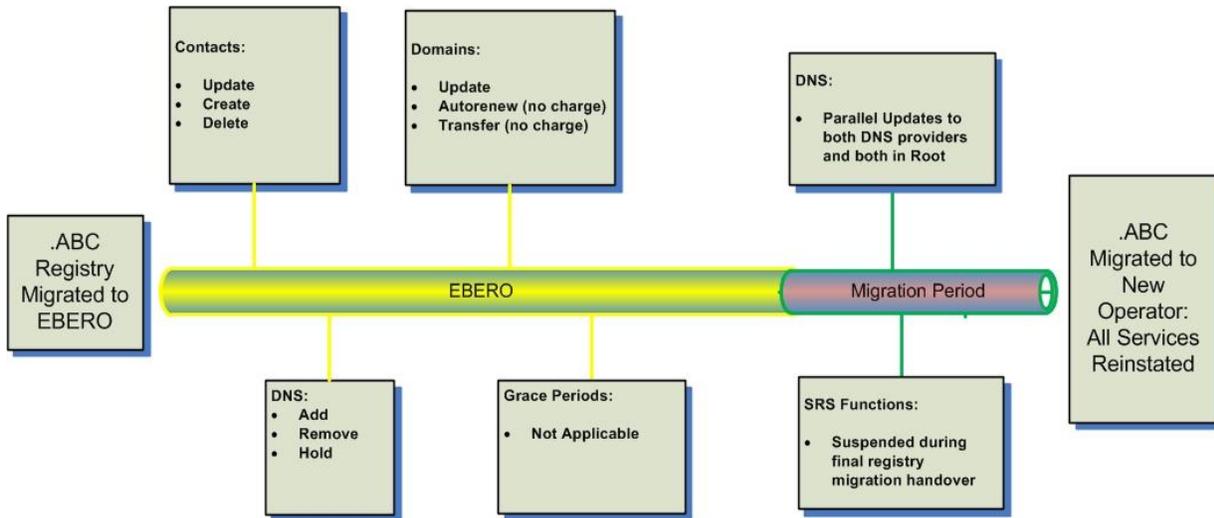
2.2.3 Registration Data Directory Services (Whois)
Required Experience:

An EBERO must be able to demonstrate experience operating a public RDDS service or equivalent systems for at least a year. An EBERO must have the ability to offer Registration Data Directory Services (RDDS) in accordance with Specification 4 (SPECIFICATION FOR REGISTRATION DATA PUBLICATION SERVICES) of the Registry Agreement. The RDDS can be expected to handle daily peak volume of 600,000 queries (based on an estimated 1 million aggregate domains in the EBERO operated registry system).

Required Capabilities:

- Demonstrated resiliency by the ability to operate RDDS environments in geographically diverse locations
- Ensure output compliance as specified by ICANN
- Comply with and support any replacement RDDS technologies sanctioned by ICANN
- Updates to RDDS from the source data in the SRS in accordance with performance specifications

2.2.4 Data Escrow and Transitions
Required Experience

Data Escrow for an EBERO has two components of consideration.

First, an EBERO must be able to transition in failing TLD registries jointly from the required escrow deposit data that TLD operators must maintain daily and a copy of the failed Registry zone that the EBERO will maintain for all new gTLDs. However it's important to note the failing Registry may not have

kept the zone file up to date, (specifically, a fresh copy within the last 1-24 hours), and that even a zone file updated within the last 24 hours will not be synchronized with the failing Registry's data escrow deposit. As a result, an EBERO will need to determine and reconcile the most recent zone file data between the central zone file copy and the data escrow deposit with the EBERO operated registry system. An EBERO must also be capable of transitioning a registry from its own operations to a newly assigned registry operator. An EBERO will be expected to maintain its own archive of all daily GTLD zone files in order to quickly resume DNS service in case of emergency. These transitions must be done in a timely manner with minimal disruption to registrars and registrants. An EBERO may also have to deal with raw migrations from an inconsistent data set in the worst cases, and so should have deep data recovery and mitigation capabilities. ICANN may, from time to time, require testing the EBERO capabilities and readiness to accept and act upon an emergency transition

Additionally, an EBERO needs to continue to provide regular updates to escrowed data with an escrow provider, in accordance with SPECIFICATION 2 of the Registry Agreement (DATA ESCROW REQUIREMENTS). Note that ICANN is currently working to produce a standardized Escrow protocol, and an EBERO would be expected to meet any new standards adopted by IETF or ICANN.

Lastly, an EBERO would be expected to post zone files of the registries it is currently operating in the Centralized Zone Data Access System complaint with Specification 4, Section 2 of the Registry Agreement (SPECIFICATION FOR REGISTRATION DATA PUBLICATION SERVICES).

It is desired that Applicant demonstrate experience in the aforementioned Escrow functions of least one year. Applicant may also describe equivalent or similar systems experience in escrowing mission critical data.

When transitioning from an EBERO back to the previous registry operator or to a new registry operator, the EBERO will collaborate with the new operator in order to achieve an orderly transition with minimum impact to registrants and gTLD users. ICANN will monitor and document emergency transition processes when/if they happen. Metrics will be developed including registry operator and EBERO performance in the five critical functions. ICANN will note what worked well and what could be improved in order to propose modifications to this process.

Required capabilities:

- Data Management, migration, transformation, and remediation capabilities and skills;
- Advanced data transfer capabilities and experience;
- External project management capability;
- Ability to comply with the following emergency transition schedule:

Critical Function	Service Level Requirement
DNS / DNSSEC	4 hours upon request from ICANN
RDDS	24 hours upon receipt of data
SRS (EPP)*	72 hours upon receipt of data
Data Escrow	24 hours upon start of SRS operation

2.2.5 Customer Services

Effective customer service capabilities are essential for an EBERO. In the event of a registry failure and subsequent migration, an EBERO will be handling communications, issuing directives and trouble-shooting issues from hundreds of registrars. Customer Service will be the key interface for Registrars enrolling themselves on the EBERO operated registry system. Applicant may describe customer service experience with equivalent or similar systems.

Required Experience

- Past experience operating a 24/7 Customer Service and Response Capability with minimum weekly peak volumes of 100 support incidents, with 80% of 1st contact by email and 20% by phone (based on an estimated 1 million aggregate domains in the EBERO operated registry system);
- Past experience conducting Emergency Escalation through to from entry-level support to top tier support and resolution (e.g., on-call Registry Engineer, on-call Developer).

Required Capabilities

- Emergency 24/7 support environments via email, and phone;
- Non-emergency support functions during business hours (e.g., 8:00 to 17:00 in the supported regions Monday to Friday);
- Programmatic escalation to 2nd and 3rd level live support;
- FAQs, tutorial, and general help database for self service;
- Full ticketing system with external customer view in a web-based UI;
- Applied Operational Test certification, (EPP and EBERO connectivity test);
- Ability to accept live call volumes from an estimated user base of 300 and an expected contact rate of 15-20% during emergency migration periods without queuing times exceeding 10 minutes;
- A clear escalation mechanism when not satisfied with the service provided;
- Ability to provide ICANN with standard call center statistics;
- Routine customer satisfaction surveys or "scorecards" or other KPI metrics to demonstrate effective customer support services to ICANN;
- Ability to authenticate permitted Registrar contacts and document all support contacts and issue resolutions (i.e., CRM and ticketing systems experience).

2.3 Performance and Service Level Agreements

As a Registry Operator, EBERO respondents are expected to comply with Specification 10 "REGISTRY PERFORMANCE SPECIFICATIONS" for the five critical functions it provides. Note that section 6 of said Specification has an external reference to the Registry Operator's agreement (Section 2.13) regarding Emergency Transition. This reference is not applicable to an EBERO case. In the event an EBERO fails any or all of the Emergency Thresholds stipulated in section Specification 10, Section 5.9, ICANN may determine at its sole discretion to initiate an Emergency Transition to an alternate EBERO. Note that cooperation by the active EBERO in an Emergency Transition from the active EBERO to the alternate EBERO is required. Respondents are asked to detail their ability to meet the SLA requirements.

2.4 Emergency Registry Transition Plan

The EBERO role is new in the ICANN model and therefore Respondents are welcome to propose ideas and additional areas of EBERO responsibility not covered in Section 2. In particular, ICANN welcomes detailed feedback and thoughts from respondents on transition challenges, and subsequent solutions., Please provide a template transition plan an EBERO could leverage across multiple use cases.   Any associated costs should be clearly reflected in the pricing model under Section 3.3, Fees and Costs.

3.0 Required Response Items

3.1 Company Information and Background

a. Basic Information:

- Company Name
- Complete Address
- City, State/Province/Territory
- Postal code
- Country of Operations
- Country of Incorporation
- Phone
- Fax
- Website

b. Indicate if the organization is a subsidiary of any other company.

c. If so, describe the parent company and how you are managed by it (actively or autonomously).

d. List the organization's top 2 to 4 officers and their respective titles.

e. Indicate if the organization is an affiliate of any ICANN accredited registrar, registry or other contracted party or have any ownership interest in any ICANN accredited registrar, registry or other contracted party with ICANN.

f. Indicate if the company provides any advisory or consulting services to proposed new gTLD Applicants or back-end registry providers interested in applying for new gTLDs. If yes, please detail the nature of those services and any potential areas of conflict.

3.2 Executive Summary

a. What characteristics most distinguish your organization as a competent provider?
b. Summarize the key points of your response including the benefits to the public interest and the Internet community of engaging your organization. Demonstrate your understanding of the EBERO role and provide a summary of any additional EBERO elements or considerations you detailed in earlier sections.

3.3 Qualifications and Approach

3.3.1 Organization and Finance

a. Provide an overview of the regional and, if available, global resources of your organization.
b. Provide examples of thought leadership, industry participation, and publications that highlight your experience
c. Provide information indicating the overall health and viability of the organization, length of operation, and indication of fiscal stability.
d. Describe the available communications channels that will keep all affected stakeholders including but not limited to ICANN, Registrants, Registrars, relevant vendors, and the public (where relevant) informed and directed as to any required actions during an Emergency Registry Transition.
e. Describe the team that will manage and execute the transition process. Please include:
    I. The organizational structure of the team;
    II. Roles and responsibilities for each key team member;
    III. The name and description of any organizations that will participate in the delivery of the services;
    IV. The CVs of key team members in an Appendix.

3.3.2 Fees and Costs

Assume an EBERO contract of two to five years. Fee objects are indicated in the detail sections below where appropriate. Please provide comments on the cost areas and structure guidance provided below. Detail any cost considerations you believe are omitted. Provide your overall comments on cost structure consistently with any additions you have detailed. Proposed pricing should be presented in US dollars. The pricing model is up to each responder but might, to be complete, address the following areas:

a. Start-up or Initiation of service;
b. A reoccurring fee to maintain the stand-by EBERO operated registry system;
c. A per event charge for each Registry transitioned into the EBERO operated registry system and the detailed basis for the fee;
d. A reoccurring fee to operate the a TLD in the EBERO operated registry system;
e. Time and Materials pricing framework for EBERO operated registry system changes and enhancements requested by ICANN out of scope of the original agreement.

In any case, the pricing model should be complete to describe the full range of necessary services. Consider the examples below:

Start-up

It is understood that there might be expenditure to provision a dedicated standby environment for the EBERO operated registry system. Whereas respondents are expected to have experience in the space, and some infrastructure available to EBERO operated registry system, ICANN expects a full standby EBERO capability will incur initial investment. It is expected that the EBERO absorbs this cost. If unable to bear this cost, the candidate should detail how you arrive at this fee in terms of the infrastructure purchased and the direct impact it has on the service offering.

A recurring fee to maintain the stand-by EBERO operated registry system

As stated in section 2.3 an EBERO will be expected to maintain active accounts with registrars and maintain a ready state EBERO operated registry system. It is expected that the EBERO absorbs this cost. If unable to bear this cost, the candidate should provide an annualized fee to the service

A per event charge for each Registry transitioned into and out of the EBERO operated registry system:

Each transition of a TLD into the EBERO operated registry system will incur a short-term extensive effort (see 2.3). Any exceptional costs to this effort should be captured in this per event fee to ICANN. Please assume, for consistency, three use cases and corresponding associated fees:

a. A transition that involves emergency recovery from the Data Escrow Deposit with no Registry Operator assistance.
b. A cooperative, planned, transition from a Registry Operator conducting a controlled shutdown of their entity.
c. A planned transition to a permanent Registry Operator from the EBERO operated registry system.

Please add any other transition use cases as you may derive them and their associated fees.

A recurring fee to operate a TLD in the EBERO operated registry system

The most common cost object in the Registry Operator Environment is a per domain fee per year. Respondents should use this cost object in presenting their fees/costs, but consider all associated costs

with operating the TLD. Respondents should consider, at a minimum, the following list of associated activities:

DNS and DNSSEC resolution

Respondents should consider ranges of volume of daily DNS queries (e.g., 0-100M, 100M-1B, 1B+), the incremental costs associated with increasing levels of such queries.

Shared Registration System

Respondents should consider ranges of volume of daily EPP transactions (e.g., 0-200K, 200K-2M, 2M+), the incremental costs associated with increasing levels of such queries.

RDDS Service

Respondents should consider ranges of volume of daily RDDS queries (e.g., 0-100K, 100k-1M, 1M+), the incremental costs associated with increasing levels of such queries, and the ability to meet SLA performance metrics for both web-based and port-43 services.

Registry Data Escrow Deposits

Respondents should consider administration, retention, and transfer fees as well as daily deposit (e.g., full or incremental) handling. Costs may vary depending on the size of the files in escrow (i.e., the size of the registry database).

Customer and Technical Service Support:

Applicants should consideration the scalable costs associated with customer and technical service support, including call center contact rates in relation to the domains under management for both phone and email, as well as the cost of providing 24/7 services.

Pricing Example:

Applicant should address their expectations of increasing query volumes (and therefore costs) associated with a domain into an annualized rate adjustment. For example, if one estimates a 20% increase in DNS query volume, the annualized rate increase should take into consideration any increase in operational expense to service the additional DNS query volumes. On the reverse side, there are greater cost efficiencies with larger numbers of registrations, so Respondents should present pricing that relates to the number of domains under management.

In this pricing **example**, the prices decline as the number of domains under management increase, whereas the fees increase each year to compensate for an estimated cost for increasing DNS query volumes

Domains Under Management	Year 1	Year 2	Year 3	Year 4	Year 5
< 100,000	A	A2 (=A*1.05)	A3 (=A2*1.05)	A4 (=A3*1.05)	A5 (=A4*1.05)
< 250,000	B	B2 (=B*1.05)	B3 (=B2*1.05)	B4 (=B3*1.05)	B5 (=B4*1.05)
< 500,000	C	C2 (=C*1.05)	C3 (=C2*1.05)	C4 (=C3*1.05)	C5 (=C4*1.05)
< 1,000,000	D	D2 (=D*1.05)	D3 (=D2*1.05)	D4 (=D3*1.05)	D5 (=D4*1.05)
< 5,000,000	E	E2 (=E*1.05)	E3 (=E2*1.05)	E4 (=E3*1.05)	E5 (=E4*1.05)
< 10,000,000	F	F2 (=F*1.05)	F3 (=F2*1.05)	F4 (=F3*1.05)	F5 (=F4*1.05)
< 25,000,000	G	G2 (=G*1.05)	G3 (=G2*1.05)	G4 (=G3*1.05)	G5 (=G4*1.05)

Note: A through G are expected to be descending costs whereas A through A5 are expected to be rising costs. The rising cost carries on for B through B5, C through C5 and so on.

Time and Materials pricing framework for EBERO operated registry system changes and enhancements requested by ICANN out of scope of the original agreement

Additional/new Registry Operations requirements may develop from the Consensus Policy Development Process, industry best practices, evolving standards, or modifications to ICANN Registry Operator Agreements. Please provide a Time and Materials pricing sheet that will guide expectations towards pricing for requested changes and provide work estimate examples of a small change request, a medium change request, and a large change request to the EBERO operated registry system.

4.0 Instructions to Respondents

4.1 Timeline

The following dates have been established as milestones for this RFI. ICANN reserves the right to modify or change this timeline in its absolute discretion.

This is a general timetable for the written proposal process, and possible oral presentations.

Request for Information issued by ICANN	**14 September 2011**
Respondents' Q&A – Teleconference	on or about **16 November 2011**
Written responses due	**30 November 2011** - 23:59 UTC

4.2 Potential Pre-Proposal Question and Answer Session

A meeting/conference call will be held for all prospective respondents on or about <u>16 November 2011</u>. Please confirm your attendance by emailing ebero@icann.org.

4.3 Submission of Responses

Responses shall be prepared and submitted sequentially referenced to the RFI section being commented and responded to. For ease of evaluation, please limit your response to no more than 50 pages, plus necessary appendices, including team resumes.

Please arrange to have an electronic copy delivered to ebero@icann.org by <u>30 November 2011, 23.59 UTC</u>. A confirmation email will be sent for each submission received within three business days.

4.4 Receipt and Opening of the Response

Responses will be received by ICANN at the address shown above until the date and time shown herein. Responses will be opened only in the presence of ICANN personnel and consultants as required for response evaluation.

4.5 Review of Response

ICANN will review each response and other pertinent information to help determine the final RFP content. Respondents entire proposal will be reviewed for responsiveness to the RFI and for clarity and conciseness of the information presented.

The information provided by the RFI Respondents will be kept confidential. In the event ICANN enters into negotiations with one of more respondent for the role of EBERO, the identities of these respondents and some aspects of the RFI responses will be made public. The evaluation process will respect the principles of fairness, transparency, avoiding potential conflicts of interest, and non-discrimination.

4.6 Ownership of Documents

All supporting documentation submitted by the Respondent with a response shall become the property of ICANN unless the Respondent specifically requests in writing that the documentation be returned.

4.7 Disclaimer

This RFI shall not be construed in any manner to create an obligation on the part of ICANN to enter into any contract, or to serve as a basis for any claim whatsoever for reimbursement of costs for efforts

expended. The scope of this RFI may be revised at the sole option of ICANN at any time. ICANN shall not be obligated by any responses or by any statements or representations, whether oral or written, that may be made by ICANN. ICANN shall be held free from any liability resulting from the use or implied use of the information submitted in any response. Submission of a response shall constitute Respondent's acknowledgment and acceptance of all the specifications and requirements in this RFI.