

REQUEST FOR INFORMATION

**PROVISION OF REGISTRY SERVICES FOR THE CO.ZA,
WEB.ZA, NET.ZA AND ORG.ZA SECOND-LEVEL DOMAINS**

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(SAST)

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1. DEFINITIONS

- 1.1. **"RFI"** - means a Request for information, which is a written official enquiry document encompassing all the terms and conditions of the information in a prescribed or stipulated form.
- 1.2. **"RFI response/response/submission"** - means a written response in a prescribed form in response to an RFI.
- 1.3. **"Acceptable RFI"** - means any RFI, which, in all respects, complies with the specifications and conditions of the Request for RFI as set out in this document.
- 1.4. **"Consortium"** - means several entities joining forces under an umbrella to gain a strategic collaborative advantage by combining their expertise, capital, efforts, skills and knowledge to execute a tender.
- 1.5. **"Respondent"** – means any person (natural or juristic) who forwards an acceptable RFI in response to this RFI to be the main contractor should the RFI be awarded to him.
- 1.6. **"Respondents"** – means the plural of the Respondent as defined above and being independent of each other in as far as submission of the RFI is concerned.

2. INTRODUCTION

The .ZA Domain Name Authority (ZADNA) is a not-for-profit company (NPC) founded in terms of Chapter X of the Electronic Communications and Transactions (ECT) Act no. 25 of 2002. Section 65 of the Act stipulates that the Authority (ZADNA) shall:

- (a) Administer and manage the .ZA domain namespace;
- (b) Comply with international best practices in the administration of the .ZA domain namespace;
- (c) License and regulate registries;
- (d) License and regulate registrars for the respective registries;
- (e) Publish guidelines on—
 - (i) the general administration and management of the .ZA domain namespace;
 - (ii) the requirements and procedures for domain name registration; and
 - (iii) the maintenance of and public access to a repository,with due regard to the policy directives, which the Minister (of Request for Information for a Registry Operator for Commercial Registry Operating Services

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Communications and Digital Technologies) may make from time to time by notice in the *Gazette*;

- (f) Enhance public awareness on the economic and commercial benefits of domain name registration;
- (g) Conduct such investigations as it may consider necessary;
- (h) Conduct research into and keep abreast of developments in the Republic and elsewhere on the domain name system;
- (i) Continually survey and evaluate the extent to which the .ZA domain name space meets the needs of the citizens of the Republic; and
- (j) From time to time, issue information on the registration of domain names in the Republic.
- (k) When requested by the Minister, make recommendations to the Minister about policy on any matter relating to the .ZA domain name space; and
- (l) Continually evaluate the effectiveness of the ECT Act and things done in terms thereof towards the management of the .ZA domain name space.

3. BACKGROUND TO REQUEST FOR INFORMATION (RFI)

This is an invitation for qualified Respondents within the broader ICT sector to provide information for the provisioning of registry services for second-level domains in the .za namespace, which is under the administration and management of the .ZA Domain Name Authority (ZADNA/the Authority). They would be tasked but not limited to the provision of the following registry services:

- 3.1. The management and administration of Second-Level Domains (SLDs) and the Registry Databases for those SLDs. The SLDs shall be CO.ZA, WEB.ZA, NET.ZA and ORG.ZA;
- 3.2. The provisioning of primary and secondary name servers and WHOIS servers;
- 3.3. A database containing the Registry Data and a mechanism for assessing such data relating to those SLDs; and
- 3.4. To allow the generation of either Domain Name System (DNS) resource records published authoritatively, or responses to Domain Name availability lookup, or WHOIS requests for some or all of the Domain Names in line with the Protection of Personal Information Act no.4 of 2013 and related regulatory Framework.

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4. EXPECTED HIGH-LEVEL REGISTRY SCOPE OF WORK

- 4.1.** The Respondents must share information demonstrating how these critical tasks described below could meet the objective outlined in part two (2) above. The critical tasks should include, but not be limited to the following:
- 4.1.1. The management and administration of the SLDs;
 - 4.1.2. The management and administration of the Registry Database of the SLDs;
 - 4.1.3. Development and implementation of the SLDs internal administrative policies and procedures to avoid unfair and anti-competitive practices derived from the approved SLD Charters and Policies and Procedures;
 - 4.1.4. Provision of Registry Services, which shall include:
 - i. Receiving Domain Name applications, processing same and registrations thereof;
 - ii. Provision of suitable DNS infrastructure;
 - iii. Maintenance of technical and operational records; and
 - iv. Renewing Domain Name registration and collecting renewal payments.
 - 4.1.5. Implementation of decisions arising out of the .ZA Domain Name Alternative Dispute Resolution process in terms of the Alternative Dispute Resolution Regulations, provided that the decisions relating to Domain Names registered in an SLD, which the Respondents is appointed to operate;
 - 4.1.6. Acceptance, processing, storage, and dissemination of Registry Data per the data protection laws of South Africa and relevant SLD Charters;
 - 4.1.7. Implementation, maintenance, and enhancement of technical and administrative infrastructure to ensure that suitable service levels are met, including the maintenance of system integrity, stability, and availability;
 - 4.1.8. Provision of Registrar support services about the relevant SLDs; and
 - 4.1.9. Reporting to and advising the Authority on policy, operational requirements, and other considerations relating to the SLDs appointed by the Respondents.
 - 4.1.10. Maintenance and communication of information on price offerings and available packages for registrars; and
 - 4.1.11. An outline of how they intend to grow the .za domain name.

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5. EXPECTED DETAILED REGISTRY SCOPE OF WORK

This section outlines the scope of work that ZADNA requires the Respondents to comprehensively cover in response to the RFI.

5.1. GENERAL

- 5.1.1. Preserve the security and stability of its delegated SLDs, .ZA and the Domain Name System in general;
- 5.1.2. Comply with and implement the Framework as published by the Authority, which shall include, any conditions, policies, and procedures of the Authority, the Registrar Agreement, relevant SLD Charters, administrative Policies and Procedures of the delegated SLDs;
- 5.1.3. Manage and provide Registry Services by utilising globally accepted standards and measures in Domain Name Registry management;
- 5.1.4. Ensure that the information submitted by a Registrar about each Domain Name complies with the requirements of the Authority's Regulations, data protection laws and applicable SLD Charters. Such information shall, as a minimum, include:
 - 5.1.4.1. The complete identification details, physical address, email address, and telephone number of the Registrant, where the Registrant may also serve as an administrative contact;
 - 5.1.4.2. The complete identification details and contact details of the Registrar responsible for the concerned Domain Name, where the Registrar may also serve as a technical contact;
 - 5.1.4.3. Zone Records; and
 - 5.1.4.4. Any other information prescribed by the Registrar Agreement or the applicable SLD Charter.
- 5.1.5. Pay any applicable fees due to the Authority from the Registration and Renewal of Domain Names within the period prescribed and in line with the set wholesale fee.

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- 5.1.6. Subject to any Regulations or policy that the Authority may make concerning privacy or operational stability, and subject to any legislation or any other requirements relating to privacy, provide the public with reasonable online access, free of charge, to the Registry Database, which contains information relating to Domain Names registered within the delegated SLDs which the Respondents is appointed to operate. Specific details regarding the information contained in the Registry Database shall be provided in the relevant Charter and Policies and Procedures of each SLD.
- 5.1.7. Subject to the provisions in the Regulations, and in compliance with any applicable laws, keep personal information of the Registrant and Registrar in the Registry Database confidential and must not, unless required to do so by the Authority in accordance with the ECT Act, any other law of the Republic of South Africa, or by order of a court, provide access to the information of a Registrant or Registrar to any third party.
- 5.1.8. Subject to approval by the Authority and in compliance with applicable SLD Charter, develop and implement policies and procedures facilitating the transfer, update or deletion of Domain Names.
- 5.1.9. Submit an electronic copy of the Registry Database to the Authority to a reputable Escrow agent, approved by the Authority at agreed intervals.
- 5.1.10. Provide all existing Registrars with access to the Registry Database in accordance with provisions of the relevant SLD Charter and Registrar Agreement.
- 5.1.11. Be solely responsible for managing its relationships with Registrars, including the accreditation, the approval of any amendment or variation of the relevant SLD Charter or Registrar Agreement by the Authority, developing, enhancing, maintaining and implementing the Charters and Registrar Agreement; and
- 5.1.12. Meet any technical and other operational standards set by the Authority from time-to-time, including the implementation of new technologies and advances in Registry operations.
- 5.1.13. Provide processes and procedures in line with the Authority's policies on managing initial and renewal registration periods, more so, extensive processes to address grace period.

5.2. REGISTRAR ACCREDITATION

5.2.1. As of June 2021, there were 686 accredited Registrars in the .ZA Namespace, which are authorised to register .ZA domain names. It is expected that the accreditation function as cited above shall be offered as part of the registry service, and this shall include but not be limited to:

5.2.1.1. To sell .ZA domain names and registrars must complete an authorisation process that cements legal agreements between the registry operator and the Registrar and tests the Registrar's technical ability to interact with the EPP registry and the registry's technical support department.

5.2.1.2. To obtain the technical certification, each Registrar must create an EPP client to interact with the .ZA SRS server. All registrars must be provided with the necessary development toolkits, which include multiple versions of code that can be used to create the client. Each Registrar is provided with access to an Operational Testing and Evaluation environment that is used to test the registrars' implementation of their clients.

5.2.1.3. Ensure the Authority has adequate access at any given time of the information and agreement with Registrars.

5.3. COLLECTION OF FEES

5.3.1. The collectable wholesale fee (which is publicly reviewed) is equivalent to R55.00 derived from the registration or renewal of each domain name as when as it is due from Registrars;

5.3.2. Currently, the Authority receives R15.00 of the wholesale fee. Through this response, the Respondents must propose the fee structure to be used moving forward. This structure shall include:

5.3.2.1. The proposed amount retained for the operations of the registry services;

5.3.2.2. The proposed minimum fee to be received by the Authority; and

5.3.2.3. The proposed fee is set aside for subsidising existing non-commercial SLDs and Registrars.

5.3.3. An auditable and transparent process for the funds collected above as outlined above must be proposed;

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5.3.4. An electronic reporting platform accessible to the Authority to monitor and track the financial, domain name registration and renewal information and information relating to the registrars must be proposed.

5.3.5. The Respondents must indicate how the platform suggested will be expandable over time.

5.4. DETAILED TECHNICAL REQUIREMENTS

The technical requirements of the Registry Services to be undertaken by the Respondents that ZADNA may choose to amend from time-to-time, to address new or changing requirements are listed below:

5.5. INFRASTRUCTURE AND FACILITIES MANAGEMENT

5.5.1. The primary registry facility is a 'live' facility meaning that it is the normal full-time Registry.

5.5.2. The secondary registry facility is both a functional and standby facility meaning that it would be activated for primary registry services if operational problems ever arose at the primary facility (due to natural disaster, etc.)

5.5.3. The secondary facility is continuously synchronised with the primary. The database replication systems that are deployed make these continuous updates possible.

5.5.4. The data in data centers or public cloud services is located in South Africa.

5.5.5. Use of load balancers, if necessary, to assist in scalability and to prevent service outages.

5.5.6. The WHOIS servers must employ high-availability and redundancy principles and measures

5.5.7. The following table summarises the base components, hardware, software and service support expected:

Item	Description/ Details
Solution Access	Online portal
Hardware (physical/virtual where suitable)	<ul style="list-style-type: none"> • Application Server (physical/virtual) • Database Servers • Storage • Load Balancer • Firewalls • Switches • Console Server • Rate Limited
Software	<ul style="list-style-type: none"> • EPP registry protocol in RFC-compliant fashion • Registrar Toolkit
Services	<ul style="list-style-type: none"> • Real time Domain Name System (DNS) • WHOIS Service
Database	<ul style="list-style-type: none"> • Relational Database Management System with Multi-Version Concurrency Control
Helpdesk & Application Support (automated or resourced)	<ul style="list-style-type: none"> • 24x7x365 technical support and customer service • 24x7x365 technical support for issues faced by registrars and • 24x7x365 customer service for general registrar queries

5.6. REGISTRY SOFTWARE

- 5.6.1. The Respondents must demonstrate and explain in detail the Registry software to be used, including access to the source code and the rights to modify it to meet ZADNA's requirements.
- 5.6.2. The Respondents must acknowledge that the industry has invested considerably in the Extensible Provisioning Protocol (EPP) based registry platform. Therefore, the solution proposed must be compatible with the protocol.
- 5.6.3. The Respondents proposed EPP-based registry platform (or compatible platform) must provide a stable IPv4 and IPv6-enabled Shared Registry System (SRS) that is scalable, state-of-the-art, and secure. The SRS must be capable of registering domain names managed by multiple registrars.

5.7. WEB REGISTRAR SERVICES

5.7.1. The Respondents must provide information or proposal for a web-based interface that shall support all functionality. It must utilise standards compliant with HTML interfaces, accessible and functional from various browsers to administer the SLD domain namespace.

5.8. SECURITY SOFTWARE

5.8.1. The Respondents must provide in detail the following:

5.8.1.1. The security software and services for securing the Registry data, including appropriate encryption of sensitive information, logging of all transactions that query or make changes to the Registry data;

5.8.1.2. How the operations and monitoring services for maintaining the operations of the registration service will be undertaken.

5.9. RISKS IDENTIFICATION AND MITIGATION PLANS

5.9.1. The Respondents must describe technical risks associated with the Registry System Infrastructure and mitigation strategies, which include, but are not limited to, the following:

5.9.1.1. Disruption and Unavailability of Critical Registry System Infrastructure through internal and external risk factors;

5.9.1.2. Domain Registration and Management;

5.9.1.3. The Respondents must explain and demonstrate how the Registry Implementation Process will flow, taking into consideration the following:

- i. Registrar interface (Example: EPP, API (Application Programming Interface), Web-based domain registration interface, Registrar portal);
- ii. Registry interface (Example: Registry software, Registry administration, zone file administration);
- iii. Third-party interface (such as Data Escrow, WHOIS {RDDS), and RDAP);

5.9.1.4. Moreover, the Respondents must demonstrate and explain how the day-to-day Registry administration of the Registry will be undertaken. This includes information about:

- a) Onboarding or accreditation of registrars;
- b) Transaction System;
- c) Reporting of activities, including the domain registration statistics;
- d) Technical support;
- e) Billing systems; and
- f) Registry and Registrar interface management.

5.10. REGISTRY CONTINUITY

5.10.1. High Availability

- 5.10.1.1. The Respondents must show how their operations will be conducted using network and geographically diverse, redundant servers (including network-level redundancy, end-node level redundancy and the implementation of a load balancing scheme where applicable) to ensure continued operation in the case of a technical failure (widespread or local), or an extraordinary occurrence or circumstance beyond the control of the Registry Operator.
- 5.10.1.2. The Respondents' emergency operations department must be available at all times to respond to extraordinary occurrences.
- 5.10.1.3. The Respondents shall maintain a 99.98% availability rate, and this shall be tied to the determination of penalties on failure to meet this rate.

5.10.2. Extraordinary Event

- 5.10.2.1. The Respondents must use commercially reasonable efforts to restore the critical functions of the Registry within twenty-four (24) hours after the termination of an extraordinary event beyond the control of the Respondents and restore full system functionality within a maximum of forty-eight (48) hours following such event, depending on the type of critical function involved.

5.10.3. Business Continuity

- 5.10.3.1. The Respondents must share information on how a business continuity plan aligned to best practices and standards (ISO 22301, BS 25999, ISO 27031 and any other known frameworks and standards) will be developed. The plan will provide for the maintenance of Registry Services in the event of an

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extraordinary event beyond the Respondents' control or business failure and may include the designation of a Registry Services continuity provider.

5.10.3.2. In the case of an extraordinary event beyond the Respondents control where the Respondents cannot be contacted, the Respondents consent that ZADNA may contact the designated Registry Services continuity provider.

5.10.3.3. The Respondents must conduct Registry Services Continuity testing at least once per year.

5.11. NAME SERVERS (NS)

5.11.1. Minimum number of name servers

5.11.1.1. The Respondents must demonstrate the ability to provide a primary master and several secondaries for the .za and its subdomains according to the best practices;

5.11.1.2. The ability to geographically place nameservers at both topologically and geographically dispersed locations on the Internet.

5.11.2. Authoritative Nameserver Services

5.11.2.1. The Respondents must demonstrate:

- i. Software for operating the Authoritative DNS name services for .ZA, including access to source code and the rights to modify the software to meet ZADNA's requirements and support for Domain Name System Security Extensions (DNSSEC);
- ii. Production and testing computing environments for running the software securely and with high availability and redundancy, including support for anycast services;

5.11.2.2. The Respondents must demonstrate the ability to provide the NS resolution service for the SLDs domain namespace, which shall include:

- i. Ensuring the relevant SLD NS service is always available, accessible, and current;
- ii. Receipt of domain name delegation and glue information from the Registry System;
- iii. Dissemination of the relevant SLD domain name space zone files, and the management and maintenance of the SLD nameserver(s);
- iv. Dissemination of delegation and glue information concerning domain Request for Information for a Registry Operator for Commercial Registry Operating Services

names in the relevant SLD domain namespace;

- v. The nameservers must comply with ICANN standards for the Domain Name Service;
- vi. The Respondents must demonstrate the ability to ensure that base DNS services are provided via implementation of RFC Compliant DNS Clusters; and
- vii. The ability to cooperate with other Respondents, carriers, or ISPs to host secondary nameservers.

5.11.3. Name server reachability

5.11.3.1. The Respondents must ensure that the nameservers are reachable in line with the International Best Practise.

5.11.4. Anycast

5.11.4.1. The Respondents must ensure that Anycast nameservers are deployed according to the RFC 4291, RFC 4786 and its successors.

5.11.5. Registry-Provided WHOIS

The Respondents will be expected to provide a reliable public WHOIS service for the SLDs under its management. The WHOIS service must be fully compliant with relevant RFCs and must conform to ZADNA's policies regarding each SLD. The WHOIS platform must comply with the Protection of Personal Information Act no. 4 of 2013 and related international regulations.

5.11.6. DNS Security

5.11.6.1. The Respondents must ensure that applicable security controls are in place for the .za zone and related DNS zones per relevant RFCs.

5.12. Standards Compliance

5.12.1. DNS

5.12.1.1. The Respondents must comply with relevant existing RFCs and those published in the future by the Internet Engineering Task Force (IETF), including all successor standards, modifications, or additions to the DNS and name server operations.

5.12.1.2. In particular, the Respondents must comply RFCs 1034, 1035, 1123, 1982, 2181, 2182, 3226, 3596, 3597, 4343, 5966 and 6891.

5.12.2. **Data Escrow**

5.12.2.1. The Respondents will be required to regularly contract an Escrow Agent to perform data Escrow from the Registry System.

5.12.2.2. The Respondents in contracting the Escrow Agent must contract a reputable agent (preferably ICANN approved Escrow provider) as approved by ZADNA, and the data transferred and maintained in an Escrow account must be accessible by ZADNA under conditions approved by ZADNA. .ZADNA will be considered an intended third-party beneficiary of the Escrow Agreement.

5.12.3. **EPP**

5.12.3.1. The Respondents must comply with relevant existing RFCs and those published in the future by the Internet Engineering Task Force (IETF), including all successor standards, modifications, or additions to that relating to the provisioning and management of domain names using the Extensible Provisioning Protocol (EPP) in conformance with RFCs 5910, 5730, 5731, 5732 (if using host objects), 5733 and 5734.

5.12.4. **IPv6**

5.12.4.1. The Respondents must accept IPv6 addresses as glue records in its Registry System and publish them in the DNS.

5.12.4.2. The Respondents must follow "DNS IPv6 Transport Operational Guidelines" as described in BCP 91 and the recommendations and considerations described in RFC 4472.

5.12.5. **Network Ingress Filtering**

5.12.5.1. The Respondents must implement network ingress filtering checks for its Registry Services as described in BCP 38 and BCP 84.

5.12.6. **DNSSEC**

5.12.6.1. The Respondents will be required to deploy Domain Name System Security Extensions (DNSSEC) to the DNS zone in compliance with the [.ZA DNSSEC Policy and Practice Statement](#) and their successors apply IETF standards such as RFCs 4033, 4034, 4035, 4509, RFC 5155, RFC 5910 and 6841 follow the DNSSEC Operational Practices described in RFC 6781 and its successors.

6. LOCALISED .ZA REGISTRY SERVICE PRESENCE

6.1. The Respondents must ensure that the operation of the .ZA registry infrastructure is geographically located in South Africa.

7. COMPETENCY AND EXPERTISE REQUIREMENTS

7.1. Each Respondent must provide the following with their proposals, where applicable, use supplied forms:

7.1.1. Background information, including:

7.1.1.1. A description of its primary business;

7.1.1.2. Names of the Respondent's directors and key personnel responsible for providing the technology, products and /or services under its proposal;

7.1.1.3. Details about the Respondent's ownership structure, including names of directors, any subsidiaries and jurisdiction of incorporation;

7.1.1.4. Experience and performance history in the domain name space;

7.1.1.5. Information on the Respondent's products, technology and/or services;

7.1.1.6. Proposed indicative timeframe for supplying technology, products and/or services;

7.1.1.7. Required key personnel involved in supplying technology, products and/ or services;

7.1.1.8. Contact officer with phone and email addresses;

7.1.1.9. Respondent's principal place of business address;

7.1.1.10. References (contactable) from the Respondent's customers minimum of three (3);

7.1.1.11. Declaration of any current or potential conflicts of interest, including where the Respondent itself or any related entity is directly or indirectly involved in any trade, business or undertaking of ZADNA;

7.1.1.12. The Respondent's Organogram;

7.1.1.13. All proposed solution designs narrated;

7.1.1.14. A detailed outline of how the Respondent handles an incidence management process, service management process, and change management process;

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7.1.1.15. A project plan on how the Respondent will handle the transition process from the current operator at their own cost.

8. DISCLAIMER

- 8.1. This RFI is issued by ZADNA and is intended to solicit information about service providers capable of providing registry operation services for the four (4) commercial Second Level Domains of the .ZA ccTLD.
- 8.2. The RFI is an information-gathering exercise. It is an open, non-compulsory, non-binding process and does not preclude ZADNA from engaging with other projects that have not responded to the RFI. ZADNA reserves the right to postpone, withdraw, amend, modify or cancel the RFI process at any time, without prior notice and without liability to compensate or reimburse any person pursuant to such postponement, withdrawal, amendment, modification or cancellation.
- 8.3. ZADNA intends to use the information provided in response to this RFI to identify registry capabilities in South Africa and possibly develop technical specifications for further procurement processes.
- 8.4. The responding party shall solely bear the costs of responding to this RFI, and ZADNA will not be held liable for any claims or costs whatsoever incurred in responding to the RFI, and the responding party hereby indemnifies ZADNA in this regard.
- 8.5. Neither ZADNA, ZADNA Staff or Board of Directors accept any liability or responsibility for the completeness, accuracy or adequacy of any of the information or opinions stated in this RFI. It will be incumbent upon the interested party to independently determine, verify and/or confirm such accuracy or adequacy of the information, and the interested party further indemnifies ZADNA in this regard.
- 8.6. ZADNA, in its sole discretion, anticipates engaging with some of the Respondents who submit responses to the RFI to discuss their submissions to seek clarity in relation to information contained in such responses to the RFI.
- 8.7. No act or omission by either ZADNA relating to this RFI shall create or be deemed or interpreted to create an expectation of future business dealings concerning the subject matter of this RFI between ZADNA and the responding party.

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- 8.8. For the avoidance of any doubt, this disclaimer and the accompanying indemnity shall at all relevant times apply equally to protect each and ZADNA and any of its officers, employees, servants, agents, advisors and/or representatives.
- 8.9. ZADNA reserves the right to use the information submitted as it sees fit even beyond this RFI process

9. CONFIDENTIALITY

- 9.1. The information contained in this document is confidential and must only be used for purposes of responding to this RFI. This confidentiality clause extends to all Respondents or associates you may decide to be involved in preparing a response to this RFI.
- 9.2. For purposes of this process, the term "Confidential Information" shall include all technical and business information, including, without limiting the generality of the foregoing, all secret knowledge and information (including any and all financial, commercial, market, technical, functional information, and information relating to a party's strategic objectives and planning and its past, present and future research and development), technical and functional requirements and specifications, data concerning business relationships, demonstrations, processes, machinery, know-how, architectural information, the information contained in a party's software and associated material and documentation, plans, designs and drawings and all material of whatever description, whether subject to or protected by copyright, patent or trademark, registered or unregistered, or otherwise disclosed or communicated before or after the date of this process.
- 9.3. The receiving party shall not, during the period of validity of this process, or at any time thereafter, use or disclose, directly or indirectly, the confidential information of ZADNA (even if received before the date of this process) to any person whether in the employment of the receiving party or not, who does not take part in the performance of this process.
- 9.4. The receiving party shall take all such steps as may be reasonably necessary to prevent ZADNA's confidential information coming into the possession of unauthorised third parties. In protecting the receiving party's confidential

information, ZADNA shall use the same degree of care, but no less than a reasonable degree of care, to prevent the unauthorised use or disclosure of the confidential information as the receiving party uses to protect its own confidential information.

9.5. Any documentation, software or records relating to confidential information of ZADNA, which comes into the possession of the receiving party during the period of validity of this process or at any time after that or which has so come into its possession before the period of validity of this process:

9.5.1. Shall be deemed to form part of the confidential information of ZADNA,

9.5.2. Shall be deemed to be the property of ZADNA;

9.5.3. Shall not be copied, reproduced, published or circulated by the receiving party unless and to the extent that such copying is necessary for the performance of this process and all other processes as contemplated in; and

9.5.4. Shall be surrendered to ZADNA on demand, and in any event on the termination of the investigations and negotiations, and the receiving party shall not retain any extracts.

10. PREFERENTIAL PROCUREMENT REFORM

10.1. ZADNA supports Broad Black Based Economic Empowerment (BBBEE) as an essential ingredient of its business. Following its policies, ZADNA insists that the private sector demonstrates its commitment and track record to BBBEE in ownership (shareholding), skills transfer, employment equity and procurement practices (SMME Development) etc.

10.2. No preference certificate shall be completed for this RFI.

11. NEWS AND PRESS RELEASES

11.1. Respondents or their agents shall not make any news releases concerning this RFI or the awarding of the same or any resulting agreement(s) without the consent of, and then only in coordination with ZADNA.

12. PRECEDENCE OF DOCUMENTS

12.1. This RFI consists of several sections (table of contents). Where there is a contradiction in terms between the clauses, phrases, words, stipulations or Request for Information for a Registry Operator for Commercial Registry Operating Services

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terms and herein referred to generally as stipulations in this RFI and the stipulations in any other document attached hereto, or the RFI submitted hereto, the relevant stipulations in this RFI shall take precedence.

12.2. It is acknowledged that all stipulations in the ZADNA's Financial Policy and Procedures are not equally applicable to all matters addressed in this RFI. It, however, remains the exclusive domain and election of ZADNA as to which of these stipulations are applicable and to what extent. The Respondents are hereby acknowledging that the decision of ZADNA in this regard is final and binding. The onus to enquire and obtain clarity in this regard rests with the Respondent. The Respondents shall take care to restrict its enquiries in this regard to the most reasonable interpretations required to ensure the necessary consensus.

13. LANGUAGE

13.1. Responses shall be submitted in English.

14. INSTRUCTIONS FOR SUBMISSION OF THE RFI

14.1. Respondents shall submit information responses in accordance with the prescribed manner of submissions as specified.

14.2. The Respondents must respond to sections 4 to 7 in detail, which are Expected High-Level Registry Scope of Work, Expected Detailed Registry Scope of Work, Localised .ZA Registry Service Presence and Competency and Expertise Requirements

14.3. All responses in this regard shall only be accepted if they have been placed in the tender box before or on the closing date and stipulated time.

14.4. No information shall be accepted by ZADNA if submitted in any manner other than as prescribed above.

14.5. ZADNA will disqualify any Respondent for purposes of this Request for Information if their response is submitted after the deadline.

14.6. A list of bids received may be published on the ZADNA's website. Any subsequent discussions shall be at the discretion of ZADNA.

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- 14.7. Responses submitted by means of post, hand delivery means will not be considered.
- 14.8. All Respondents must submit their response no later than 12h00 (South African Standard Time) on Monday, 13 September 2021. They must be submitted to rosubmissions@zadna.org.za, addressed to Mr Molehe Michael Wesi, ZADNA CEO.
- 14.9. If a submission is made by secured cloud storage, the Respondents must grant ZADNA access to the platform for a period of 12 months after the submission closure date.
- 14.10. Any request for further information relating to this RFP must be directed to roquestions@zadna.org.za.

15. ORAL PRESENTATIONS AND BRIEFING SESSIONS

- 14.1. Respondents who respond to this RFI may be required to give an oral presentation.
- 14.2. No briefing session will be held for this RFI.

16. EVALUATION CRITERIA

- 15.1. No awards will be done in terms of this RFI.

17. SUPPLY CHAIN MANAGEMENT REQUIREMENTS

16.1. ADMINISTRATIVE REQUIREMENTS

16.1.1. It is required that each Respondent must submit a response documentation pack –

- i. that the submission has to be in portable document format (PDF);
- ii. that is delivered at the correct email address within the stipulated date and time as specified;
- iii. all supporting documents and fully and correctly filled forms must be submitted;

16.2.1. CIPC Registration documents;

16.2.2. Tax clearance Information/Certificate;

16.2.3. B-EEE Certificate;

16.2.4. Respondent's prior three year's Audited Financial statements; and

16.2.5. Fully completed annexure forms are attached herein.

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ANNEXURE A: INVITATION TO THE RFI

RESPONDENTS INFORMATION				
NAME OF RESPONDENTS				
POSTAL ADDRESS				
STREET ADDRESS				
TELEPHONE NUMBER	CODE		NUMBER	
CELLPHONE NUMBER				
FACSIMILE NUMBER	CODE		NUMBER	
EMAIL ADDRESS				
COMPANY REGISTRATION NUMBER				
DATE OF REGISTRATION				
VAT REGISTRATION NUMBER				
		TCS PIN:		OR CSD No:
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE [TICK APPLICABLE BOX]	<input type="checkbox"/> Yes	B-BBEE STATUS LEVEL SWORN AFFIDAVIT	<input type="checkbox"/> Yes	
	<input type="checkbox"/> No		<input type="checkbox"/> No	
IF YES, WHO WAS THE CERTIFICATE ISSUED BY?				
AN ACCOUNTING OFFICER AS CONTEMPLATED IN THE CLOSE CORPORATION ACT (CCA) AND NAME THE APPLICABLE IN THE TICK BOX	<input type="checkbox"/>	AN ACCOUNTING OFFICER AS CONTEMPLATED IN THE CLOSE CORPORATION ACT (CCA)		
	<input type="checkbox"/>	A VERIFICATION AGENCY ACCREDITED BY THE SOUTH AFRICAN ACCREDITATION SYSTEM (SANAS)		
	<input type="checkbox"/>	A REGISTERED AUDITOR		
NAME:				
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/SWORN AFFIDAVIT(FOR EMEs & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]				
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No	
	[IF YES ENCLOSE PROOF AS SCHEDULE 1B]		[IF YES ANSWER PART B:3 BELOW]	
SIGNATURE OF Respondents	DATE		
CAPACITY UNDER WHICH THIS BID IS SIGNED (Attach proof of authority to sign this bid; e.g. resolution of directors, etc.)				

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PART B: TERMS AND CONDITIONS FOR THE RFI

1. RESPONSE SUBMISSION:	
1.1. RESPONSE MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT EMAIL ADDRESS. LATE SUBMISSIONS WILL NOT BE ACCEPTED FOR CONSIDERATION.	
1.2. SUBMISSION OF TAX COMPLIANCE CERTIFICATE; AND BANKING INFORMATION FOR VERIFICATION PURPOSES, B-BBEE CERTIFICATE, CIPC REGISTRATION.	
1.3. THIS SUBMISSION IS SUBJECT TO THE ZADNA PROCUREMENT POLICY, AND ANY OTHER LEGISLATION OR SPECIAL CONDITIONS OF CONTRACT.	
2. TAX COMPLIANCE REQUIREMENTS:	
2.1 RESPONDENTS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.	
2.2 RESPONDENTS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE ZADNA TO VIEW THE TAXPAYER'S PROFILE AND TAX STATUS.	
2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) OR PIN MAY ALSO BE MADE VIA E-FILING. IN ORDER TO USE THIS PROVISION, TAXPAYERS WILL NEED TO REGISTER WITH SARS AS E-FILERS THROUGH THE WEBSITE WWW.SARS.GOV.ZA.	
2.4 IN CASES WHERE CONSORTIA / JOINT VENTURES ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE PROOF OF TCS / PIN / CSD NUMBER.	
2.5 SUBMISSIONS FROM STRUCTURES OTHER THAN THE ABOVE STRUCTURES ARE PROHIBITED.e.g sub contracting.	
3. QUESTIONNAIRE TO DETERMINE LOCATION	
3.1. IS THE RESPONDENT A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?	<input type="checkbox"/> YES <input type="checkbox"/> NO
3.2. DOES THE RESPONDENT HAVE A BRANCH IN THE RSA?	<input type="checkbox"/> YES <input type="checkbox"/> NO
3.3. DOES THE RESPONDENT HAVE A PERMANENT ESTABLISHMENT IN THE RSA?	<input type="checkbox"/> YES <input type="checkbox"/> NO

NB: FAILURE TO PROVIDE ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

ANNEXURE B: DECLARATION OF INTEREST

- 1. Any legal person, includes persons employed by the Department of Communication and Digital Technologies (State), or persons having a relation with persons employed by ZADNA. Persons are related if:
 - i. are married, or live together in a relationship similar to a marriage; or
 - ii. are separated by no more than two degrees of natural or adopted consanguinity or affinity.

These persons may make an offer or offers in terms of this request for information. In view of possible allegations of favouritism, should the resulting bid, be awarded to persons employed by the State, or to persons connected with or related to persons employed by ZADNA as defined above, it is required that the Respondent or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority where:

- 1.1. the Respondents is employed by the State; and/or
- 1.2. the legal person on whose behalf the response document is signed, has a relationship with persons/a person who are/is involved in the evaluation and/or adjudication of the response, or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and/or adjudication of the RFI.

1.3. In order to give effect to the above, the following questionnaire must be completed and submitted with the Bid.

- 1.3.1. Full name of Respondent or his or her representative:

- 1.3.2. Identity number: _____
- 1.3.3. Position occupied in the company (director, shareholder)_____
- 1.3.4. Company registration number: _____
- 1.3.5. Tax reference number: _____
- 1.3.6. VAT registration number: _____

1.3.6.1. The names of all directors / trustees / shareholders / members, their individual identity numbers, tax reference numbers and, if applicable, employee / persal numbers must be indicated in paragraph 3 below.

1.3.7. Are you or any person connected with the Respondent presently employed by the State? **YES / NO**

1.3.8. **If YES in 1.3.7., furnish the following particulars:**

1.3.8.1.1. Name of person / director / trustee / shareholder/ member:

1.3.8.1.2. Name of state institution at which you or the person connected to the Respondent is employed:

1.3.8.1.3. Position occupied in the State institution:_____

1.3.8.1.4. Any other particulars:_____

1.3.9. If you are presently employed by the State, did you obtain the appropriate authority to undertake remunerative work outside employment in the public sector? **YES / NO**

1.3.10. If yes, did you attach proof of such authority to the Bid document? **YES / NO**

(Failure to submit proof of such authority, where applicable, shall result in the disqualification of the RFI.)

1.3.11. If not, furnish reasons for non-submission of such proof:

1.3.12. Did you or your spouse, or any of the company's directors / trustees / shareholders / members or their spouses conduct business with ZADNA in the previous twelve months? **YES / NO**

1.3.13. If so, furnish other particulars :

1.3.14. Do you, or any person connected with the Respondent, have any relationship (family, friend, other) with a person employed by the ZADNA and who may be involved with the evaluation and or adjudication of this RFI? **YES / NO**

1.3.15. If so, furnish other particulars:

1.3.16. Are you, or any person connected with the Respondent, aware of any relationship (family, friend, other) between any other Respondent and any person employed by the ZADNA who may be involved with the evaluation and/or adjudication of this RFI? **YES/NO**

1.3.17. If so, furnish other particulars:

1.3.18. Do you or any of the directors / trustees / shareholders / members of the company have any interest in any other related companies whether or not they are bidding for this contract? **YES/NO**

1.3.19. If so, furnish other particulars:

2. Full details of directors / trustees / members / shareholders

Full name	Identity number	Personal tax reference number	employee number / Personal number

3. Declaration

I, the undersigned (name) _____ certify that the information furnished in paragraphs 2 and 3 above is correct.

I accept that the State may reject the RFI or act against me should this declaration prove to be false.

Signature

Date

Position

Name of Respondents

ANNEXURE C: RESPONDENTS' DETAILS AND CONDITIONS

2.1 Bidding structure

Indicate the type of bidding structure by marking with an 'X':	
Individual Respondent	
Joint Venture	
Consortium	
Other	
If the bid is submitted as a Consortium or Joint Venture Arrangement list the members of such Consortium or Joint Venture below:	
1.	
2.	
3.	
4.	
5.	
6.	

2.2 Respondent's Information (includes bids submitted Individual or as a Consortium or Joint Venture)

Supplier size type (Large or QSE or EME)	
Last financial year revenue (R)	
Financial year-end date	
First time business with ZADNA (Y/N)	
Number of existing running contract and total value	
Total number of employees	

2.3 Entity ownership

Ownership category	% of ownership
Black or historically disadvantage individuals owned	
Black women-owned	
Black youth owned	
People living with disability	
Other ownership	
Total (100%)	

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ANNEXURE D: CONDITIONS OF BID

3.1 The Respondent shall provide full and accurate answers to all (including mandatory) questions posed in this document and are required to explicitly indicate either "Comply/Accept (with a √)" or "Do not comply/Do not accept (with an X)" regarding compliance with the requirements. Where necessary, the Respondent shall substantiate their response to a specific question. The Respondent must complete or answer this part fully; otherwise, their Response shall be treated as incomplete and shall not be considered.

3.2

The preparation of response shall be made without obligation to acquire any of the items included in any Respondent's RFI or to select any RFI or to discuss the reasons why such vendor's or any other RFI was accepted or rejected.	Accept	Do not accept

3.3

ZADNA may request written clarification regarding any aspect of this RFI. The Respondent must supply the requested information in writing within the specified time frames after the request has been made; otherwise, the RFI shall be disqualified.	Accept	Do not accept

3.4

In the case of a Consortium, or Joint Venture, the Respondent is required to provide copies of signed agreements stipulating the work split and rand value.	Accept	Do not accept

3.5

Where applicable, ZADNA reserves the right to conduct benchmarks on product/services offered during and after the evaluation.	Accept	Do not accept

3.6

Should the Respondent withdraw the RFI before the proposal validity period expires, ZADNA reserves the right to recover any additional expense incurred by ZADNA having to accept any less favourable response or the additional expenditure incurred by ZADNA in the preparation of a new RFI and by the subsequent acceptance of any less favourable submission.	Accept	Do not accept

3.7

In the case of a consortium or Joint Venture, each of the authorised entity's members and/or partners of the different entities must co-sign this document.	Accept	Do not accept

3.8

Any amendment or change of any nature made to this document shall only be of force and effect if it is in writing, signed by ZADNA signatory and added to this document as an addendum.	Accept	Do not accept

3.9

All services proposed in accordance with this RFI must be certified to all legal requirements as per South African law.	Accept	Do not accept

3.10

The Respondent shall respond to the whole RFI, and failure to do so will result in the submission not being considered	Accept	Do not accept

3.11

Should the Respondent change any wording or phrase in this document, the RFI shall be evaluated as though no change has been affected and the original wording or phrasing shall be used.	Accept	Do not accept

3.12

The onus is on the Respondent to continuously check the ZADNA website for any communication and changes on the RFI document. ZADNA will not be held responsible for any failure by the Respondent to check updates on the RFIs on the advert.	Accept	Do not accept