



Creating a level playing field

**POSTAL AND TELECOMMUNICATIONS REGULATORY AUTHORITY OF
ZIMBABWE (POTRAZ)**

STANDARD

REQUEST FOR PROPOSALS

For the

**DEVELOPMENT, IMPLEMENTATION AND OPERATION OF A
DOMAIN NAME SYSTEM (DNS) IN ZIMBABWE**

Closing Date: **19 July 2024**

Time: **10:00hrs**

Date of Issue: **8 June, 2024**

1. SCOPE OF WORK

The tenderer who is granted the DNS contract will be required to establish and maintain a DNS Service (DNS Registry Services), for all or the contracted domains, with no limitations on the service within Zimbabwe.

The service provider will adhere to all the provisions of the Postal and Telecommunications (Domain Names Registration and Management) Regulations, 2023 gazetted as S.I 111 of 2023.

The contract will operate for a period of 10 years, with the option of renewal.

a) DNS SERVICE

The following services are to be provide as the DNS service:

- I. A robust network of Primary and Secondary DNS servers each serving .zw and all its second level domains.
- II. Efficient and secure entering, adding, changing and or deleting against the DNS servers.
- III. A WHOIS/RDAP service with basic information about holders of DNS entries in standard format.
- IV. Implementation of Domain Name System Security Extensions (DNSSEC)
- V. Support for processes to add, change and or delete names that meet differing service requirements and offer levels of support appropriate to holders' skill levels and technical know-how.
- VI. A way of collecting fees from name holders.
- VII. Enforcement of the DNS name policy.
- VIII. Backup servers must be stated, or any implementation of backup servers.

b) PROPOSED STRUCTURE

- I. The DNS lookup functions that are part of the core infrastructure of the

Zimbabwe Internet are provided by one primary and several secondary servers.

- II. There is also a name registration interface that is used to add, change and/or delete names or via Extensible Provisioning Protocol (EPP). In addition, a WHOIS/RDAP service is available for the .zw domain.
- III. This provides a natural division into DNS infrastructure and name holder support services.

c) NAMEHOLDER SERVICE

- I. A domain name is delegated by the contracted DNS service provider to an individual or organisation.
- II. The name is held by an individual or organisation.
- III. The name holder should be offered the choice of dealing directly with the contracted DNS service provider or through a value-added service provider. This includes initial registration plus subsequent support services.
- IV. The contracted DNS service provider will offer a basic level of service through several media including e-mail and web interfaces.
- IV. Processes that allow the name holder to pay an annual subscription directly to the contracted DNS service provider or to pay through their ISP will both be supported.

d) DNS Infrastructure

- I. The infrastructure includes the operation of primary and secondary servers, and provision of a WHOIS/RDAP service. The infrastructure is critical to the reliable operation of the Internet in Zimbabwe. This service must be provided by a single organisation and it must also be designed to provide robust and resilient service.
- II. The DNS records are the property of the Authority and they must be updated and submitted to the Authority once every month, without fail.

2. ELIGIBILITY

- I. The tender is open to wholly owned Zimbabwean companies registered in terms of the Zimbabwe Companies Act; and operating in the Information and Communication – Technology (ICT) industry or sector.

3. DELEGATION OF NAMES

- I. DNS infrastructure described in this document has a number of DNS servers each of which will serve all second level domains.
- II. The reason for this is to preserve the reliability of the Internet. It is important that DNS infrastructure is provided with a high degree of reliability so that users can resolve Zimbabwe names in all circumstances.

4. DOMAINS

I.

Domain	Description
.ZW	ccTLD or Country Code top level Domain
.co.zw	Commercial companies
.ac.zw	Academic e.g. colleges, tertiary institutions, and universities
.org.zw	Non-governmental organisations

- II. The following domains are not covered by this invitation.
.gov.zw
- III. The contractor shall be required to develop and publish rules and responsibilities applicable to the domains under contract with guidelines from the Authority.

5. CUSTOMER RELATIONS

- I. The contractor would be required to maintain adequate trained personnel to receive and respond promptly to complaints from customers. The contractor shall take all commercially reasonable action to promptly remedy and avoid the recurrence of the cause of all customer complaints

that relate to the quality, availability or delivery of its service.

- II. In particular, the Contractor shall be required to establish efficient procedures, including helpdesk services which duly take into account the predominant local languages so that customers can receive assistance from its personnel.

6. Quality of Service

The following DNS Quality of Service (QoS) Standards set out the minimum QoS standards which the Contractor shall comply with.

Parameter	QoS Standard
DNS Service Availability	99.999%
Name Activation Time from time of receipt of application	Less than 1 hr, during weekdays, and 3 hrs during weekends.

7. Publication of Tariffs

The contractors, in consultation with the Regulator, will publish approved tariffs.

8. Tariffs and Revenues

- I. DNS Contractor shall propose charges for the various aspects of the DNS service, which shall be approved by the Authority beforehand.
- II. The revenues and the sharing model shall be subject to approval.
- III. The Authority requires the Contractor to maintain separate audited financial data and accounts for the Services and to submit on request these data and accounts to the Authority for inspection.

9. Creation of Policies

- I. The bidder must develop policies in consultation with the Authority.

10. Proposed system implementation

The proposed system shall clearly indicate the following:

- I. The Technology and operating systems
- II. DNS software to be used and version.
- III. Disk size storage and RAM of the Server
- IV. Data and system security policy
- V. Number of queries that the system can handle at a given time.

11. EVALUATION CRITERIA

	ITEM	SCORE
1	Scope and variety of features. • EPP, • RDAP • Whois • Speed of usage • DNSSEC, etc	30
2	Adherence to S.I. 111 of 2023 is a must: • Explain how you wish to comply with the regulations	30
3	Suitable Business Model • Cash Generating capacity • Sustainability requirements	30
4	Hardware and Software Processors, RAM, Disk Capacity, Software Used etc	10