.gov TLD Request for Information (RFI)

Response Form

CISA invites feedback from all interested service providers, U.S.-based government organizations, and others on the utility and feasibility of the objectives of the .gov TLD RFI, found at <https://sam.gov/opp/231e3374f3fe449ebd31d51e1454029e/view>.

Thank you for taking the time to share your perspective.

*(This document is a copy of the questions asked at* [*https://forms.office.com/g/gyMy1ypc2e*](https://forms.office.com/g/gyMy1ypc2e)*, created to facilitate coordination inside your organization prior to responding to the RFI.)*

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# Instructions

All responses are to be captured in this form. This form opened on June 30th, 2021 and will close to responses on July 21st, 2021 at 5:00PM Eastern Time.

Some sections require a longer answer. CISA recommends that you draft responses in a document editor and paste them in the appropriate field. You can find a .docx file *(this file)* with all the questions in this RFI form at <https://github.com/cisagov/dotgov-rfi/raw/main/govtld-rfi-questions.docx>.

Information submitted must be available at no cost or obligation to the Government. Submissions become Government property and will not be returned, including any proprietary information; any information you consider proprietary should be clearly marked as such.

CISA may consider additional communication as part of the ongoing market research and may reach out at a later date requesting more information. Service providers who do not respond to this RFI are not excluded from any resulting solicitation(s).

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# About your organization

*Share some basic contact and organizational information.*

### What is the name of your organization?

*Not an organization? Share your name.*

### What is your email address?

*Confirmation of your response to this RFI will be sent to this address.*

### What is your phone number?

*(555) 555-5555*

### What is your physical address?

*123 Data Way, City, State 12345 United States*

### Do you have a DUNS number?

*Not sure what this is? Answer "No".*

* Yes
* No

### Enter your DUNS number.

### What is the socioeconomic status of your business?

* HUBZone
* Service-Disabled-Veteran-Owned
* Woman-Owned
* 8(a)
* Small business
* Large business
* Not a business
* Other

### Are you a US company?

* Yes
* No

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# Our questions

### What is your organization’s expertise in?

*If your company’s experience is a combination of descriptors, answer "Other". Unless otherwise specified, the questions that follow depend upon your selection here.*

1. a) TLD registry services
2. b) Domain name registration services
3. c) Agile software development
4. d) Other

### (a) Identify your capabilities and experience as a registry services provider.

*Highlight efforts that are similar in scope to the registry objectives identified in this RFI, providing links to relevant information where possible, and any applicable federal contracts or task order numbers, customer information (i.e., agency and location), and the period of performance.*

*(NOTE: The maximum character limit of this field is 4000 characters. Another question in this section asks “Is there anything more CISA should know about your organization’s capabilities and experience?”, offering another 4000 characters if needed.)*

### (b) Identify your capabilities and experience as a domain name registration service provider.

*HIghlight efforts that are similar in scope to the registrar objectives identified in this RFI. In particular, CISA is interested in your experience building and designing web applications to support domain name registration, modern development and operations techniques like automated testing frameworks and continuous integration/continuous deployment, and securing digital services. Link to relevant information where possible. Share any applicable federal contracts or task order numbers, customer information (i.e., agency and location), and the period of performance.*

*(NOTE: The maximum character limit of this field is 4000 characters. Another question in this section asks “Is there anything more CISA should know about your organization’s capabilities and experience?”, offering another 4000 characters if needed.)*

### (c) Identify your capabilities and experience offering agile software development services.

*Highlight efforts that are similar in scope to the registrar objectives identified in this RFI, particularly where a government agency has served as the product owner. In particular, CISA is interested in your experience building and designing web applications, modern development and operations techniques like automated testing frameworks and continuous integration/continuous deployment, and securing digital services. Link to relevant information where possible (e.g., open source code repositories, blog posts, case studies). Share any applicable federal contracts or task order numbers, customer information (i.e., agency and location), the period of performance.*

*(NOTE: The maximum character limit of this field is 4000 characters. Another question in this section asks “Is there anything more CISA should know about your organization’s capabilities and experience?”, offering another 4000 characters if needed.)*

### (d) Identify your capabilities and experience as it relates to the objectives of this RFI.

*Highlight efforts that are similar in scope, providing links to relevant information where possible, and any applicable federal contracts or task order numbers, customer information (i.e., agency and location), and the period of performance.*

*(NOTE: The maximum character limit of this field is 4000 characters. Another question in this section asks “Is there anything more CISA should know about your organization’s capabilities and experience?”, offering another 4000 characters if needed.)*

### Identify any existing government contract vehicles your organization currently holds that could support registry services (a/d) and/or the registrar (b/c/d).

*Examples include GWAC, Federal Supply Schedules, BPA, etc.*

### Is there anything more CISA should know about your organization’s capabilities and experience?

*4000 character limit.*

### (a/d) How should CISA formulate pricing estimates for the registry/authoritative nameservers?

### (a/d) Are there any best current practices or technical performance standards relevant to the registry or authoritative nameservers that CISA should consider on any forthcoming solicitation?

### (b/c/d) Are there any best current practices or technical performance standards relevant to the registrar that CISA should consider on any forthcoming solicitation?

### (b/c/d) What performance metrics should be considered for inclusion in a Quality Assurance Surveillance Plan for this type of work? (e.g., accessibility [i.e., 508 compliant], deployability, documentation, security, based on user research)

### (b/c/d) The RFI says that registrar end-user support will be optimized for self-service, with a help desk provided by a service provider offered only if necessary to support the registrar’s objectives. Would you deem a registrar help desk necessary under the registrar’s objectives? If so, what role would the help desk play, and how would you minimize the risk that key DNS systems might be accessed without proper authorization (e.g., via social engineering)?

### How would you describe the roles and composition of the team needed to meet the objectives of the RFI?

### What evaluation factors would result in the vendor most qualified to deliver the RFI’s objectives receiving an award?

### What is the acquisition approach CISA should consider in addressing the objectives?

Of particular interest is assessing how the two core services should be procured (e.g., combined as a single award vs. a modular contracting approach).

### Would your organization plan to subcontract any of this work?

* No
* Yes

### If yes, which part would you subcontract?

# Closing thoughts

### Identify any areas within the objectives that are unclear. Offer feedback or recommendations to make the objectives clearer.

### How likely is your organization to respond to a solicitation in support of the RFI's objectives?

* Likely
* Unlikely
* Unsure

### Is there anything else CISA should consider?