

Request for Information (RFI) for Integrated Registry System (IRS) II

1 Introduction

1.1 Purpose

The application is intended to automate the workflow of SGNIC's operations so that better productivity and efficiency may be achieved. SGNIC aims to integrate an online Credit Card Payment System (with the registration system) and further enhance the existing IRS system. This will ensure that requests made to SGNIC may be processed more efficiently and effectively, hence improving staff productivity with respects to operations and payment.

As SGNIC is the Registry of .SG domain names, and maintains the root name servers for .SG, SGNIC requires the utmost of robustness in security and availability of its' systems.

1.2 Background

The Singapore Network Information Centre (SGNIC) administers the .SG TLD name space and is a registry for all domain names ending with .SG. The top level and the 2nd level .SG domains are pre-defined and are not opened for registrations. Instead, SGNIC only accepts requests for 3rd level .SG domain names under the pre-defined 2nd level categories (i.e. domain names of the form, myorganization.<com/org/net/gov/edu>.sg).

For more information on SGNIC, please refer to <http://www.nic.net.sg>

1.3 Responses

Responses to attend the requirements briefing must be submitted by 5:00 p.m. on Monday 5th of July 1999 to:

Chhay Ea
Singapore Network Information Centre (SGNIC) Pte Ltd
71 Science Park Drive
NCB Building
Singapore 118253

E-mail: chhay@nic.net.sg

1.4 Time Frame

SGNIC wishes the system to be handed over, installed and completed by the end of December 1999. Below is a more detailed time frame:

July 5 th 1999	Last date for responses from participants
July 9 th 1999	Final responses sent back to participants
July 12 th 1999	IRS requirements briefing
August 2 nd 1999	Submission of Proposal by participants
August 16 th 1999	Selection of Developer(s)
September 1 st 1999	Project Start
December 31 st 1999	Project Completion

NOTE: The dates listed are by no means binding to participants, they are merely guidelines in which to follow.

2 System Requirements

The following section lists the required modules to be merged into the current IRS System. These modules will be fully described at the briefing, on the 12 of July.

- 2.1 Customer Database Using Oracle 7 Relational Database Management Systems (RDBMS)
 - This module will require changes to the database structure in order to enhance performance
- 2.2 SGNIC Administrator Interface to registration system
 - The Administrator interface module will require changes to web pages used by the Administrator to:
 - process new domain name/modification requests
 - search and update domain name records
 - create and delete database records
- 2.3 WHOIS Service
 - The WHOIS Service will require changes to improve the interface with the registration system and presentation of data.
- 2.4 Generating registration statistics
- 2.5 Use of NIC handles to enhance/simplify processing of requests
- 2.6 History of changes to domain name records
- 2.7 Auto Approval of requests
 - Auto Approval – New Application
 - Batch Approval – Modification
- 2.8 Name Servers
 - Interface to the registration system with domain name servers
- 2.9 Billing System – invoice generating, tracking, closing, and credit card payment interface

3 Current System Environment

UNIX Servers with Windows clients as the user front end

RDMS – Oracle 7

4 Contractor Requirements

SGNIC requires System Integrator(s) that are capable of completing software development in a timely manner. SGNIC intends to have the new system up and running by 31 December 1999.

The System Integrator should also be able to maintain long term development and support for the entire system.

Please describe in your response to this request, the following:

- Your company information
 - Your operations, major areas of activity/product offering
 - Reference sites where you have carried out similar work for other customers
- Your ability to do the work
 - Your proven ability in the specification, design and implementation of application software.
 - Your ability to rapidly adopt to changes required in this system, as SGNIC's operations and business function changes in response to the Internet's development.
 - Your ability to maintain continuity of SGNIC's operations throughout the implementation process. As SGNIC provides vital information for the .SG domain name space, conversion of existing data and testing of the new system must not hinder SGNIC's current operation in any way.

- Indicative Costs
 - While SGNIC is not seeking precise proposals as yet, please give indicative costs where possible. Indicative costs will not be binding to the participant, as SGNIC is only interested in such informations for budgeting purposes.
- Year 2000 (Y2K)
 - SGNIC is seeking contractual assurance that all systems that SGNIC procures are Y2K compliant/conformant. Please state your company's state of Y2K preparedness, and your ability to provide contractual assurance that SGNIC is seeking.

5 NDA

Participants of the IRS requirements briefing shall be required to sign a Non-Disclosure Agreement with SGNIC.