usTLD Request for Quotation Response Compliance Matrix

RFQ Section		Requirement	NeuStar Will Comply	Response Section
Statement Of Work				
A. Introduction		Information Only	N/A	Information Only
B. Contractor Requirements		The Contractor must perform the required services for this acquisition as a prime Contractor, not as an agent or subcontractor. (The provision of the required services may be accomplished through coordinating the resources and services provided by entities other than the prime Contractor.) The Contractor must be (a) incorporated within one of the fifty states of the United States of America or the District of Columbia or (b) organized under a law of a state of the United States of America or the District of Columbia. The Contractor must possess and maintain through the performance of this acquisition a physical address within the United States and must be able to demonstrate that all primary registry services will remain within the United States of America (including the District of Columbia).	✓	B
		The Contractor may not charge the United States Government for performance of the requirements of this purchase order (the unit price and amount for Line Items 0001, 0002 and 0003 must each be $0.00). However, the Contractor may establish and collect fees from third parties for performance of the requirements of this purchase order, provided that the fee levels are approved by the Contracting Officer before going into effect, which approval will not be withheld unreasonably, provided that the fee levels are fair and reasonable.		
B.1 Statement of Purpose		The Department of Commerce seeks to acquire centralized management and coordination of registry, registrar (where specified), database, and information services for the usTLD. In broadest terms, the usTLD was created to provide a locus for registration of domain names to serve the Internet community of the United States, and is intended to be available to a wide range of registrants. Given the foregoing, the Department seeks quotations that will achieve the following objectives:	N/A	Information Only
B.1	1.	Ensure that procedures and a framework of accountability for the delegation and the administration of usTLD evolve into a more robust, certain, and reliable system.	✓	B.1
B.1	2.	Promote increased use of the usTLD by the Internet community of the United States (including small businesses, consumers, Internet users, not-for-profit organizations, and local governments (*i.e.,* state, city, and county), among others**)**, with residence or a bona fide presence in the United States) through introduction of enhanced services, dissemination of information through advertising and/or other appropriate mechanisms, and simplification of registration services including direct registration.	✓	B.1
B.1	3.	Create a centrally administered and efficiently managed structure that ensures both registrant/consumer confidence and infrastructure stability through coordination of delegations as well as other appropriate functions.	✓	B.1

usTLD Request for Quotation Response Compliance Matrix

RFQ Section		Requirement	NeuStar Will Comply	Response Section
B.1	4.	Create a stable, flexible, and balanced environment within the usTLD that is conducive to innovation and that will meet the future demands of potential registrants.	✓	B.1
B.1	5.	Ensure continued stability of the domain name system as a whole and the usTLD, particularly throughout the transition period from the current management structure into the new structure developed and maintained under the Contractor.	✓	B.1
B.1	6.	Manage the usTLD consistent with the Internet Corporation for Assigned Names and Numbers' (ICANN) technical management of the DNS.	✓	B.1
B.1	7.	Allow for the adequate protection of intellectual property in the usTLD. This includes, in particular, the implementation of a "sunrise period" that permits qualified trademark owners to pre-register their trademarks as domain names in the expanded usTLD space prior to the opening of the expanded usTLD space to wider registration, and a dispute resolution procedure to address conflicts between trademarks and domain names arising from "cybersquatting" in the usTLD.	✓	B.1
B.1	8.	Establish and maintain consistent communication between the COTR, the Contractor and ICANN. This includes representation of the usTLD in the ICANN ccTLD constituency and contribution to ICANN's operating costs as apportioned to the usTLD through the ICANN budget process.	✓	B.1
B.1	9.	Promote robust competition within the usTLD and in particular registration services that will lead to greater choice, new, and better services for users.	✓	B.1
B.2 Core Registry Functions		The Contractor must provide, at a minimum, the services that are outlined below. This list should not be viewed as exhaustive. The Contractor must provide all systems, software, hardware, facilities, infrastructure, and operation for the following functions:	✓	B.2, B.2.1 – B.2.16
B.2	1.	Operation and maintenance of the primary, authoritative server for the usTLD;	✓	B.2.1, O.1, O.4, O.5
B.2	2.	Operation and/or administration of a constellation of secondary servers for the usTLD;	✓	B.2.2, O.1, O.4, O.5
B.2	3.	Compilation, generation, and propagation of the usTLD zone file(s);	✓	B.2.3, F, O.1, O.4, O.5
B.2	4.	Maintenance of an accurate and up-to-date registration (WHOIS) database for all usTLD registrations;	✓	B.2.4, F, O.1, O.3
B.2	5.	Maintenance of an accurate and up-to-date database of usTLD subdelegation managers;	✓	B.2.5, F, O.1, O.3

usTLD Request for Quotation Response Compliance Matrix

RFQ Section		Requirement	NeuStar Will Comply	Response Section
B.2	6.	Establishment of a data escrow for usTLD zone file and domain name registration information, including chain of registration data;	✓	B.2.6, F, O
B.2	7.	Compliance with applicable Internet Engineering Task Force (IETF) and applicable ICANN policies for the functions outlined above; and	✓	B.2.7, F, O.2
B.2	8.	Promotion of awareness and registration in the usTLD including maintaining website with up-to-date policy and registration information for the usTLD.	✓	B.2.8
B.3 Core Policy Requirements		The Contractor must:	N/A	Information Only
B.3	1.	Implement United States Nexus Requirement: The Contractor must run the usTLD as a country code top level domain intended to serve the community of Internet users (including end users, business, government, and not-for-profit organizations, among others) resident or located with a bona fide presence in the United States, and is not intended to attract or otherwise encourage registrations from outside the United States. In addition to the current policy set forth in RFC 1480 requiring that usTLD domain name registrations be hosted on computers located within the United States, the Contractor must implement a United States Nexus Requirement in both the locality-based usTLD structure and the expanded usTLD space.	✓	B.3.1
B.3	2.	Adopt ICANN Policies Pertaining to Open ccTLD's: Although the usTLD is intended to serve the Internet community of the United States, and is not intended to encourage registrations from entities or individuals resident outside the United States, the Contractor must follow the ICANN policies pertaining to open ccTLD's unless otherwise directed by the Contracting Officer.	✓	B.3.2
B.3	3.	Implement a Uniform Domain Name Dispute Resolution Procedure and Sunrise Policy. The Contractor must implement a uniform domain name dispute resolution procedure intended to resolve disputes arising from "cybersquatting" applicable to the usTLD (such policy is intended to be modeled upon the ICANN Uniform Domain Name Dispute Resolution Procedure, consistent with modifications necessary for such policy to be applicable to the usTLD specifically). The Contractor must also implement a "Sunrise Policy" that permits qualified trademark owners to pre-register their trademarks as domain names in the expanded usTLD space prior to the opening of the expanded usTLD space to wider registration.	✓	B.3.3
B.3	4.	Abide by Government Advisory Committee Principles: The Contractor must abide by the principles and procedures set forth in the Government Advisory Committee document "Principles for the Delegation and Management of Country-Code Top Level Domains," unless inconsistent with U.S. law or regulation.	✓	B.3.4

usTLD Request for Quotation Response Compliance Matrix

RFQ Section		Requirement	NeuStar Will Comply	Response Section
B.4 Locality-based usTLD Structure Functions		The Contractor must:	N/A	Information Only
B.4	1.	Provide Service for Existing Delegees and Registrants: Provide service and support for existing delegees and registrants in the existing, locality-based usTLD structure under current practice, including policies set forth in RFC 1480 and other documented usTLD policies.	✓	B.4.1, F, O
B.4	2.	Provide Services for Undelegated Third Level Sub-Domains: Provide direct registry and registrar services for all other undelegated third level locality sub-domains, including services for CO and CI, and undelegated special purpose domains (K12, CC, TEC, LIB, MUS, STATE, DST, COG and GEN).	✓	B.4.2, F, O
B.4	3.	Modernize Locality-Based usTLD processes: The Contractor must modernize and automate the locality-based usTLD delegation and registration process under the control of the usTLD administrator, including the creation of an electronic database to store historical usTLD registration data.	✓	B.4.3, F, O
B.4	4.	Coordinate Current Locality-Based usTLD Users: The Contractor must create a mechanism or mechanisms whereby delegated managers of the usTLD, users of the locality-based usTLD, traditional usTLD user groups (such as state and local governments, the library community and educational institutions, among others), and other interested parties, can coordinate to discuss usTLD administrative, technical, and policy issues related to the operation and management of locality-based usTLD structure.	✓	B.4.4, B.3.5
B.4	5.	Investigate Compliance with Current Locality-Based usTLD Policies: The Contractor must conduct an investigation (or commission such an investigation) and submit a report to the COTR, within six months after purchase order award, evaluating the compliance of existing sub-domain managers with the requirements of RFC 1480 and other documented usTLD policies. Further, the study should include an evaluation of "locality-squatting" issues, or the practice of registering a locality name without providing a responsive level of service to such locality. Such report must recommend structural, procedural, and policy changes designed to enhance such compliance or improve usTLD registration services and increase the value of the locality-based usTLD structure to local communities. During this evaluation period, the Contractor must not make any additional locality delegations or transfers unless otherwise directed by the Contracting Officer.	✓	B.4.5

usTLD Request for Quotation Response Compliance Matrix

RFQ Section		Requirement	NeuStar Will Comply	Response Section
B.4	6.	**Develop Database of usTLD Delegated Managers**: The Contractor must develop a single database for up-to-date and verified contact information for all delegated managers in the usTLD, including to locality-level and functional second level (where delegated) administrators and, where applicable, for all sub-delegations made by such locality-level or second level administrators. Such databases should allow for multiple string and field searching through a free, public, web-based interface, and consist of at least the following elements:		
		a. The name of the delegated manager;		
		b. The IP address of the primary nameserver and secondary nameserver(s) for the delegation;		
		c. The corresponding names of those nameservers;	✓	B.4.6, F, O
		d. The date of delegation;		
		e. The name and postal address of the delegated manager;		
		f. The name, postal address, e-mail address, voice telephone number, and (where available) fax number of the technical contact for the delegated manager;		
		g. The name, postal address, e-mail address, voice telephone number, and (where available) fax number of the administrative contact for the delegated manager; and		
		h. The website or other contact information through which registrations can be accepted under that delegation.		
B.4	7.	**Develop Registrant WHOIS Database**: The Contractor must develop an enhanced searchable WHOIS database that contains, or provides reliable access to, all locality-based usTLD registrants including the registrants of delegated usTLD managers and, where applicable, registrants located under delegated managers' sub-delegations. Such WHOIS database must allow for multiple string and field searching through a free, public, web-based interface, and consist of at least the following elements:		
		a. The name of the domain registered;		
		b. The Internet Protocol (IP) address of the primary nameserver and secondary nameserver(s) for the registered domain name;		
		c. The corresponding names of those nameservers;	✓	B.4.7, F, O
		d. The identity of the delegated manager under which the name is registered;		
		e. The creation date of the registration;		
		f. The name and postal address of the domain name holder;		
		g. The name, postal address, e-mail address, voice telephone number, and (where available) fax number of the technical contact for the domain name holder; and		
		h. The name, postal address, e-mail address, voice telephone number, and (where available) fax number of the administrative contact for the domain name holder.		

usTLD Request for Quotation Response Compliance Matrix

RFQ Section	Requirement	NeuStar Will Comply	Response Section
B.5 Expanded usTLD Space Functions	The Contractor must not act as a registrar in the expanded usTLD space. Presented below is a non-exhaustive list of elements that the Contractor must incorporate into its procedures and policies for the expanded usTLD structure:	✓	B.5
B.5	1. Develop and Implement Shared Registration System: The Contractor must develop and implement a shared registration system whereby qualified competing registrars may register domain names for their customers in the expanded usTLD space (*i.e.*, example.us). At a minimum, this proposed shared registration system must allow an unlimited number of accredited/licensed registrars to register domain names in the expanded usTLD; provide equivalent access to the system for all accredited/licensed registrars to register domains and transfer domain name registrations among competing accredited/licensed registrars; update domain name registrations; and provide technical support for accredited/licensed registrars.	✓	B.5.1, F, O
B.5	2. Accreditation of usTLD Registrars: The Contractor must develop and implement a process describing the manner in which registrars in the expanded usTLD space will be accredited to register names in the expanded usTLD.	✓	B.5.2
B.5	3. Technical Certification of usTLD Registrars: The Contractor must develop and implement a process for technical certification of registrars in the expanded usTLD space.	✓	B.5.3, O
B.5	4. Develop WHOIS Database: The Contractor must develop an enhanced searchable WHOIS database that contains, or provides reliable access to, all expanded usTLD registrations. Such WHOIS database must be operated at the registry level (as opposed to at the level of individual accredited registrars) and allow for multiple string and field searching through a free, public, web-based interface, and consist of at least the following elements: a. The name of the second level domain registered; b. The IP address of the primary nameserver and secondary nameserver(s) for the registered domain name; c. The corresponding names of those nameservers; d. The creation date of the registration; e. The name and postal address of the domain name holder; f. The name, postal address, e-mail address, voice telephone number, and (where available) fax number of the technical contact for the domain name holder; and g. The name, postal address, e-mail address, voice telephone number, and (where available) fax number of the administrative contact for the domain name holder.	✓	B.5.4, F, O
B.5	5. Community Outreach Plan: The Contractor must develop a public outreach mechanism whereby the public space can suggest or recommend additional policies or procedures for the usTLD that may be developed or suggest how existing policy should be modified or updated.	✓	B.5.5, B.3.5

usTLD Request for Quotation Response Compliance Matrix

RFQ Section	Requirement	NeuStar Will Comply	Response Section
C. Reporting Requirements and Deliverables	The Contractor must post the following reports on their Internet site in order to facilitate transparency and public access.	✓	B.2.15, B.4.5
C.1 Investigational Study (One-Time Report Due Six Months After Purchase Order Award)	The Contractor must conduct an investigation and submit a written report to the COTR, within six months after purchase order award, evaluating the compliance of existing sub-domain managers with the requirements of RFC 1480 and other documented usTLD policies. Such report must recommend structural, procedural, or policy changes designed to enhance such compliance and increase the value of the locality-based structure to local communities. During this evaluation period, the Contractor must make no additional locality delegations unless otherwise directed by the Contracting Officer.	✓	B.4.5
C.2 Progress Reports	For the first two years of the purchase order, the Contractor must submit monthly progress reports to the COTR, in writing, detailing the Contractor's progress towards meeting the purchase order SOW requirements. Thereafter, such reports must be provided to the COTR on a quarterly basis. These reports must indicate the status of all major events, as well as major work performed during the month, including technical status, accomplishments, and complications experienced in fulfilling the SOW requirements, and must be submitted in such detail and form as required by the COTR. Such reports must also provide performance data related to operation of the usTLD including, but not limited to, the following: the total number of registry transactions; the number of new, transferred or deleted registrations in the usTLD (including cumulative registrations over time); the number of delegated managers and changes in delegated managers in the locality-based usTLD space; the number of registrars accredited to register names in the expanded usTLD space, including the operational status of those registrars; and any updates or modifications to the shared registration system made by the Contractor.	✓	B.2.15
Clauses and Provisions			
1.	52.203-12 DEV 52.203-12 LIMITATION ON PAYMENTS TO INFLUENCE CERTAIN FEDERAL TRANSACTIONS (DEVIATION NOV 1990) (JUN 1997)	N/A	Information Only
2.	52.204-6 DATA UNIVERSAL NUMBERING SYSTEM (DUNS) NUMBER (JUNE 1999)	✓	S
3.	52.213-4 TERMS AND CONDITIONS--SIMPLIFIED ACQUISITIONS (OTHER THAN COMMERCIAL ITEMS) (MAR 2001)	N/A	Information Only
4.	52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)	N/A	Information Only
5.	52.227-17 RIGHTS IN DATA—SPECIAL WORKS (JUN 1987)	N/A	Information Only
6.	1352.233-70 HARMLESS FROM LIABILITY (MARCH 2000)	N/A	Information Only

usTLD Request for Quotation Response Compliance Matrix

RFQ Section		Requirement	NeuStar Will Comply	Response Section
	7.	1352.233-71 SERVICE OF PROTESTS (MARCH 2000)	N/A	Information Only
	8.	1352.252-71 REGULATORY NOTICE (MARCH 2000)	N/A	Information Only
	9.	52.233-1 I DISPUTES (DEC 1998)--ALTERNATE I (DEC 1991)	N/A	Information Only
	10.	52.239-1 PRIVACY OR SECURITY SAFEGUARDS (AUG 1996)	N/A	Information Only
	11.	1352.201-70 CONTRACTING OFFICER'S AUTHORITY (MARCH 2000)	N/A	Information Only
	12.	1352.201-71 CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE (COTR) (MARCH 2000)	N/A	Information Only
	13.	ANSWERS TO ANTICIPATED OFFEROR QUESTIONS	N/A	Information Only
Representations and Certifications of Offerors				
	1.	52.219-1 SMALL BUSINESS PROGRAM REPRESENTATIONS (MAR 2001)	✓	R
	2.	52.203-11 DEV 52.203-11 CERTIFICATION AND DISCLOSURE REGARDING PAYMENTS TO INFLUENCE CERTAIN FEDERAL TRANSACTIONS DEVIATION (JAN 1990)	✓	R
Instructions for Submitting Quotations				
		Before submitting a quotation, Offerors are encouraged to review the information on the locality-based usTLD structure and registration policies at: http://www.nic.us	N/A	Information Only
		The Offeror must submit the ORIGINAL VERSION and TWO COPIES of the Quotation to the following address:	N/A	Information Only
		ATTN JOSEPH L WIDDUP NATIONAL INSTITUTE OF STANDARDS AND TECHNOLOGY 100 BUREAU DR STOP 3571 BLDG 301 RM B129 GAITHERSBURG MD 20899-3571 M/F SOLICITATION SB1335-01-Q-0740	N/A	Information Only
		Each quotation (original and copies) submitted in response to this solicitation must:	N/A	Information Only
	A.	Include resume(s) of key personnel (including education and experience credentials) that would perform and/or manage the requirements of this acquisition.	✓	A

usTLD Request for Quotation Response Compliance Matrix

RFQ Section		Requirement	NeuStar Will Comply	Response Section
	B.	Describe how the Offeror would satisfy **each** of the individual requirements described in the "Contractor Requirements" section of the SOW. (In the event that the provision of the required services would be accomplished through coordinating the resources and services provided by entities other than the prime Contractor, the quotation must explicitly indicate how the Contractor will ensure that the "Contractor Requirements" will be fulfilled.)	✓	B, B.1 – B.16
	C.	In light of the "Statement of Purpose" in the SOW, present a detailed narrative describing the Offeror's overall vision for future management of the usTLD, including how the Offeror proposes to make the usTLD more attractive and useful to United States Internet users and the Offeror's expectations for the number of potential usTLD registrants.	✓	C
	D.	Describe any services or functions, if any, the Offeror proposes to perform as part of usTLD management in addition to those listed in the SOW.	✓	D
	E.	Demonstrate clearly, concisely and accurately, in written narrative form, the Offeror's understanding of the current state of the usTLD domain space.	✓	E
	F.	Describe, for the SOW requirement related to the development of a database of usTLD delegated managers, and the development of registrant WHOIS databases (both for the locality-based usTLD structure and the expanded usTLD space) how the Offeror would collect the necessary information and the technical and operational specifications of the databases.	✓	F, B.2.4, B.2.5
	G.	Include a proposed draft of any contract(s) that the Offeror proposes to use between itself, as Contractor, and usTLD delegated managers (which may include "flow through" registration agreements to be used by locality-based usTLD registrants) considered necessary to ensure the stable operation of the locality-based usTLD structure and implement necessary policies. Note: The content of the final version of all such contract(s) must be approved by the Contracting Officer before use by the Contractor in performance of the resultant purchase order.	✓	G
	H.	Include a proposed draft of any contract(s) that the Offeror proposes to use between itself, as Contractor, and expanded usTLD registrars to ensure the stable operation of the expanded usTLD and implement the necessary policies (which may include shared registration system license agreements, registrar accreditation agreements, and registrant agreements). Note: The content of the final version of all such contract(s) must be approved by the Contracting Officer before those contract(s) may be used by the Contractor in performance of the resultant purchase order;	✓	H

usTLD Request for Quotation Response Compliance Matrix

RFQ Section	Requirement	NeuStar Will Comply	Response Section
I.	Include written policies (including implementation details) that the Offeror proposes to follow, as Contractor, during the start-up phase of registrations in the usTLD. Such description must include the following considerations: 1. How the Offeror would design and implement the "Sunrise Policy" that permits qualified trademark owners to pre-register their trademarks as domain names in the expanded usTLD space prior to the opening of the expanded usTLD space to wider registration. 2. How the Offeror would implement a uniform domain name dispute resolution procedure intended to resolve disputes arising from "cybersquatting" applicable to the usTLD (such policy is intended to be modeled upon the ICANN Uniform Domain Name Dispute Resolution Procedure, consistent with modifications necessary for such a policy to be applicable to the usTLD specifically. Offeror should propose necessary modifications). 3. How the Offeror proposes to implement and enforce the United States nexus requirement intended to preserve the usTLD for use by the community of United States Internet users. 4. Describe any proposed additional, alternative, or supplemental policies or programs the Offeror considers relevant and essential towards the locality-based usTLD space or the expanded usTLD space. Offerors should also describe additional procedures that address other considerations than those listed above that they consider relevant to their quotation.	✓	I, B.3.1, B.3.3, B.3.5
J.	Address the following considerations in the description of the registration process: 1. How the Offeror proposes to address the potential initial "rush" for registrations at the opening of the expanded usTLD space. 2. Describe the proposed application process for potential registrants; 3. Describe the proposed mechanisms for ensuring that registrants meet registration requirements; 4. Describe any proposed appeal process that could be used by the applicant as a result of Contractor denial of registration. 5. Describe any proposed procedure that would permit third parties to seek cancellation of a registration for failure to comply with restrictions imposed by the Contractor.	✓	J
K.	Describe in detail the proposed mechanisms and community outreach plans for coordinating the current locality-based usTLD users and the mechanism by which the public can suggest or recommend additional policys or procedures for the usTLD.	✓	K, B.3.5

usTLD Request for Quotation Response Compliance Matrix

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	L.	Describe, in detail, how the Contractor would fund the requirements of this acquisition at no cost to the United States Government.	✓	L
	M.	Project/estimate and explain annual Contractor costs for this acquisition in such a way to permit the Government to match those costs to specific SOW Contractor Requirements.	✓	M
	N.	Include detailed proposed financial plans, including, if appropriate, the manner in which fees levied for services rendered by the Contractor would be derived, considering cost plus a fair and reasonable profit.	✓	N
	O.	Describe, in detail, the technical facilities, equipment, software, hardware, and related technology that the Offeror would use to meet the requirements of this acquisition.	✓	O
	P.	Include no more than five past performance references for other efforts similar in scope to this acquisition that were either (a) completed by the Offeror (either as a prime Contractor or as a first-tier subcontractor) in the past five years or (b) currently in process. For each past performance reference, include the following information: 1. Contract Number/Purchase Order Number; 2. Duration of the Contract/Purchase Order; 3. Dollar Value of Contract/Purchase Order (Broken Down on a Per-Year Basis, if Applicable); 4. Contract type of Contract/Purchase Order (*e.g.*, firm-fixed-price, cost-plus-fixed-fee, cost-plus-award-fee, fixed-price with economic price adjustment); 5. Name and Mailing Address of Customer Organization; 6. Technical Point of Contact at Customer Organization for the Contract/Purchase Order, including Phone Number, Fax Number and Email Address; 7. Information Noted in I.4 above for an Alternate Customer Organization Point of Contact; and 8. Detailed Description of the Effort Performed by the Contractor/Subcontractor under the Contract/Purchase Order. At the discretion of the Contracting Officer, a site visit to the Offeror's facility(ies) may also be requested and conducted by DOC personnel involved in this acquisition. The purpose of this visit would be to gather information relevant to the Offeror's submitted quotation. The Contracting Officer would arrange such a visit at least seven days in advance with the Offeror.	✓	P
	Q.	Describe, in detail, proposed performance measures that will provide accurate indicators of the Contractors progress under the project and assessment of services offered	✓	Q
	R.	Include a completed copy of "Offeror Representations and Certifications" from this solicitation.	✓	R

usTLD Request for Quotation Response Compliance Matrix

RFQ Section	Requirement	NeuStar Will Comply	Response Section
S.	The Offeror's Data Universal Numbering System (DUNS) Number. (See FAR 52.204-6 on page 16 of this solicitation.)	✓	S
Evaluation Criteria for Award			
	A quotation will only be considered if it is submitted by an organization that is (a) incorporated within one of the fifty states of the United States of America or the District of Columbia or (b) organized under a law of a state of the United States of America. The Contractor must have a physical address within the United States of America or the District of Columbia and must be able to demonstrate that all primary registry services will remain within the United States of America (including the District of Columbia). The Government will evaluate quotations submitted in response to this acquisition for services and will award a purchase order to the technically acceptable, responsible Offeror whose quotation represents the best value. Technical excellence and comprehensiveness of the overall service for usTLD operation is significantly more important than proposed price(s) to .us registrants. The evaluated price for all quotations, in terms of the price paid by the Government, will be $0.00. This acquisition is being conducted under FAR Part 13, Simplified Acquisition Procedures. Under FAR Part 13, solicitations are not required to state the relative order of importance assigned to each evaluation factor and subfactor, nor are they required to include subfactors. The evaluation factors are listed below. • Technical excellence and comprehensiveness of the offered service - For this factor, the Government will evaluate responses to items A through O and item Q in the "INSTRUCTIONS FOR SUBMITTING QUOTATIONS." • Past performance information – For this factor, the Government will evaluate information obtained from past performance references provided by the Offeror in their quotation in response to item "P" in the "INSTRUCTIONS FOR SUBMITTING QUOTATIONS" section of the solicitation, as well as any other relevant past performance information that the Government obtains about the Offeror from other sources; • Reasonableness of proposed price(s) to .us registrants. For this factor, the Government will determine whether the proposed price(s) to the registrants are fair and reasonable considering the level of service(s) to be provided to the .us registrants. For the purposes of this solicitation, "best value" means the expected outcome of an acquisition that, in the Government's estimation, provides the greatest overall benefit in response to the requirement. In this solicitation, the term "best value" is not meant to imply that a specific tradeoff process (as described in FAR Part 15, Contracting by Negotiation) will be used by the Government. This acquisition is being conducted under FAR Part 13, Simplified Acquisition Procedures.	N/A	Information Only