



Project Overview

for the

**Human Rights Impact Assessment
(HRIA)**

Request for Proposal (RFP)

Date of Issue: 15 August 2017

1.0 Introduction

1.1 About this Document

The Internet Corporation for Assigned Names and Numbers (“ICANN”) is soliciting proposals from various vendors to identify one or more suppliers qualified to provide an internal Human Rights Impact Assessment (HRIA) of ICANN's organization operations. The services shall be provided both remotely from the supplier’s location as well as on-site, as appropriate, at ICANN’s Headquarters in Los Angeles, California, USA.

This document provides an overview of the Request for Proposals (RFP). It aims to provide some background and pertinent information regarding the requirements. The RFP itself comprises this as well as other documents that are hosted in the RFP (SciQuest) sourcing tool.

1.2 Overview of the Internet Corporation for Assigned Names and Numbers (ICANN)

The Internet Corporation for Assigned Names and Numbers (ICANN)'s mission is to help ensure a stable, secure and unified global Internet. To reach another person on the Internet, you have to type an address into your computer - a name or a number. That address has to be unique so computers know where to find each other. ICANN helps coordinate and support these unique identifiers across the world.

See www.icann.org for more information.

2.0 Scope

2.1 Project Objective

The HRIA is intended to review ICANN organization’s internal operational commitment to respect human rights, including mitigate risks and capitalize on opportunities to improve global business operations. The findings will enhance the transparency of internal operations and optimize planning and budgeting necessary to meet the ICANN organization’s continued commitment to respect human rights.

The assessment will provide ICANN with a prioritized list of human rights risks, opportunities, and impacts, which will allow ICANN to implement human rights due diligence consistent with its mission, Bylaws, and appropriate principles applicable to non-profit organizations.

2.2 Background

The new ICANN Bylaws include a commitment to "respect internationally recognized human rights as required by applicable law." In June 2016, the global multistakeholder community began to work on the development of a [Framework of Interpretation \(FOI\) for human rights](#), which is to guide this commitment, following the process called for in the Bylaws.

In parallel to these discussions, and most recently through the considerations added to the draft FOI, the community has suggested that ICANN the organization "could also consider instruments such as HRIAs to assess their impact on Human Rights." While it is up to the ICANN organization to develop and implement, the considerations further note that the results of such HRIAs "should be reflected in ICANN's annual reporting." The ICANN organization has recognized the need for such an assessment and has proactively included it as part of its work plan for Fiscal Year 2018.

The goal of this internal HRIA is limited to producing actionable recommendations to improve the impacts of the ICANN organization conducting daily business operations. This exercised does not involve an assessment of other parts of the draft FOI, nor does it involve considerations that deal with the global multistakeholder community's policy development process.

Through the issuance of this RFP, ICANN is soliciting proposals from qualified suppliers for the provision of an HRIA to be completed during ICANN's Fiscal Year 2018: 1 July 2017 to 30 June 2018.

2.3 Scope of Work

The goal of an internal HRIA of the ICANN organization is to produce an assessment, and, as appropriate, actionable recommendations to improve the human rights impacts of the ICANN organization conducting daily business operations within its mission. The scope of the work would involve standard HRIA topics, such as an analysis of human resources, procurement, and event planning practices, as well as the practical implications of running worldwide offices. This would be followed by recommendations for a matrix designed to track performance and a plan for communicating that progress to the wider ICANN community.

An HRIA could also include an evaluation of risks and opportunities at the departmental level, which would involve the consultant(s) reviewing policies and plans for each department; in addition to actionable recommendations, as appropriate. This component raises awareness of how the activities of each department within ICANN can potentially impact human rights.

2.4 Review Work

The full assessment is expected to include the following:

- Examination of documentation, records and reports
- Identify and map full sets of human rights (such as, but not limited to, right to life, liberty, equality, privacy, non-discrimination, and security of person) back to the ICANN organization's internal structure
 - Examine human resources, procurement, and event planning practices, as well as the implications of running worldwide offices
- Evaluation at a departmental level
 - Review each department's policies and plans
- High-level interviews with relevant ICANN staff members
- Observation/shadowing at ICANN Public Meeting
- Recommendations on how to move forward and improve ICANN's human rights impacts when conducting daily business operations

2.5 Structure of the Impact Assessment Report

The impact assessment report should include the following main sections:

1. **Executive Summary:** This section should provide a clear and easy to understand summary of findings and recommendations.
2. **Facts:** This section should provide data on all aspects as described in the Scope of Work section above.
3. **Analysis:** This section must provide an in-depth analysis of the data collected, and show correlations amongst the various data sets.
4. **Conclusions:**
 - a. Based on the findings from analyzing the data collected, the report must identify elements that are working well and those that need improvement.
 - b. The report should provide suggestions and recommendations on ways to improve ICANN's impacts on human rights.

2.6 Other

The final report and any attached documents will be submitted in the English language. The report will be submitted to ICANN as an electronic document.

3.0 Examples

This is the first HRIA of ICANN's corporate activities to be conducted; the following examples do not reflect or resemble the scope of work outlined in this RFP.

- [Oxfam Human Rights Impact Assessment Initiative](#) (2011/ongoing)
- [Public Report on the Independent Assessment Process for Google, Microsoft, and Yahoo](#) (January 2014)

Disclaimer: These examples are drawn from publicly available resources and are intended to serve as a reference point only. ICANN does not endorse the author(s), process or findings of any of these reports.

4.0 High Level Selection Criteria

The decision to select a provider, or providers, as an outcome of this RFP will be based on, but not limited to, the following selection criteria:

- 1) Company details & financial health
- 2) Capability and experience, including qualifications of key personnel
 - a. Human rights impact assessments
 - b. Internet governance ecosystem
 - c. Global experience
- 3) Availability of key personnel
- 4) Responsiveness and flexibility
- 5) Financial value / pricing
- 6) Value added services

5.0 High Level Business Requirements

In order to be considered, the providers must be able to demonstrate the ability to meet the following high level business requirements:

- i. All third-party firms (i.e., firms with whom you propose to subcontract) related to this engagement will need to be approved by ICANN before engaging on ICANN projects.
- ii. All third-party independent contractors (i.e., independent contractors with whom you propose to subcontract) related to this engagement will need to be approved by ICANN before engaging on ICANN projects.

A full list of all requirements is available in the RFP sourcing tool (SciQuest).

6.0 Project Timeline

The following dates have been established as milestones for this RFP. ICANN reserves the right to modify or change this timeline at any time as necessary.

Activity	Estimated Dates
RFP published	15 August 2017
Participants to indicate interest in submitting RFP proposal	25 August 2017 by 18:00 PDT
Participants submit any questions to ICANN	29 August 2017 by 18:00 PDT
ICANN responds to participant questions	1 September 2017
Participant proposals due by	8 September 2017 by 18:00 PDT
Evaluation of responses	Weeks of September 11 th & 18 th 2017
Presentations and due diligence with finalists	Weeks of Sept 25 th and Oct 2 nd 2017
Negotiations, contracting and award	By 20 th October 2017

8.0 Terms and Conditions

General Terms and Conditions

1. Submission of a proposal shall constitute Respondent's acknowledgment and acceptance of all the specifications, requirements and terms and conditions in this RFP.
2. All costs of preparing and submitting its proposal, responding to or providing any other assistance to ICANN in connection with this RFP will be borne by the Respondent.

3. All submitted proposals including any supporting materials or documentation will become the property of ICANN. If Respondent's proposal contains any proprietary information that should not be disclosed or used by ICANN other than for the purposes of evaluating the proposal, that information should be marked with appropriate confidentiality markings.

Discrepancies, Omissions and Additional Information

1. Respondent is responsible for examining this RFP and all addenda. Failure to do so will be at the sole risk of Respondent. Should Respondent find discrepancies, omissions, unclear or ambiguous intent or meaning, or should any question arise concerning this RFP, Respondent must notify ICANN of such findings immediately in writing via e-mail no later than three (3) days prior to the deadline for bid submissions. Should such matters remain unresolved by ICANN, in writing, prior to Respondent's preparation of its proposal, such matters must be addressed in Respondent's proposal.
2. ICANN is not responsible for oral statements made by its employees, agents, or representatives concerning this RFP. If Respondent requires additional information, Respondent must request that the issuer of this RFP furnish such information in writing.
3. A Respondent's proposal is presumed to represent its best efforts to respond to the RFP. Any significant inconsistency, if unexplained, raises a fundamental issue of the Respondent's understanding of the nature and scope of the work required and of its ability to perform the contract as proposed and may be cause for rejection of the proposal. The burden of proof as to cost credibility rests with the Respondent.
4. If necessary, supplemental information to this RFP will be provided to all prospective Respondents receiving this RFP. All supplemental information issued by ICANN will form part of this RFP. ICANN is not responsible for any failure by prospective Respondents to receive supplemental information.

Assessment and Award

1. ICANN reserves the right, without penalty and at its discretion, to accept or reject any proposal, withdraw this RFP, make no award, to waive or permit the correction of any informality or irregularity and to disregard any non-conforming or conditional proposal.

2. ICANN may request a Respondent to provide further information or documentation to support Respondent's proposal and its ability to provide the products and/or services contemplated by this RFP.
3. ICANN is not obliged to accept the lowest priced proposal. Price is only one of the determining factors for the successful award.
4. ICANN will assess proposals based on compliant responses to the requirements set out in this RFP, any further issued clarifications (if any) and consideration of any other issues or evidence relevant to the Respondent's ability to successfully provide and implement the products and/or services contemplated by this RFP and in the best interests of ICANN.
5. ICANN reserves the right to enter into contractual negotiations and if necessary, modify any terms and conditions of a final contract with the Respondent whose proposal offers the best value to ICANN.