WS2: Assessment of the Office of ICANN Ombudsman

WS2 Subgroup 'Ombudsman', 9 December 2016

Introduction

- ATRT2 recommendation connection – opportunity to make progress on ATRT2 recommendation **and** take advantage of the work of WS1 & 2

- Goal – to facilitate a productive and useful independent assessment of the office of the Ombudsman; output to inform the work and outcome of the Ombudsman subgroup and inspire improvements in an important ICANN accountability mechanism

- Leverage: ICANN's procurement process; project management of the team that supports Specific and Organizational Reviews; and funding for ATRT2 implementation

Scope of Work, Evaluation Criteria & Methodology

Scope of Work

The objective of RFP would be to identify an independent reviewer to conduct a comprehensive assessment of the current Office of the Ombudsman charter and operations against industry best practices and provide recommendations necessary to ensure that the Office of the Ombudsman has the tools, independence, and authority needed to be an effective voice for ICANN stakeholders.

Work Methods

The work methods are expected to include the following:

- Examination of documentation, records and reports
- One-on-one interviews with individuals who are deemed relevant to the examination
- Observation of the current Ombudsman Office structure and operations
- Consideration of inputs from the Ombudsman subgroup
- Consideration of inputs from public comments

Deliverables

Final Report that is clearly structured, based on facts, identify areas of concern, and recommendation to address these appropriately.
Overall, the Final Report should:

a.   Evaluate the current Office of the Ombudsman existing charter and operation against industry best practices; to determine whether it is fulfilling its purpose within the ICANN structure;

b.   Ascertain whether there are any additional roles to be assumed by the Office of the Ombudsman within ICANN; and

c.   How the enhanced role of the Ombudsman would interact with the other ICANN accountability mechanisms, to avoid duplication and optimize its effectiveness; and

d.   Based on the findings from the comprehensive and in-depth analysis conducted, provide suggestions and recommendations for any change in structure or operations which is desirable to enhance and improve the Office of the Ombudsman's effectiveness within ICANN

Candidate Evaluation Criteria

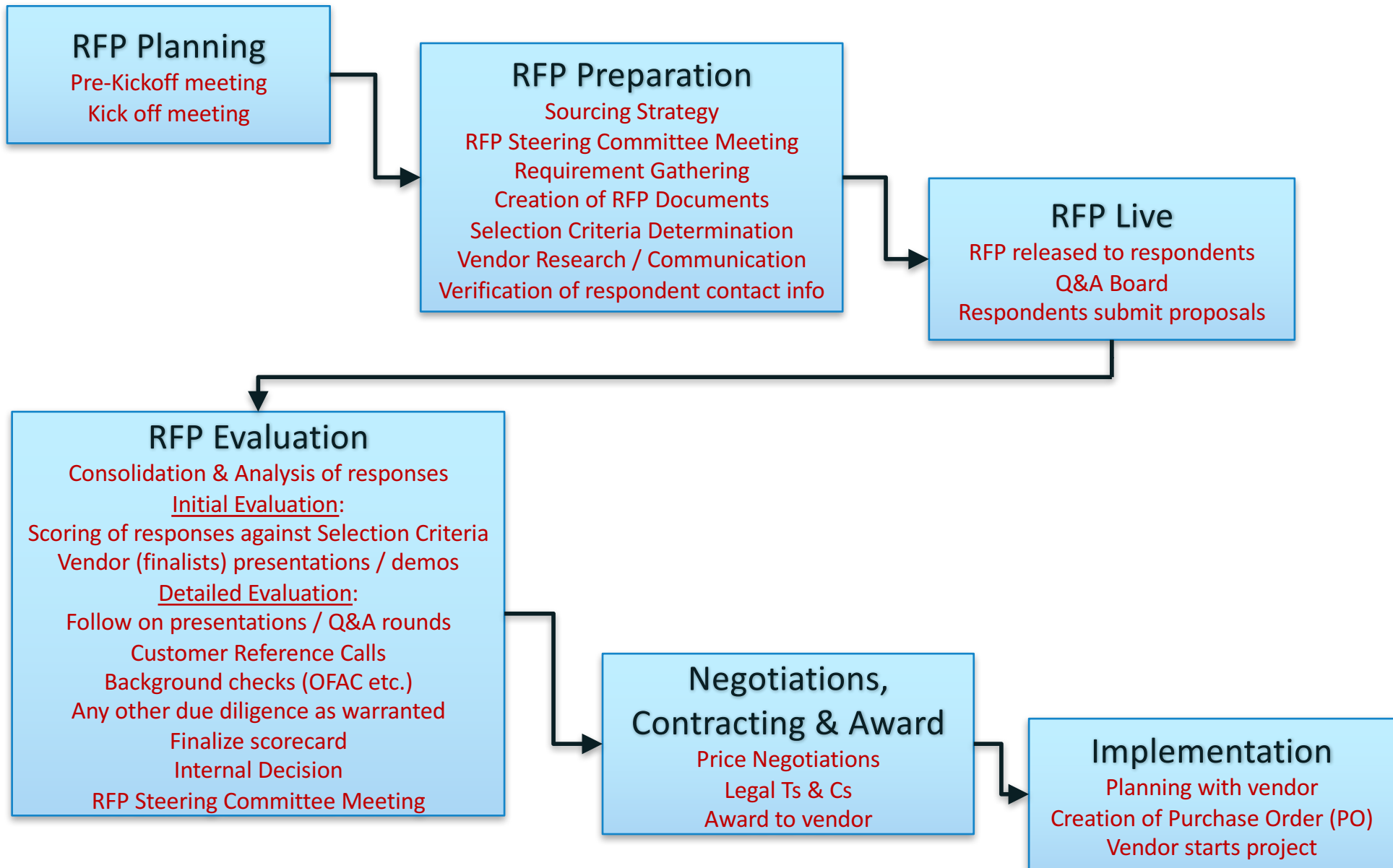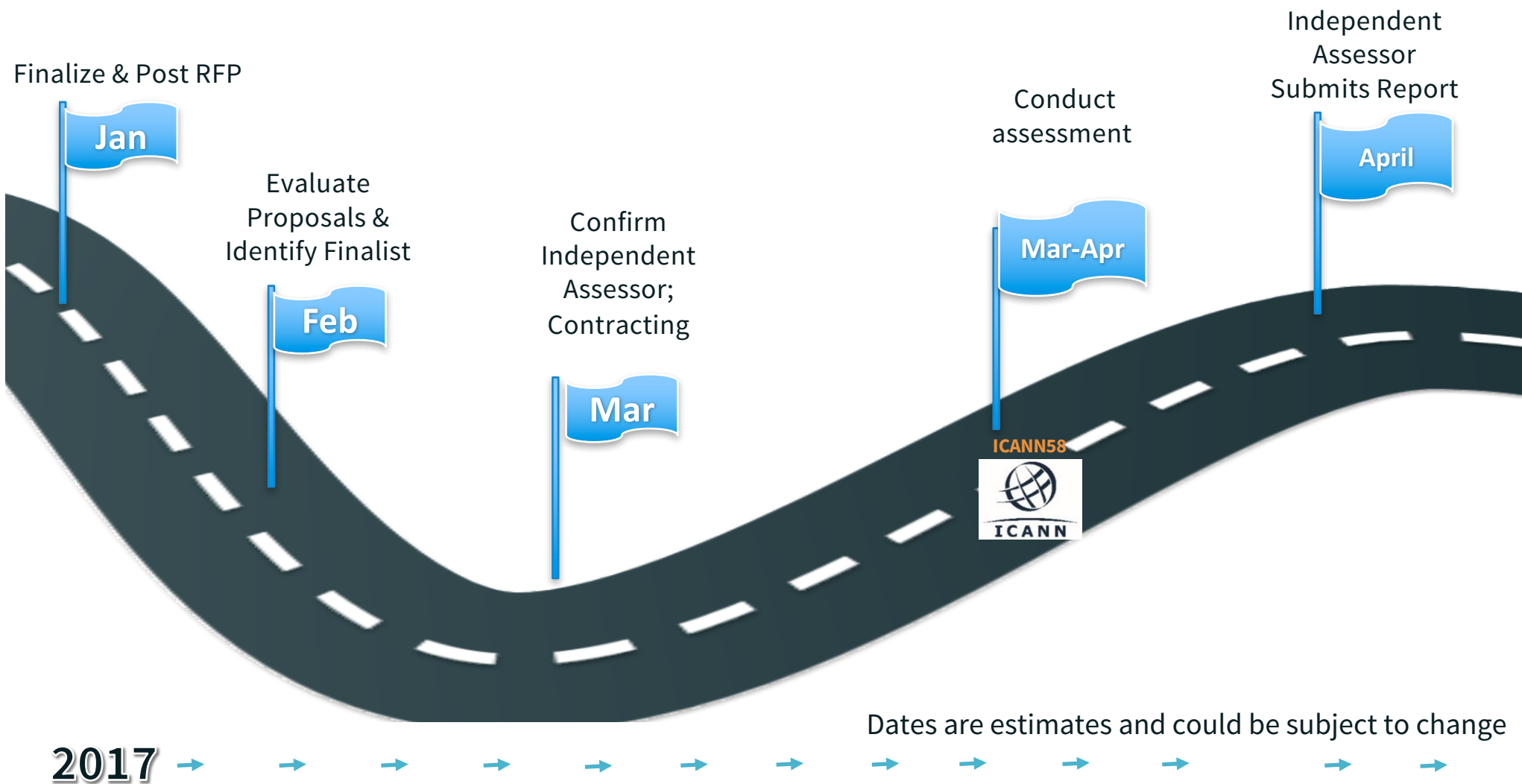|		
Understanding of the assignment, timeline, deliverables	**Understanding of the role and function of Ombudsman**	**Demonstrated experience in conducting broadly similar examinations of the Ombudsman office**
Demonstrated experience in conducting similar assessments for international organization s	**Demonstrated understanding of not-for-profit or non-governmental organizations**	**Commitment to working with ICANN's multistakeholder model and basic understanding of ICANN**

ICANN

Lifecycle of ICANN RFP Process

Lifecycle of ICANN RFP Process

RFP Planning
Pre-Kickoff meeting
Kick off meeting

RFP Preparation
Sourcing Strategy
RFP Steering Committee Meeting
Requirement Gathering
Creation of RFP Documents
Selection Criteria Determination
Vendor Research / Communication
Verification of respondent contact info

RFP Live
RFP released to respondents
Q&A Board
Respondents submit proposals

RFP Evaluation
Consolidation & Analysis of responses
Initial Evaluation:
Scoring of responses against Selection Criteria
Vendor (finalists) presentations / demos
Detailed Evaluation:
Follow on presentations / Q&A rounds
Customer Reference Calls
Background checks (OFAC etc.)
Any other due diligence as warranted
Finalize scorecard
Internal Decision
RFP Steering Committee Meeting

Negotiations, Contracting & Award
Price Negotiations
Legal Ts & Cs
Award to vendor

Implementation
Planning with vendor
Creation of Purchase Order (PO)
Vendor starts project

Proposed Timeline & Roles and Responsibilities

Proposed Road Map for Assessment of ICANN's Ombudsman Office

Finalize & Post RFP

Jan

Evaluate Proposals & Identify Finalist

Feb

Confirm Independent Assessor; Contracting

Mar

Conduct assessment

Mar-Apr

ICANN58

Independent Assessor Submits Report

April

Dates are estimates and could be subject to change

2017

Roles and Responsibilities

Ombudsman Subgroup	Independent Examiner	ICANN Ombudsman	ICANN org
• Confirm RFP, including scope, selection criteria, deliverables, and methodology • Provide feedback on candidate scoring • Confirm final selection • Provide clarification and factual corrections to Examiner • Review Examiners Final Report • Integrate recs into Subgroup's final report	• Review of documents, records • Conduct interviews and observations Engage with stakeholders for clarification and correction • Prepare Final Report including implementable recs	• Inform about the process and work of the Ombudsman Office • Provide clarification and factual corrections to Examiner • Provide input as to feasibility and usefulness of recs	• Run RFP process in cooperation with Subgroup • Support outreach and engagement as needed • Provide clarification and factual corrections to Examiner • Liaise between Independent Examiner, ICANN Ombudsman and Subgroup as needed

Thank You