Privacy and Proxy (P/P) Service Provider Accreditation Program

Listed below are the estimated costs identified for (a) the evaluation of applications for the new Privacy & Proxy (P/P) Service Provider Accreditation Program and (b) ongoing Privacy & Proxy Service Accreditation program's operation and management.

Program Phase	Service Description	Per P/P Application Cost USD
Application Processing	• Develop and implement application processing process (i.e., intake, review and process applications). • Manage overall program administration and coordination of each program task/project. • Facilitate execution of contracts and related documentation, including vendor costs for background checks and other evaluation support. • Oversee applicant evaluation process including (a) evaluation and decision making for all applications; (b) point of escalation for application issues; and (c) subject matter expert's time regarding applicant and program requirements. • Define and document informal and formal resolution processes for new P/P complaints, including communication templates, forms, staff training and documentation; • Define and document P/P audit program. • * Define, document and prepare metrics and reports related to P/P compliance and audit programs.	**$3,500**

Program Phase	Service Description	Per P/P Accreditation Cost USD
Ongoing Program Support	***Direct Dedicated Costs and Resources -*** Direct dedicated costs are shown for resources dedicated to delivering the accreditation services: • Finalize all projects and tasks needed to complete program development including developing a roadmap for future program milestones. • Deliver services and provide contract administration for contracted parties. • Deliver relevant educational, outreach and engagement materials and relationships. • Implement new requirements for Providers that may be necessary as a result of future contractual or policy changes. • Conduct compliance status checks of existing contracted parties to support accreditation process. • Conduct community outreach regarding P/P provider compliance with requirements; • Process complaints regarding P/P providers and requirements (and other impacted areas), including enforcement. • Conduct audits of P/P providers. • Conduct reporting of performance and metrics related to P/P impacted areas. • Management of general inquiries related to the program. ***Direct Shared Costs –*** Direct, shared costs are shown for resources directly contributing to the delivery of the P/P as well as other services. • Work performed to support the delivery and maintenance of the P/P program. • Comprised of Product Management, Information Technology, Engineering, Billing and Accounting. ***Shared Services -*** The costs of support functions shared within ICANN • Work performed by all other functional areas within ICANN for maintenance and support of the program.	**$4,000**