Project Overview

for the

Real-Time Transcription

Request for Proposal

Date of Issue: 9 December 2016

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 additional suppliers qualified to provide Real-Time Transcription (RTT) service (also referred to as Computer Assisted Real-Time Translation - CART). The services shall be provided both remotely from the supplier's location as well as on-site at ICANN's World Headquarters in Los Angeles, CA. Providers shall also be required to provide corrected post-meeting transcripts. The service serves ICANN's Board and other select community meetings and are published as the meeting minutes of record.

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

As part of ICANN's community stakeholder structure and operational transparency, ICANN regularly reviews contracted services used by ICANN departments. This review also directly supports ICANN's previous efforts and the continued goal of operating as openly and transparently in its decision-making. ICANN is also acting consistently with the ICANN's Bylaws, as set out in Article III, section 1 of the ICANN Bylaws, that, "ICANN and its constituent bodies shall operate to the maximum extent feasible in an open and transparent manner and consistent with procedures designed to ensure fairness." (ICANN Bylaws at https://www.icann.org/resources/pages/governance/bylaws-en#III.)

ICANN's Real-Time Transcription (RTT) also known as Communication Access Real-time Translation (CART) and Real-time Captioning (RTC) service, hereafter referred to as "RTT", is

also an integral component of operational transparency and a key business process for ICANN Board and Community Constituencies. The review of the RTT contracted services will help identify suppliers for ICANN's RTT needs and allow for an increased level of business continuity and potential increase in our RTT service offering.

2.2 Background

The review of RTT contracted services shall take the form of a Request for Proposal ("RFP" and/or "Proposals"). The intent is to identify one or more suppliers qualified to provide these services.

Through the issuance of this RFP, the ICANN Language Services department is soliciting proposals from qualified suppliers for the provision of the service in an on-going manner.

2.3 Scope of Work

The RTT services requested in this RFP is a continuous service offering of the ICANN Language Service department provided to various ICANN bodies (i.e. ICANN Board of Directors) and throughout meetings such as the three annual ICANN Public Meetings, and smaller meetings and sessions as needed.

The work is expected to be provided under two different scenarios:

1) ICANN Public Meetings - service is performed from ICANN's Los Angeles, CA office.

2) Non-ICANN Public Meetings - service is performed from RTT Reporter's location.

ICANN Public Meetings

1. Members of the team shall be experienced professionals. In no case shall a member of the team proving the service during ICANN Public meeting sessions be a person in training.
2. RTT reporters will make every effort to conform to ICANN's formatting requests and preferences (e.g., when the real-time output is projected for viewing at the public meeting and/or webcast streaming)
3. RTT reporters shall refrain from including messages related to loss of audio, not receiving the corresponding interpretation feed, or any technical issue. If a speaker is not clear, the RTT reporters will use the parenthetical "(indiscernible)."
4. In the event of a technical issue, RTT reporters or the ICANN support person working on site with RTT reporters will communicate directly with ICANN technical team via the provided chat-room or e-mail.

5. Services to be performed at an anticipated three times per annum, as scheduled by ICANN.
6. Provide revised transcript post-meeting within a maximum of 2 hours from the conclusion of the session, in MS Word format (revised for typos, correct spelling of names, organizations, acronyms, etc.)
7. Technical and Infrastructure/Communication Services for ICANN meetings will be provided from ICANN offices in Los Angeles excluding RTT reporter's personal equipment used in production of service.

ICANN Public Meeting services are anticipated to be required on regular basis as follows:

- Three regular schedule Public Meetings per year
- Service shall be performed, in most cases, from ICANN's office at Los Angeles, CA.
- ICANN Public Meetings are typically 4-7 days in duration

During Public Meetings Supplier will rely solely on schedules provided by ICANN Language Services Department staff, nonetheless Supplier acknowledges that scheduling during an ICANN Public Meeting is an on-going effort and that changes will result on very short notice.

All meetings will be per ICANN's meeting schedule and shall be communicated to Provider on regular basis.

Non-ICANN Public Meetings

1. High-quality real-time output that is capable of being projected for viewing and webcast
2. Provide revised transcript post-meeting within a maximum of 2 hours from the conclusion of the session, in MS Word format (revised for typos, correct spelling of names, organizations, acronyms, etc.)
3. Members of the team shall be experienced professionals.
4. Service to be provided remotely at RTT reporters normal work location

3.0   Examples

Below are some samples of RTT reporting that has taken place at ICANN Public Meetings:

ICANN57 Opening Ceremony
https://participate.icann.org/p5c4ffihc0k/

ICANN57 Public Forum 2
https://participate.icann.org/p9k6vbck833/

ICANN52 Singapore GAC AM Session
https://singapore52.icann.org/en/schedule/thu-gac/ac-gac-12feb15-en

NOTE: These examples are Adobe Connect recorded virtual meetings. An appropriate version of Adobe Connect client player may be downloaded at the following link which will enable the production view of the meetings examples:
https://www.adobe.com/support/connect/downloads-updates.html

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
3) Availability of key personnel
4) Responsiveness and flexibility (ability to work outside of business hours)
5) Financial value / pricing
6) Value added services

5.0   Business Requirements

In order to be considered, the providers must be able to demonstrate ability to meet the following 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.

iii. RTT Reporters should be dedicated to achieving and maintaining a high level of professionalism.

iv. RTT Reporters should be native English language speakers

v. All key personnel assigned to this project must have a minimum of 7+ years of continuous experience in RTT (Real-Time Transcription) and/or CART (Communication Access Real-time Translation)

vi. Should be able to provide high-quality real-time output that is capable of being projected for viewing at the public meetings and can be webcast.

vii. A rough draft transcript of the real-time file shall be provided within two (2) hours of completion of the session, after being revised for typos, correct spelling of names, organizations, acronyms, etc.

viii. Confirm that members of the team shall be experienced professionals. In no case shall a member of the team be a person in training unless ICANN (specifically, its Director of the Language Services Department) has received and approved written request from the RTT provider at least 30 days prior to any scheduled meeting. Any such request must include the fees to be billed to ICANN for such individual(s).

ix. Confirm that RTT provider will be required to conform to ICANN's formatting requests and preferences, e.g., when the real-time output is projected for viewing at the public meeting and/or webcast streaming, RTT Reporters shall refrain from including messages related to loss of audio, not receiving the corresponding interpretation feed, or any technical issue. If a speaker is not clear, the RTT Reporters will use the parenthetical "(indiscernible)."

x. Confirm that in the event of a technical issue, RTT provider or the ICANN support person working on site with RTT provider will communicate directly with ICANN technical team via the provided chat-room or e-mail.

xi. RTT provider will rely solely on schedules provided by ICANN Language Services Department staff and/or ICANN Meeting Department staff, in that order.

xii. RTT provider will communicate only with members of the ICANN Language Services Department and the ICANN Meeting Department (in this order and always copying the other department) when facing any issues or questions related to any session, schedule changes, etc.

xiii. RTT provider or the ICANN support person working on site with RTT provider will communicate directly with ICANN Technical Department only when there is a technical issue, always copying the ICANN Language Services Department staff and ICANN Meeting Department staff.

xiv. Regular business hours are Monday-Friday 8am-6pm. Non-business hours are all day Saturday, Sunday, 6pm-8am Monday-Friday, and all hours after eight consecutive hours of work performed by the same person. All times applied will be Pacific times (PST or PDT) regardless of where in the US the person is.

6.0   Technical Requirements

Additional technical requirements are available in the attached file called **Technical Requirements.docx** .

7.0   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	9 December 2016
Participants to indicate interest in submitting RFP proposal	**16 December 2016 by 23:59 PST**
Participants submit any questions to ICANN (see Excel template in RFP packet)	**16 December 2016 by 23:59 PST**
ICANN responds to participant questions	20 December 2016
Participant proposals due by	9 January 2017 by 23:59 PST
Evaluation of responses	10 January to 3 February
Final evaluations, contracting and award	6 February to 17 February

9.0   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.