Project Overview for the Open Data Platform RFP

Request for Proposal

12 March 2018

1   Introduction

1.1   About this Document

This document provides an overview of the Request for Proposal (RFP). It provides background and pertinent information regarding the requirements. The RFP itself is comprised of this as well as other documents that are hosted in the ICANN sourcing tool (SciQuest/Jaggaer). Indications of interest are to be received by emailing OpenDataPlatform-RFP@icann.org. Proposals should be electronically submitted by 23:59 UTC on 18 April 2018 using ICANN's sourcing tool, access to which may be requested via the same email address as above.

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 ensure the stable and secure operation of the Internet's unique identifier systems. 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.

ICANN promotes competition and develops policy on the Internet's unique identifiers. ICANN has introduced over 1200 new generic top-level domains (gTLDs), each of which is operated by a Registry. In addition, as a function of ICANN's responsibility, it accredits domain name Registrars, who facilitate the registration of Internet domain names for individuals and organizations (i.e. Registrants). Currently, there are approximately 3,000 ICANN-accredited Registrars.

See www.icann.org for more information.

2   Scope

2.1   Project Objective

The Internet Corporation for Assigned Names and Numbers ("ICANN") is soliciting proposals to identify a provider to supply an Open Data Platform in the form of Software as a Service (SaaS). The Open Data Platform will be used by ICANN to publish as much of its data as it can with open licensing and open API access.

The objective of this project is to provide open data to those many members of the ICANN community who need open data from ICANN on a range of subjects to be made available to them in reliable machine-readable form for them to download and process. It is expected that the Open Data Platform will be a source system used by those both in ICANN Org and ICANN

Community who wish to tell a story with data or to provide insights or analysis of the data, but it is not an objective of this project that such work takes place on the Open Data Platform itself.

ICANN will invest in the necessary internal systems to prepare data stored across its systems for publication on the Open Data Platform, removing Personally Identifiable Information and contractually confidential data.

2.2   Background

ICANN is committed to open data, which means data that is

1. Open by default
2. Timely and comprehensive
3. Accessible and usable
4. Comparable and interoperable
5. For improved governance and community engagement
6. For inclusive Internet development and innovation

To underline the corporate commitment to open data, Göran Marby the CEO of ICANN has made the following statement regarding open data and this project:

"ICANN Org is not a company, it is a community-based organization and one of our defining principles is that we are an "open" organisation.

Our strategy for the data we hold must reflect this and our default position must be that all of our data is open data unless there are good reasons to treat it otherwise.

If data is important enough for us to collect and keep then it is important enough to share. It is not our role to judge what is useful to publish, just as it is not our role to pre-determine the usage that people will make of these data. When information is shared, it increases in utility and value as people analyse it, combine it, and enhance it in ways we cannot predict and most importantly, in ways we must not constrain.

To make this happen I have made it one of my personal targets to see ICANN Org deliver open data to the ICANN Community. It will take time but the resulting open data platform will be comprehensive and authoritative."

The ICANN Community consists of thousands of individuals and organizations from across the private sector, public sector, technical community, academia, civil society and governments. This is a truly global community with active participants from most countries and all regions regularly attending ICANN Community meetings and engaging in policy development both in person and remotely. These policies apply to the governance of ICANN Organization, the services that ICANN provides and all key aspects of the domain name and IP address industries.

These policies can have a significant operational, financial and strategic impact on many of the participants and data is increasingly being used in their development and in assessing the effectiveness and impact of existing policies. Within this broad spectrum of individuals and

organizations there are many with extensive skills and expertise in the use of data for policy development, strategic decision making and commercial benefit.

2.3   Scope of Work

The service requested in this RFP is for the provision of an Open Data Platform. The Open Data Platform is expected to be delivered as Software as a Service (SaaS) with the service owned and operated by the contractor. The contractor is expected to:

1. Create a secure SaaS environment for ICANN's exclusive use.
2. Configure that environment to ICANN's specifications.
3. Maintain and operate that environment to an agreed SLA and in a secure fashion.
4. Continue to develop and enhance the features of the service.
5. Respond to any questions or support issues that ICANN might raise in a timely manner.
6. Identify and fix all issues regarding the operation of the service in a timely manner.

2.4   Conflicts of Interest

ICANN operates in a role where a high degree of trust and confidence in its governance is required and so it applies a strict conflict of interest policy to all contracts of this nature.

When delivering a submission to ICANN, responders will be asked to identify all existing relationships between them and their affiliates with the ICANN Organization, its officers, directors, and employees. Responders will also be asked to acknowledge that they are aware that ICANN has implemented policies and procedures to identify and, as necessary, mitigate any potential or actual conflicts of interest between them and the ICANN Organization, its officers, directors, and employees and the objectives embodied in ICANN's mission and purpose.

If selected as a vendor, the contractor will be required to represent and acknowledge that they are subject to ICANN's conflict of interest policies and procedures insofar as necessary to maintain and safeguard the integrity of ICANN's mission and responsibilities to the global community of internet stakeholders. Accordingly, the Open Data Platform contractor will be required to complete and deliver annually a "Contractor Conflicts of Interest Disclosure". In addition, the Open Data Platform contractor will be required to agree that it will revise and update the Contractor Conflicts of Interest Disclosure when and to the extent to which it becomes aware of circumstances that would require such a revision, and in all events at least annually. To the extent that conflicts of interest are identified that to do not embody ICANN's mission and purpose, ICANN may, in its sole discretion, terminate the Open Data Platform contractor's agreement in accordance with its terms.

3   High Level Selection Criteria

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

1. Integrity and viability of provider
2. Capability, experience, trust and reliability, including qualifications and availability of key personnel
3. Proposed approach to the work including timescales and degree of contractor work required to implement the service
4. Security practices including data integrity management
5. Service performance, with particular consideration to the global nature of the ICANN Community
6. Feature set and usability of web interface
7. Supported APIs
8. Understanding of the various forms of data, data standards and ways in which people use data
9. Management features including customization, auditing and usage analytics
10. Demonstrated in-depth understanding of the proposed solution
11. Development roadmap
12. Financial value / pricing
13. Reference checks
14. Mitigation of any conflicts of interest

4   Service Requirements

Provider must be able to provide a service (Open Data Platform) that implements the Service Requirements described in the Service Requirements for the Open Data Platform [to be provided based on intent to submit RFP].

A summary of the requirements is as follows:

The proposed service must be:

1. Operated by the contractor as Software as a Service.
2. Operated to an agreed level of performance and uptime.
3. Operated in a secure manner with a proactive approach to information security.
4. Continually developed and improved.

The proposed service should at a minimum:

5. Provide a data catalogue with associated dataset metadata.
6. Store arbitrary tabular data in a secure fashion that prevents unauthorized change.
7. Support searching, sorting and filtering of the catalogue, metadata and datasets.
8. Be accessible through a web interface that conforms to modern responsive and accessible design standards.
9. Give users to access that data through well-defined and reliable APIs.

10. Have a management interface that gives ICANN a high degree of control and visibility over the configuration, operation and security posture of the Open Data Platform.
11. Allow customization of the look and feel and access domain name to meet the branding requirements of ICANN.

We will also take into consideration the following if available on the proposed service:

12. Support for a wide range of data types including geo-data.
13. Data transformations and the use of those to create new datasets.
14. An interactive visualization designer.
15. Embedding features that allow third parties to embed datasets and other views from Open Data Platform into third party web sites.
16. Other features that enhance the service.

5   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	12 March 2018
Participants to indicate interest in submitting RFP proposal	**30 March 2018 by 23:59 UTC**
Participants submit any questions to ICANN	**30 March 2018 by 23:59 UTC**
ICANN responds to participant questions	9 April 2018
Participant proposals due by	18 April 2018 by 23:59 UTC
Evaluation of responses	By end of May 2018
Final evaluations, contracting and award	June 2018

6   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 ten (10) 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, responses to questions related to those requirements, 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.