
Project Overview for the Global Payroll Services Request for Proposal (RFP)

10 April 2026



1 Introduction

1.1 About this Document

The Internet Corporation for Assigned Names and Numbers (ICANN) is soliciting proposals to identify a provider(s) to supply Global Payroll Services (GPS) and help ICANN meet current and future goals and objectives regarding global payroll processing.

This document provides an overview of the Request for Proposal (RFP) for the ICANN Global Payroll Services. It provides background and pertinent information regarding the requirements for the respondents. The RFP itself is comprised of this document as well as other documents that are hosted in the ICANN sourcing tool (Jaggaer). Indications of interest to participate in the RFP, and access all RFP-related documents, are to be received by emailing Global.Payroll.Services-rfp@icann.org by 23:59 UTC on 23 April 2026.

Complete proposals must be electronically submitted latest by 23:59 UTC on 8 May 2026 using the RFP portal. Access to the RFP portal will be granted after receipt of an indication of interest to the email address above.

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

The mission of Internet Corporation for Assigned Names and Numbers (ICANN) 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.

See www.icann.org for more information.

2 Scope

2.1 Project Objective

The objective of this RFP is to provide ICANN and its global staff with a trusted payroll platform. The GPS provider will ensure statutory global employment obligations are met which can include, but are not limited to payroll, time and attendance, regulatory compliance, reporting, system integration and benefits administration.

ICANN is committed to conducting business in compliance with the law and in accordance with best practices. It is also committed to partnering with a reputable, trustworthy, and compliant GPS provider which allows ICANN to administer compensation requirements in **Belgium, Singapore, Switzerland and Türkiye, with the ability to add new countries as needed in the future**. ICANN is in search of a GPS provider to partner with its Global Payroll and Human Resources teams to assure that the organization fulfills legal obligations for employment.

ICANN's preference would be to contract with one provider that can support all in-scope countries; however, under certain considerations, ICANN may be open to selecting multiple providers as part of this initiative.

2.2 Scope of Work

The goal of this RFP is to engage a provider(s) that will provide consolidated best-in-class Global Payroll Services on behalf of ICANN.

The GPS provider is expected to provide services in the following areas:

- 1. Payroll processing in one or more of the following countries:** Belgium, Singapore, Switzerland, and Türkiye, **with the ability to add new countries as needed in the future**.
- 2. Expertise in local legislation and statutory requirements:** Vendor to provide guidance and expertise on how to perform payroll tasks in alignment with country specific regulations. This includes, but is not limited to, end of employment payment calculations, statutory benefit administration, Social Security reporting, and payments/declarations to tax authorities.
- 3. Customer Support:** Available live support in English during standard business hours in the U.S. Pacific Time zone (PST/PDT).
- 4. Reporting:** In addition to the standard suite of reports on historical and transactional data, ICANN Global Payroll must have the ability to run ad-hoc reports.
- 5. Absence Management:** Vendor to facilitate and provide means to accrue and record time off in accordance with local ordinance.
- 6. Accounting and General Ledger:** Provide support in annual accounting audits and provide means to export monthly General Ledger data.
- 7. Benefits and Involuntary Deductions:** Facilitate support to administer and remit deductions to third parties.
- 8. Currencies:** Ability to initiate pay directly to employee's financial institution in local currency and bill ICANN in USD.

3 High Level Selection Criteria

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

Geographic Scope

1. Administration of countries serviced in-house vs. in-country partners
2. Compliance monitoring at local level

Supplier Information

1. Customer retention and satisfaction rates
2. Continuous improvement initiatives
3. Business continuity

Systems

1. Payroll validation and automation capabilities
2. Platform functionality and controls
3. Reporting capabilities

Service Operations

1. Off Cycle processes
2. Approval processes
3. Service centers
4. Full payroll cycle process flow

IT & Security

1. Data protection protocols and data security practices
2. System access controls
3. Management of system updates

Implementation

1. Methodology and timeline
2. Dedicated resources and project governance

Compliance

1. Regulatory compliance processes
2. Ability to provide guidance in relation to global payroll regulations and compliance, time and attendance, benefits administration and more

4 Business Requirements

The provider(s) must be able to adhere to the complete list of business requirements as listed in Jaggaer. A summary of the key business requirements is set out below:

Platform & System Capabilities

1. Single online platform for ICANN Payroll to directly administer global monthly payroll
2. Secure shared platform for payroll, reporting, time & attendance, benefits, allowances, approvals, and regulatory tracking
3. Employee Self-Service access to pay and tax documents
4. Ability to run standard and create ad-hoc reports
5. Monthly General Ledger reporting
6. Data integration capabilities with Oracle

Payroll Operations & Services

7. **Full global payroll processing within at least one of the following countries: Belgium, Singapore, Switzerland, and Türkiye**
8. Tax filing and payments to local authorities
9. Absence management accruals and balances aligned with local law and ICANN policy
10. Benefits administration and statutory compliance
11. Legal and regulatory guidance

Compliance & Data Protection

12. Alignment with applicable data privacy regulations
13. Defined processes and tools to ensure global payroll regulatory compliance

Service & Support Model

14. In-country expertise on local legislation and payroll policies
15. English-language support within U.S. Pacific Time zone (PST/PDT)
16. Dedicated global-level resources supporting ICANN Payroll
17. Ability to provide customer references

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	10 April 2026
Participants to indicate interest in submitting RFP proposal via the ICANN sourcing tool	23 April 2026 by 23:59 UTC
Participants submit any questions to ICANN via the ICANN sourcing tool Q&A Board	24 April 2026 by 23:59 UTC
ICANN responds to participant questions	1 May 2026
Participant proposals due by	8 May 2026 by 23:59 UTC
Evaluation of responses and system demos	11 May 2026 thru 6 July 2026
Final evaluations, contracting, and award	Summer 2026

6 Terms and Conditions

General Terms and Conditions

1. Submission of a proposal shall constitute each 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 the 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 the 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 the respondent requires additional information, respondent must request that the issuer of this RFP furnish such information in writing.

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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.

