**[IOA CONFERENCE OMBUDS TOOLKIT](https://www.ombudsassociation.org/resources-for-conference-contract-ombuds)**

**Sample Request for Proposals**

Call for Proposals for Conference Organizational Ombuds for [Sponsoring Organization]

The [Sponsoring Organization] is planning to provide organizational ombuds services for attendees to its [\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_] conference in [City and State]. We are looking for [specify number] experienced ombuds who will be available on site from [Date] to the conclusion of the conference on [Date]. The Ombuds selected must be able to address attendee concerns, such as issues concerning safety, actions from "overly-friendliness" to harassment, micro-aggressions, free speech, integrity, privacy, conflicts of interest (including favoritism and nepotism), conference logistics (including accessibility, lodging, and food), alcohol consumption and conference cliques. Our goal is to have a conference that is as inclusive as possible for our attendees, regardless of gender, sexual orientation/identity, race/ethnicity, religion, employment status or status in the field. [Reference to the sponsoring organization' conference code of conduct]

Qualifications:

Minimum requirements include being a member of the International Ombudsman Association and adhering to its Code of Ethics and Standards of Practice; [\_\_] years of experience as an organizational ombuds or equivalent experience in mediation or conflict resolution; and ombuds training (completion of IOA Foundations or equivalent).

Application Process:

Applicants for this position should email a cover letter and a proposal for the services described above to the [Sponsoring Organization's] Executive Director, [name and email address] on or before [Date].

Proposals should include the following: [\_\_] letters of reference from experienced organizational ombuds practitioners; a plan for stakeholder interviews, a review of [Sponsoring Organization's} policies, a draft Charter and proposed terms of a contract, and a description of other publicity or information about the prospective ombuds services that should be distributed to attendees. Proposals shall also include a proposed cost for these services, including travel and lodging for attendance at the conference, pre-conference preparation (including interviews with Stakeholders, as described below), attendance at the conference, and any anticipated post-conference activity, including the preparation of a post conference report as described below.

Pre-Conference and Post-Conference Requirements

An ombuds selected to serve as the [Sponsoring Organization's] conference ombuds will be expected to review the policies of the [sponsoring Organization] and interview [\_\_] stakeholders by telephone or remote conferencing in advance of the conference to ensure that the ombuds is familiar with the [Sponsoring Organization], the profile of its members, and the organization's policies. The [Sponsoring Organization's] Executive Director will assist the ombuds in identifying appropriate stakeholders to interview. The ombuds will be expected to work with the Executive Director and Conference planners to adequately inform the attendees of the availability of ombuds services at the conference.

[The Sponsoring Organization should decide whether the provision of ombuds services will terminate at the end of the conference or whether the ombuds will be available for some limited period after the conference, and if so, for how long. For example, some additional time may be appropriate to allow the ombuds to complete continuing discussions with anyone who may have raised an issue at the conference or to address issues raised after the conference relating to the conference.]

Because the [Sponsoring Organization] and its Executive Director and Board of Directors seek to address and improve issues involving conference conduct and climate for the purpose of planning further conferences and improving the quality of conference and organizational participation, the ombuds selected is expected to prepare a written report following the conference that will include aggregate data and insights and observations of the ombuds on the types of issues or concerns raised and any organizational recommendations.