

## CALL FOR PROPOSALS

### To be Eligible to Conduct Third-Party Assessments as a Third-Party Assessor

#### Frequently Asked Questions

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*We have updated the [RFP document](#) in response to the questions we have received, with updated information shown in italics. Please review the updated document in conjunction with this FAQ.*

#### **How many companies will be assessed?**

We expect current DTSP member companies to undertake third-party assessments following completion of self assessments. The companies that participated in self-assessments in 2022 are listed in our Safe Assessments report.

#### **What companies will be assessed?**

Current DTSP member companies are listed on our website.

#### **Will each assessment be performed once annually?**

We are undertaking an initial pilot round of assessments. Based on learnings from these assessments we will develop our future approach, including how frequently assessment should take place.

#### **Are there any geographic restrictions for the assessors?**

We do not plan to have geographic restrictions for assessors.

#### **Is there a format for the cover letter, specifically regarding its length?**

There is no required format for the cover letter or any minimum or maximum length.

#### **How will that risk profile that is part of the assessment be generated?**

DTSP will provide the methodology for the assessment, which will draw upon our published Safe Framework, while adding additional provisions to support Third-Party Assessment.

## **Should the cover letter include a proposed methodology?**

DTSP will provide the methodology for the assessment process, which is based upon the Safe Framework. Respondents should indicate how they would engage with DTSP and its members to perform this work, and provide examples of demonstrated ability to provide similar services, but do not need to provide a detailed methodology or describe the specific activities performed at a granular level.

## **What does the following statement mean? – Describe “how Respondents would initially engage with DTSP and its stakeholders to perform this work”.**

“Stakeholders” here refers to DTSP partner companies.

## **What does the “time and material basis” mean and what are the rate cards for hourly rate of work?**

Regarding payment, all that is required at the present RFP stage is for Respondents to agree that payment will be based on an hourly rate based on the time required to perform the work.

It should be noted that compensation for the assessment shall be the sole responsibility of the company pursuant to terms agreed between the company and assessor in an assessment payment contract.

## **Will the assessment protocol and requirements be part of training provided by Assessor Academy mentioned in “Scope and Expectations”?**

Yes. The Assessor Academy will provide training on the assessment methodology, as well as on Trust & Safety subject matter.

## **In the “Scope and Expectations” section, does the assessment duration refer to full time effort?**

No, this is an estimate of the length of the engagement and is not expected to be a full time effort over this period. This is the first time we are undertaking third-party assessments of this kind, so we are roughly estimating the potential time commitment, but we do not anticipate up to six months of full time effort.

## **Where are the assessments taking place? Are they onsite at specific locations or remote?**

We anticipate most of the work to be remote, with a limited component to take place in person at partner company headquarters.

## **What sort of Trust & Safety experience is needed?**

As the RFP states, “selected assessors must have experience in the Trust & Safety space. Experience with Trust & Safety will be a priority over any relevant experience conducting independent third-party assessments.”

We anticipate that some Respondents may have more experience in the audit/assessment space and others may have more Trust & Safety experience. Subcontracting additional Trust & Safety experience is something that we do see an option, and we encourage respondents to form teams to bring together the right mix of experience for this work.

Direct experience moderating content is not required, but we do expect assessors to have demonstrated experience related to Trust & Safety subject matter. Subcontracting is one means of adding this experience to the assessment team.

**Does DTSP intend to issue some kind of label or certificate upon successful completion of the assessment?**

For this pilot round of assessments, DTSP does not anticipate issuing a label/certificate. Based on learnings from these assessments we will develop our future approach, which could involve certification.

**The RFP notes that any proposals received by DTSP will become the property of DTSP and that proposal submissions may be considered public documents except where otherwise legally protected or labeled a trade secret (noting that the entire proposal submission shall not be labeled a trade secret). Can you confirm that, in practice, these proposals will not be made available to the public, except in the event that DTSP is legally compelled to release these proposals?**

DTSP will not make proposals available to the public or to anyone aside from DTSP and its partner companies, unless we are compelled to do so for legal reasons. DTSP has no intention of releasing the information, unless compelled by law to do so. In such an event we will scrub the documents as much as permitted. If compelled to release we will notify Respondents as far in advance as legally possible.

**At what stage, if any, do you reasonably expect the corporate or personal identities of Third Party Assessors to become public knowledge?**

DTSP will work with those respondents who gain eligibility as Third Party Assessors and with our member companies to determine the appropriate time where assessors might be publicly identified. We will jointly determine whether the identity of eligible Third Party Assessors will be made public, and whether companies or assessors may disclose publicly the identity of the Third Party Assessors involved in a specific assessment.

**Can you confirm that the Master Services Agreement will be made available to any Respondent before they are admitted as Third Party Assessors, and in any event, before they are deemed to have agreed to become Third Party Assessors?**

The MSA will be available to review before any Respondent is agreed to become a Third-Party Assessor.

**Can you confirm what will be the governing legal jurisdiction for the Master Services Agreement?**

The MSA will be governed by the laws of the District of Columbia.

**At what stage in the process will the disclosure form be submitted?**

The independence requirements and disclosure form are with regard to the Assessor and the company for whom it conducts an assessment, not for all DTSP partner companies. The Disclosure Form is submitted once a company is selected to perform a specific assessment. The RFP has been updated to clarify this point.

**To whom do the independence requirements apply?**

We have updated the RFP to clarify that, unless otherwise noted, the independence requirements apply to the individuals constituting the team responsible for the assessment, as well as to managers in a position to influence the assessment team.

**Will the assessor provide the results to the Partner Companies or will the DTSP manage the delivery of the results?**

The MSA between DTSP and the assessor will describe this in detail, but we expect the Assessor to provide the results to the assessed partner company.

**What will the format be for reporting and how will this be communicated to the companies?**

The MSA will provide details on reporting from the Assessor to the Company, and from the Company to DTSP and the public. This will be based upon the model from our published Safe Assessment report, with the additional role of the Third-Party Assessor.