



Procurement and Contracting Services

Request for Proposals: Contact Center as a Service (CCaaS)

ADDENDUM #1

**Please mark all proposal submission
Files with the following information**

**Sealed RFP # L312501
Due on April 30, 2025, no later than 1:00 PM, MST**

RFP #L312501 - Addendum 1

Context:

The original RFP posting listed **FedRAMP** certification as a valid Limiting Criteria Requirement under the Security Compliance sub-section of section 3.8.9.

Change to RFP Section: 3.8.9

➤ **Security Compliance:**

- Vendor solution must be compliant with the following regulations:
 - GDPR.
 - PCI/DSS.
 - TCPA.
 - Stir / Shaken.
 - ~~FedRAMP Certification. Required for vendors operating within the United States.~~

Summary of Change:

Upon further consideration, the University will **not require** FedRAMP (*or associated AZRAMP or STATERAMP*) certification from participating bidders.

Updated Attachment A:

A revised worksheet has been posted to reflect this update:

- Limiting Criteria Tab:
 - FedRAMP has been removed from line 18.
- Platform & Security Tab:
 - Line 6 has been re-worded to read: Are you FedRAMP, AZRamp, or StateRamp certified?

[End of Addendum. All else remains the same.]