



## **Procurement and Contracting Services**

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

#### **ADDENDUM #3**

**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 3**

### **Context:**

The original RFP posting listed **SOC 2 Type II** or **HECVAT** documentation as required Limiting Criteria under the General Provisions sub-section of section 3.8.9.

### **Change to RFP Section: 3.8.9**

#### **➤ General Provisions:**

- Proposal must be thorough and organized.
- Vendor agrees to provide background checks for all contractors upon request.
- Vendor agrees to provide certificate of insurance as required (Sections 4.27).
- Vendor agrees to provide SOC 2 Type II or HECVAT report **or HITRUST certification** (Section 4.54.5.1).
- Vendor agrees to provide a completed Voluntary Product
- Accessibility Template (VPAT) (Sections 4.3.1 and 5.8)
- Supplier has completed and provided Certifications & Forms with the proposal. (Sections 6.1, 6.2, 6.3, and 6.4)

### **Change to RFP Section: 4.54.5.1**

#### **➤ Security Reviews:**

The Vendor will complete one of the following audits at least annually and immediately after any actual or reasonably suspected Data Compromise: SOC 2 Type I or II, SOC for Cybersecurity, **HITRUST certification**, or an accepted Higher Education Cloud Vendor Assessment Tool (HECVAT). Evidence must be provided to the University prior to the Effective Date of this Agreement and at least annually thereafter.

### **Summary of Change:**

Upon further consideration, the University will also accept HITRUST certification.

### **Updated Attachment A:**

A revised worksheet has been posted to reflect this update:

- Limiting Criteria Tab:
  - HITRUST has been added to line 8.

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