



Procurement and Contracting Services

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

**ADDENDUM #5
Technical and RFP Question Responses**

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

**Sealed RFP # L312501
Due on May 14th, 2025, no later than 1:00 PM, MST**

RFP #L312501 - Addendum 5

Summary:

This **Addendum #5** provides formal responses for all technical questions received by the April 11th, 2025, submission deadline. It also serves to address and clarify several non-technical RFP processes and policy-related questions that were received.

Contents:

1. **IN THIS DOCUMENT**
RFP Process & Policy Responses and Updates
Non-technical and Procurement related question response, including updates to the bid submission deadline, and clarifications to RFP instructions and processes.
2. **UPLOADED TO PUBLIC BOX FOLDER**
Full Q&A Response File
Excel file containing a numbered list with direct responses to all submitted questions.
3. **UPLOADED TO PUBLIC BOX FOLDER**
Exhibits and Supplemental Reference Files
Specific data requests, workflows and architecture diagrams, etc.
Exhibits are titled to correspond with the applicable question number in the Response File.

Addendum 5 - Public Box Folder Link:

1. <https://arizona.box.com/v/L312501-CCaaS-Addendum5>

1. RFP Process & Policy Responses and Updates

- **RFP Deadline Extension**

- The bid submission deadline has been extended to:
Wednesday, May 14th, 2025, no later than 1:00pm MST.

- **Confidentiality of Security Documentation and other Sensitive Information**

- **Question:** We typically provide a completed Voluntary Product Accessibility Template (VPAT) once a non-disclosure agreement (NDA) is in place. Would the University accept the completed VPAT during contract negotiations, instead of with the proposal submission? Or if not, would the University be willing to enter into an NDA prior to proposal submission?

Response: All submitted documentation that contains confidential or proprietary information, contains trade secrets, or sensitive security information (SOC, HECVAT, HITRUST, etc.) shall be legibly marked as “Confidential”. The University will hold all such documentation as confidential in accordance with the procedures promulgated by the Chief Procurement Officer and subject to limitations of Arizona or Federal law, and Arizona Public Records laws (Arizona Revised Statute § 39-121 et seq.).

- **What Documents / Files Should be Included in Bids?**

- **Question 1:** The Proposal Submission instructions (section 3.8) state that two documents may be uploaded, the vendor's proposal and their completed Attachment A. Please clarify what information outside of Attachment A should be in the proposal.

Question 2: Please state specifically which documents you would like to see included with our proposal.

Response: Bidders should include the following:

- Supplier proposal document with completed certification forms.
Completed Exhibit A worksheet
Security documentation as listed (*and amended*) in section 4.54.5.1
Completed VPAT Form.
You may submit them as four or more separate files if necessary. Please label them for ease of identification.
- If your proposal contains confidential or proprietary information, or trade secrets, we also ask that you please submit an additional redacted copy(ies) - reminder that pricing cannot be considered confidential under Arizona public record laws (Arizona Revised Statute § 39-121 et seq.).

- **Required Information and Responses**

- **Question 1:** Subsections of section 5.0 Scope of Work, Specifications, Technical Requirements - specifically 5.8 Accessibility, 5.9 Detailed Pricing, and 5.12 References - seem to indicate direct responses are required in the vendor's submission. Are these required questions for the proposal, and if so, where should vendors provide their responses?

Response: Yes, please provide responses in the corresponding sections of Attachment A. If space is not available as a field in Attachment A, please provide the response(s) in the body of, or as exhibits to, your proposal document, making reference to the RFP section to which they correlate.

- **Question 2:** Section 3.7.6 states "Vendors shall indicate pricing and/or revenue offers in the appropriate spaces and/or areas provided in this RFP" and 5.9 details the required elements; however, it appears there is no area provided to indicate pricing. Would the University indicate how and where the pricing should be presented as part of the response (aka separate spreadsheet, table in the response document)? If a separate spreadsheet is desired, would the University accept it as a separate document?

Response: Yes, please provide responses in the corresponding sections of Attachment A. If space is not available as a field in Attachment A, please provide the response(s) in the body of, or as exhibits to, your proposal document, making reference to the RFP section to which they correlate.

- **E-Signature**

- **Question:** Section 3.7.13 requires "that an authorized individual initials each correction using pen and ink." Will the University accept typed corrections on forms? Additionally, will the University accept electronic signatures and initials on the forms?

Question: Will the University accept electronic initials and signatures in lieu of "pen and ink" for form(s) completion?

Response: Yes, and yes. This is a legacy clause in support of paper bid submissions. Electronic form filling and e-signature are acceptable.

- **Price Increases:**

- **Question:** Section 5.1 states all terms and conditions shall remain the same during any extension period, including pricing; however, Section 4.38 mentions price adjustments. Will the University review and approve price increases for Years 4 and /or 5, if presented 60 days prior to the conclusion of the current contract? In what instances, if any other, would a price change be approved?

Response: The language in section 5.1 shall prevail. The University desires a consistent price structure for budgeting and financial forecasting stability.

- **Addendum Incorporation of Terms**

- **Question:** Section 3.1"the RFP, and all related terms and conditions, exhibits and other attachments, in original form in an archival copy. Any modification of these, in the vendor's submission, is grounds for immediate disqualification." Both Addendum 2 and Addendum 3 include changes to the RFP document; however, no updated RFP document has been supplied. Would the University allow vendors to update the RFP language to match the addendum changes?

Response: Not needed. The addendums are formal documents to the process and become part of the complete RFP documentation. They are automatically incorporated.

- **Contracting Template**

- **Question:** Section 3.7.8 states that the vendor must enter into an agreement approved by the University, incorporating the RFP's terms and conditions. Will the University accept the vendor's template as a starting point (incorporating the RFP's terms and conditions into such template), or will the University be providing its own template for the vendor's review at a later date?

Response: Yes - as a starting point. The terms & conditions of the RFP must be incorporated.

- **Cooperative Contract Access**

Section 1.2 Coverage and Participation States: "The other State Universities, Arizona State University (ASU) and Northern Arizona University (NAU), along with Pima Community College (PCC) and any other educational institution or Governmental entity may access an Agreement resulting from this solicitation issued and administered by the University of Arizona."

- **Question:** Will the University confirm that any efforts for other departments at the University of Arizona along with other State Universities, Arizona State University (ASU) and Northern Arizona University (NAU), along with Pima Community College (PCC) and any other educational institution or Government entity will be considered custom and require separate assessments and pricing based on requirements?

Response: The determination as to whether the resulting award can be used by another agency for their specific scope of work will be between the individual agency and the awarded vendor.

- **Security Processes and Reviews**

Section 4.54.5.3 Additional Audits at University Request States: "The University may require the Vendor to perform additional audits and tests, the results of which will be provided to the University within five (5) business days of the Vendor's receipt of such results."

- **Question 1:** Will the University provide a complete list of any additional audits and tests the University may ask the Vendor to perform and agree to providing results?

Response: Please reference the enclosed **Information and Security Privacy Addendum (ISPA)** (*Exhibit File Q.124*). This document contains the specific processes and

requirements. The awarded vendor will be expected to execute this document with applicable Appendices.

- **Question 2:** Will the University provide its information security and privacy practices documentation? Will the University identify the applicable information security and privacy regulations?

Response: Please reference the enclosed **Information and Security Privacy Addendum (ISPA)** (*Exhibit File Q.124*). This document contains the specific processes and requirements. The awarded vendor will be expected to execute this document with applicable Appendices.

- **Question 3:** Will the University be requiring University Data to be processed and stored onshore under the resultant Agreement?

Response: Yes, due to the sensitive nature of the information being serviced under this solution, it is the preferred position for vendors to store data onshore. However, this requirement does not apply to indirect or overhead services, redundant back-up services, or services that are incidental to the performance of solution offering. This also applies to work performed by subcontractors at all tiers and to all University Data.

- **HECVAT / VPAT**

- **Question:**
Do you have an existing HECVAT or VPAT evaluation process or template?

Response:

HECVAT template can be found at:

<https://www.educause.edu/higher-education-community-vendor-assessment-toolkit>

VPAT template can be found at:

<https://accessibility.arizona.edu/guidelines/purchasing/vpat>

- **Exceptions to Terms**

- **Question 1:** Should Vendor provide its exceptions and alternatives in a separate document for Supplemental Agreement negotiations?

Response: Yes, you may include exceptions and alternatives as a separate document. The University will negotiate any submitted changes in good faith but expressly rejects any required acceptance of exceptions upon award. e.g. The University's acceptance to the process of negotiating alternative terms or conditions does not mean the University will ultimately accept them.

- **Question 2:** Will exceptions and alternatives be negotiated during the Pre-Award Negotiations?

Response: Post award, yes. However, if an agreement cannot be reached, the University reserves the right to re-engage and re-award with the next strongest bidder.

- **Question 3:** Would the University entertain discussing the elimination of the termination for convenience terms to accept terms? Or will the proposal be considered non-responsive/rejected?

Response: The University will not explicitly reject bids that oppose this clause, however, the University intends to retain termination for convenience rights, as this aligns to state requirements regarding annual availability and appropriation of funds from the state legislature.

Please reference the response provided to question #121: You may include exceptions and alternatives as a separate document. The University will negotiate any submitted changes in good faith but expressly rejects any required acceptance of exceptions upon award. e.g. The University's acceptance to the process of negotiating alternative terms or conditions does not mean the University will ultimately accept them.

- **Prompt Payment Discounts**

- **Question:** Is it accurate that a prompt-payment discount is not applicable to this opportunity?

Response: Correct, the University remits in accordance with contractual net payment terms. Bidders may offer and propose additional prompt payment discounts at their discretion, but the university is not explicitly requiring them.

- **Post Contracting - Discovery Stage Scope Changes**

- **Question:** If, after the Discovery Phase, it is determined that additional or modified services and products will be required that were not priced, will such products and services be added via an amendment to the agreement in order for the University to purchase them?

Response: The University expects a functional solution to meet the stated requirements based on the vendors' submitted proposal. If it becomes necessary to modify the services in order to deliver the required outcomes, the University will review the proposed changes and unilaterally determine the validity for moving forward, including any additional service buys or pricing changes. If the proposed changes are, in the University's sole judgement, beyond an acceptable level of change or cost, it reserves the right re-engage and re-award with the next strongest bidder.

- **Certificate of Insurance**

- **Question:** Can the University please confirm that proof of coverage of insurance is not required with submission but is required prior to commencing any work on the contract?

Response: Confirmed. A certificate of insurance is not required at the time of bid submission. It will only be required from the awarded supplier.

- **Existing State Contracts:**

- **Question:** Do you have any state contracts they would consider in lieu of these terms and conditions?

Response: This would be held by the vendor, not the university. If the vendor possesses a valid sharable state / cooperative contract, they are free to submit a proposal under those guidelines. However, the university retains the exclusive right to select the bid that best meets its comprehensive requirements.

2. Full Q&A Response File

- **Q&A Response File**
 - Full Excel response file to all received questions.
 - Uploaded to the public Box Folder:
<https://arizona.box.com/v/L312501-CCaaS-Addendum5>

3. Full Q&A Response File

- **Exhibits and Supplemental Reference Files**
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[End of Addendum. All else remains the same.]