



**REQUEST FOR PROPOSAL CONTACT CENTER APPLICATION AS A SERVICE**  
**Questions and Answers #3**  
**August 10, 2023**

1. Are vendors who are not ADA certified qualified to bid?
  - NIST SP 800-53 and SOC 2 are both standards for protecting the security, availability, and confidentiality of customer data. SOC 2 focuses on the security of the systems and processes used to store and process data while NIST SP 800-53 focuses on the security of the data itself. SOC 2 requires organizations to have a comprehensive set of policies, procedures, and controls in place to ensure the security of customer data, while NIST SP 800-53 requires a detailed set of security controls to ensure the confidentiality, integrity, and availability of data. Vendor must be able to demonstrate the ability to protect customer data via NIST 800-53 or SOC2 Type 2