

REQUEST FOR PROPOSALS (RFP)
STATE OF MARYLAND
DEPARTMENT OF HUMAN SERVICES
CUSTOMER SERVICE CENTER
OS/CSC-22-001-S
AMENDMENT # 13
September 26, 2023

Dear Prospective Offerors:

This amendment is being issued to amend certain information in the above-named RFP. All information contained herein is binding on all Offerors who respond to this RFP. Specific parts of the RFP have been amended. The changes are listed below. New language has been double underlined and marked in **bold** (i.e. **word**), and language that has been deleted has been marked with a strikethrough (i.e. ~~word~~).

1. Revise Section 3.9.2.A. as follows:

- A. The type of audit to be performed in accordance with the Guidance is a SOC 2 Type 2 Audit (referred to as the “SOC 2 Audit” or “SOC 2 Report”). All SOC2 Audit Reports shall be submitted to the Contract Monitor as specified in Section F below. The initial SOC 2 Audit shall be completed within **a timeframe to be specified by the State** ~~six (6) months of Contract start date~~. The audit period covered by the initial SOC 2 Audit shall start with the Contract Effective Date unless otherwise agreed to in writing by the Contract Monitor. All subsequent SOC 2 Audits after this initial audit shall be performed at a minimum on an annual basis throughout the Term of the Contract, and shall cover a 12-month audit period or such portion of the year that the Contractor furnished services.

If you require clarification of the information provided in this amendment, please contact me at (410) 767-7404, or via email at sang.kang@maryland.gov.

Sang Kang, Procurement Officer
September 26, 2023

