



SOLCITATION ADDENDUM

Issuing Agency:	North Carolina Department of Public Instruction
Solicitation Number:	24-RQ219107-KR
Solicitation Description:	DPI Educator Licensure Modernization
Solicitation Opening Date and Time:	December 16, 2025, 10:00 AM ET December 19, 2025, 10:00 AM ET
Addendum Number:	1
Addendum Date:	12/08/2025
Purchasing Agent:	Krystle Rice

THIS ADDENDUM IS REQUIRED TO BE RETURNED WITH THE BID RESPONSE, IF THE ADDENDUM IS NOT RETURNED THE BID SHALL BE DEEMED NON- RESPONSIVE AND SHALL NOT BE EVALUATED FURTHER.

1. The Solicitation is hereby modified as follows:

Modification #	Solicitation Section	Current Solicitation Language	Updated Solicitation Language
1	6.2.2 QUESTIONS CONCERNING THE RFP	Written questions concerning this Solicitation will be received until September 16, 2025, at 2PM Eastern Time.	Written questions concerning this Solicitation will be received until November 17, 2025, at 10:00 AM Eastern Time.
2	6.34.4 OFFER SUBMITTAL	Due Date: December 16, 2025 Time: 2:00 pm ET	Due Date: December 19, 2025 Time: 10:00 AM ET

QUESTIONS AND ANSWERS BEGIN ON THE FOLLOWING PAGE

2. Following are questions received about the solicitation and the State's answers to the questions.

Question #	Document Section	Vendor Question	State's Response
1	2.1 INTRODUCTION	Does the State have a preferred cloud hosting provider (AWS, Azure GovCloud, or Google Cloud) for the SaaS solution?	<p>DPI does not have a preference on cloud hosting provider for the SaaS. The vendor is responsible to ensure that the service seamlessly and securely integrates with Azure based systems.</p> <p>The vendor is fully responsible for providing and managing the hosting environment and ensuring that the SaaS offering meets or exceeds the service level expectations of the State.</p> <p>Refer to the answer to Question #39 for information about using existing licensing agreements as a possible option for bringing the best value to the State.</p>
2	2.1 INTRODUCTION	Is the vendor required to use only FedRAMP-authorized cloud environments or are SOC 2 Type II certified environments acceptable?	Refer to section 3.2.A.b.i for the options available to vendors.
3	2.2 AGENCY BACKGROUND	Can the State provide the current technology stack of the existing Educator Licensure System including database, integration middleware, identity platform, and document storage?	<p>The State cannot disclose existing architecture prior to award.</p> <p>Proposed service is expected to be flexible enough to adapt to existing and future platform needs of the State.</p>
4	3.3.1 ARCHITECTURE DIAGRAMS	Is there a preferred architectural style such as microservices, serverless, or modular SaaS that the State expects vendors to follow?	DPI does not mandate any particular architectural pattern. Vendors should propose a supportable architecture that best meets the functional, security, and operational requirements.

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5	3.3.1 ARCHITECTURE DIAGRAMS	Can vendors include additional diagrams beyond the required Network and Technology Stack diagrams?	Yes, additional diagrams may be submitted.
6	3.2 SECURITY SPECIFICATIONS	Will the State accept a vendor's SOC 2 Type II report in place of full FedRAMP authorization?	Refer to section 3.2.A.b.i
7	3.2 SECURITY SPECIFICATIONS	Will the State provide more detailed information regarding the specific security controls required for Highly Restricted data?	DPI follows the State Security Standards and Policies, which leverage the NIST SP 800-53 moderate baseline for Highly Restricted data.
8	3.2 SECURITY SPECIFICATIONS	Is the vendor required to integrate with any State-managed SIEM or cybersecurity monitoring tools?	The vendor is required to meet the continuous monitoring requirements outlined in the Security Standards and Policies (https://it.nc.gov/programs/cybersecurity-risk-management/esrmo-initiatives/statewide-information-security-policies). Application logs would need to be made available to DPI upon request.
9	3.3.3 IDENTITY AND ACCESS MANAGEMENT (RESERVED)	Does the State expect the system to integrate with NCEdCloud IAM using SAML 2.0, OAuth 2.0, or both?	Yes, it is expected to integrate with NCEdCloud with either.
10	3.5.5 ACCESS	Can the State clarify whether aspiring educators using Google, Apple, or Microsoft logins must also use multi-factor authentication?	All methods of logging in need to involve MFA.

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11	3.5.5 ACCESS	Can the State provide the roster file structure, field definitions, and update frequency for UID, SSN, and email matching?	Yes, the framework will be given to the selected vendor once a contract is signed.
12	3.3.4 INTEGRATION APPROACH (RESERVED)	What integration middleware or ESB does the State currently use or prefer such as Mulesoft, WSO2, or Boomi?	DPI has no preference at this time.
13	3.5.6 APPLICATION AND DATA INTEGRATION	Can the State provide technical specifications and API documentation for integration with Infinite Campus SIS?	Yes, it will be provided after contract signature.
14	3.5.6 APPLICATION AND DATA INTEGRATION	Does the State require real-time API retrieval of testing vendor data or will batch file imports be sufficient?	Currently, DPI is using batch process, but would be interested in moving to another method (e.g. API).
15	3.5.6 APPLICATION AND DATA INTEGRATION	Can the State provide interface specifications and data elements used by the LicSalary (LicSal) system?	Refer to the answer to #14.
16	3.5.6 APPLICATION AND DATA INTEGRATION	What data formats (JSON, XML, CSV, Ed-Fi extracts) are required for publishing data to the State's data warehouse?	A unified data platform is currently under development. However, either JSON, XML, or Ed-Fi would be ingestible.
17	3.5.6 APPLICATION AND DATA INTEGRATION	Does the State require strict adherence to Ed-Fi and CEDS standards for licensure-related data?	There is no strict adherence to Ed-Fi and CEDS standards required at this time. For a service that is aligned to these standards, describe the alignment as defined in AD114.

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18	3.3.6 DATA MIGRATION (RESERVED)	Can the State provide estimated structured data volumes including number of tables, records, and overall database size?	Currently there are at least 620 tables and 493 million records in the Licensure database. Refer to 3.5.13 Data Migration – DBI1 for database size of at least 400GB.
19	3.3.6 DATA MIGRATION (RESERVED)	Can the State provide volume and format details for unstructured documents such as PDFs, Word files, and images?	Refer to spec DMI2 for information around file attachments.
20	3.3.6 DATA MIGRATION (RESERVED)	Should historical archival data older than ten years also be migrated into the new system or stored separately?	Refer to spec DMA9. It should be migrated into the new system. Much of the data that NC DPI Licensure uses is more than 10 years old. May be interested in what other options are available. If archive data is stored separately, that data should be easily ingested and reactive.
21	3.5.7 DATA MANAGEMENT	What are the State's expectations regarding data retention, archival policies, purging, and restoration procedures?	All licensure data is retained for access. There is no archiving or purging.
22	3.5.1 STATEWIDE SOLUTION ARCHITECTURE	Can the State provide the number of expected system users by role including DPI staff, PSU staff, EPP users, educators, and public users?	DPI staff = approximately 50-75 / PSU staff = 1500 / EPP users = 200 / Public Users = 500k
23	3.5.1 STATEWIDE SOLUTION ARCHITECTURE	Does the State require fully configurable dashboards or will predefined dashboards by role be acceptable?	The State anticipates needing both based on role. Refer to specs RA7 and RA10.

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24	3.5.3 GENERAL LICENSURE FUNCTIONALITY	Will the State provide a comprehensive catalog of licensure pathways, rules, and workflows for configuration in the new system?	For purposes of system configuration, Licensure pathways, rules and workflows are determined by NC General Statutue and NC State Board of Education laws, rules, and policies. They will be reviewed during discovery once award is made, as they constantly evolve.
25	3.5.3 GENERAL LICENSURE FUNCTIONALITY	Will DPI provide standard templates or file layouts for PSU and EPP batch submissions such as renewals and CEU verification?	Currently PSUs do not provide batch submissions for renewals and CEU verification
26	3.5.8 REPORTING AND ANALYTICS	Can the State provide a list of all required statutory, State Board, and federally mandated reports?	An accurate, future list cannot be provided at this time. Reporting requests vary depending on NCSBE and NC Legislation, which change periodically.
27	3.5.8 REPORTING AND ANALYTICS	Does the State expect ad hoc reporting capabilities for all user types or only for DPI administrative users?	Certainly for DPI admin users, and would like to understand what ad hoc reporting options are available to PSUs and EPP admin users.
28	3.5.8 REPORTING AND ANALYTICS	Are additional export formats required beyond PDF, CSV, JSON, such as Excel, XML, or Ed-Fi compliant formats?	Please provide all options available for your solution.
29	3.5.9 SERVICE LEVEL	Does the State define availability requirements as 24/7/365 excluding planned maintenance or does it follow another standard?	Refer to specs SL7, SL9 and Section 2: Terms and Conditions Applicable to Software as a Service (SaaS) 4) ACCESS AVAILABILITY; REMEDIES
30	3.5.9 SERVICE LEVEL	Must the disaster recovery environment be located within the continental United States?	Yes - Refer to Section 2: Terms and Conditions Applicable to Software as a Service (SaaS) - 18) Security of State Data - b and Attachment F.

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31	3.5.9 SERVICE LEVEL	Can the State confirm required RTO and RPO targets for disaster recovery and business continuity?	There are no fixed thresholds for RPO and RTO. Vendors should propose Recovery Time Objective (RTO) and Recovery Point Objective (RPO) that align with their proposed architecture and disaster recovery/ business continuity plan and support the Agency's overall availability targets of 99.9% uptime or higher.
32	3.5.9 SERVICE LEVEL	Is the vendor expected to provide Level 1 user support or will DPI manage first-level triage?	Please describe the levels of support available and the costs associated in Attachment D. Refer to spec CS4 for further information.
33	7.11 PROJECT MANAGEMENT	Can the State provide the number of users requiring training grouped by role or function?	DPI staff = approximately 50-75 / PSU staff = 1500 / EPP users = 200 - SR
34	7.11 PROJECT MANAGEMENT	Does the State require onsite training, remote training, or a blended delivery model?	Please describe the options available in the proposed solution. Refer to spec TS2 for information.
35	7.12 MEETINGS	Will the State require in-person vendor presence for project kickoff, UAT sessions, or go-live support?	Please describe your recommended approach.
36	3.5.10 CHANGE MANAGEMENT	Does the State require a dedicated sandbox or training environment separate from UAT and production?	Refer to spec TS1 for information.

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37	4.0 COST OF VENDOR'S OFFER	Should licensing costs be based on per-user, per-PSU, statewide enterprise, or transaction-based pricing?	<p>Vendors are encouraged to propose the pricing structure that provides the best overall value to the State.</p> <p>Vendor proposal shall clearly describe pricing assumptions, pricing structure and identify any available options (e.g., fixed annual SaaS subscription, modular pricing by functional components, or other approaches) that support cost transparency and brings long-term value to the State.</p>
38	4.0 COST OF VENDOR'S OFFER	Does the State prefer a fixed annual SaaS subscription or modular pricing by functional components?	<p>Vendors are encouraged to propose the pricing structure that provides the best overall value to the State.</p> <p>Vendor proposal shall clearly describe pricing assumptions, pricing structure and identify any available options (e.g., fixed annual SaaS subscription, modular pricing by functional components, or other approaches) that support cost transparency and brings long-term value to the State.</p>
39	3.1.5 ENTERPRISE LICENSING	Should vendors leverage existing statewide IT licensing agreements such as Microsoft, Adobe, AWS, or others?	Vendors can leverage existing licensing agreements where doing so would bring the best value to the State without compromising on the service efficiency.
40	6.3 INSTRUCTIONS FOR OFFER SUBMISSION	Should vendors acknowledge receipt of Attachment A – Definitions, or provide additional narrative content?	No response is required.
41	3.5.6 APPLICATION AND DATA INTEGRATION	Can the State provide details on current ETL tools such as Informatica, Talend, SSIS, or Azure Data Factory and any preferred platform?	DPI is in the process of implementing Managed Airflow and procuring DBT Cloud.

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42	3.5.6 APPLICATION AND DATA INTEGRATION	Does the State require data output formats aligned with its existing ETL processes and can DPI share ingestion standards?	Refer to answer given for question #15.
43	3.5.3 GENERAL LICENSURE FUNCTIONALITY	What Enterprise Document Management System (EDMS) is currently in use such as SharePoint, OnBase, FileNet, or AWS S3 and is integration expected?	State uses SharePoint. Please propose the capabilities of your system to integrate with EDMS.
44	3.5.3 GENERAL LICENSURE FUNCTIONALITY	Does the State require real-time integration with the EDMS for document upload and retrieval or is a native repository acceptable?	Refer to the answer given for #43 for information about EDMS.
45	3.5.2 LICENSE APPLICATION AND SUBMISSION	Does the State currently use any e-signature platform such as DocuSign or Adobe Sign and should the solution integrate with it?	There is not an e-signature platform currently integrated with the licensure system. While the RFP does not require it, vendors may propose capabilities that exist in the proposed solution for e-signature.
46	3.5.3 GENERAL LICENSURE FUNCTIONALITY	For license forms and attestations requiring signatures does the State require ESIGN/UETA-compliant digital signatures and which platform is preferred?	Refer to the answer to Question #45.
47	3.5.8 REPORTING AND ANALYTICS	What reporting or BI tools does the State currently use such as Power BI, Tableau, Qlik, or Looker and should the solution integrate with them?	Refer to the answer for #102 for information.

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48	3.5.8 REPORTING AND ANALYTICS	Does the State require real-time analytics within the licensure platform or centralized analytics via existing State BI tools?	Vendor shall provide both options within your solution.
49	3.5.8 REPORTING AND ANALYTICS	For cross-system analytics does the State have preferred reporting frameworks, data models, or BI platforms the system must support?	State does not have a preference. Vendors shall propose their solution while ensuring full interoperability and data-sharing capabilities with existing State systems through open standards, and common data exchange protocols.
50	3.5.17 OPTIONAL SPECIFICATIONS	Can the State identify which Learning Management Systems (LMS) are currently in use across PSUs and EPPs (e.g., Canvas, Moodle, Schoology, Blackboard) for syncing course completions to educator profiles?	LMS usage varies across PSUs and EPPs and may change over time. Vendors shall propose how the service is interoperable with multiple LMS systems using standards-based integration methods.
51		Does the State have a preferred LMS integration standard such as LTI, SCORM, or xAPI/Caliper that the proposed licensure solution should support?	The preferred LMS integration standard is LTI, but DPI is open to other solutions.
52	3.5.17 OPTIONAL SPECIFICATIONS	Does the State require real-time LMS-to-licensure syncing of CEUs and course completions, or will scheduled batch uploads be sufficient?	Currently, syncing happens multiple times a day. DPI would be interested in other integration methods available in your proposed solution.

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53	3.5.17 OPTIONAL SPECIFICATIONS	Can the State provide API documentation or integration methods currently supported by the LMS platforms used in NC?	Refer to the answer for #50 for information.
54	3.5.17 OPTIONAL SPECIFICATIONS	Will professional development/training providers publish PD course catalogs from their LMS into the licensure system, and if so, what format or integration method is expected?	The proposed solution is expected to offer self-paced and asynchronous courses linked to LMSs that allow Professional Development records to be seamlessly integrated within the Licensure system for CEU verification.
55	3.5.17 OPTIONAL SPECIFICATIONS	Does the State expect the licensure system to deliver or host training content directly, or will all professional development content remain within the respective LMS platforms?	Vendors who provide Professional Development capability can provide a fully integrated solution with the Licensure System or an independent but interoperable solution for professional development.
56	3.5.17 OPTIONAL SPECIFICATIONS	Will the State provide a mapping of CEU credit categories and LMS course metadata required for automatic assignment of CEUs to educator records?	Currently, credit type is selected from a list of predetermined options at the time the course is created. These categories do change periodically, so they would need to be able to be configured by DPI.
57	3.5.17 OPTIONAL SPECIFICATIONS	Should the proposed solution support a statewide consolidated catalog of PD/LMS course offerings, or will PSUs continue to maintain their catalogs independently?	The proposed offering needs to have the option to offer courses at the following levels: State, Region, PSU, School site, and User level. PSUs will need the option to have individual catalogs managed at the PSU level but also see State and Regional offerings.

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58	3.5.17 OPTIONAL SPECIFICATIONS	Should LMS historical CEU completion data be included in the data migration scope, or only CEU completions going forward after go-live?	Historical CEU completion data will be needed in the new solution.
59	6.0 VENDOR INFORMATION AND INSTRUCTIONS	Could you please clarify what the agency expects in the "Offeror Organization" section where it states that vendors should submit a response for Attachment A: Definitions? Since Attachment A only lists the definitions of terms used in the RFP, should the vendor simply acknowledge receipt and understanding of these definitions?	Refer to the answer given to question #40 above.
60	3.2.A	For a portable solution, would NCDPI prefer a state-hosted or vendor-hosted system?	NCDPI is seeking an on-demand, SaaS solution that is vendor-hosted. Refer to the 3.2 Security Specifications section, A. SOLUTIONS NOT HOSTED ON STATE INFRASTRUCTURE for information
61	3.2.A(a)	Are there any review gates beyond the VRAR and SOC2 Type II audit we should prepare for? Is approval required before work can begin on the software portion of the project?	Refer to section 3.2.A(c) on what additional security documentation may be requested.
62	3.2.A(b)	What SOC2 trust principles are required / desired?	The vendor is required to meet NIST 800-53 security controls. The SOC 2 Type 2 meets the requirement of a 3rd party assessment report. Refer to Section 3.2.A (i).

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63	3.2.A(b)	Do other NIST 800-53-based security certifications reduce the administrative requirements for SaaS hosting? e.g. if a vendor holds current AzRAMP authorization, are there any gates that can be bypassed?	Refer to section 3.2.A(b)(i). NIST 800-53-based security certifications/assessments that are equivalent to a Federal Risk and Authorization Management Program (FedRAMP) certification would be considered as a 3rd party assessment report.
64	3.3.1	Can a completed sample of the architecture diagram be provided?	Refer to https://it.nc.gov/cloud-services-network-architecture-diagram-template for more information.
65	3.3.3-3.3.8	What does the word "Reserved" mean on each of these sections?	Sections 3.3.3-3.3.8 are marked "Reserved" because these areas are covered in detail in the Business and Technical specifications (3.5) of the RFP. Vendors will not respond to Sections 3.3.3-3.3.6
66	3.5.1 SSA6	Does the agency have an expectation for the number of users that will be concurrently using the system today? What is the expected growth of concurrent users over time?	DPI staff = approximately 50-75 / PSU staff = 1500 / EPP users = 200 / Public Users = 500k - The public users expected growth is anticipated at an average of 20,000 - 25,000 annually. This is based on current legislation and policy.
67	3.5.1 SSA9	Does NCDPI have an existing set of branding guidelines for color schemes, fonts, icons, etc.?	Yes, DPI has branding guidelines that change periodically. That will need to be configurable.

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68	3.5.3 GLF2	Can you explain or provide a diagram that shows the composition of a license? For example, what are all the components that <i>can</i> make up a license (e.g., license type, area type, certificate endorsements, deficiencies that must be satisfied later, etc.)?	The attached document is an example of the current license, but DPI is interested in what other configuration options are available in your proposed solution.
69	3.5.3 GLF4	Can you provide the current formula/rules that are used for calculating years of experience?	Refer to LICN-006 for all experience types, as well as the way they are calculated and applied to licenses. The link is available in DMA11. Please be aware that others may be added by NCSBE and NC Legislation.
70	3.5.3 GLF5	Can you describe the current evaluation process that internal evaluators for the state follow to determine whether or not an application that an educator has submitted satisfies the requirements for certification? How many different evaluations are there? Are there multiple paths to evaluate a single license type (e.g. reciprocity, EPP recommendation, course work, etc.)? What is the complexity of the evaluations?	Currently the evaluation of applications is determined by NC DPI Licensure staff, and they can be extremely complex. Yes, there are multiple paths to evaluate a single license type. Refer to the answer for question #78 for more information about the different application/evaluation types.
71	3.5.3 GLF6	How are educators or licensees currently notified of a pending license expiration?	Educators are currently notified via system email. Please describe all notification options available within your proposed solution.

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72	3.5.3 GLF8	Can you please define what a "highly qualified status" is for a license?	Refer to Attachment A: Definitions - 16) Highly Qualified for information.
73	3.5.3 GLF15	Does NCDPI need dynamic license capabilities? How often does the "printed" version of the license change?	License template needs to be configurable and the end users' licenses dynamic. Refer to GLF17.
74	3.5.3 GLF16	Regarding the capturing of incoming emails, calendaring, scheduling of meetings, notifications, and submission of documents: Who is the intended user group for the requirement stated in GLF 16?	Educators, DPI Legal, DPI Licensure, and PSUs will be using these features.
75	3.5.3 GLF18	Does your agency use Parchment, National Clearinghouse, SPEEDE or other services to receive transcripts in the licensure system?	DPI uses National Clearinghouse for non-Licensure purposes. DPI is interested in options available in vendors' proposed solutions.
76	3.5.3 GLF19	How does your licensure process identify which educators are affiliated with each Educator Preparation Program (EPP)? Does the agency use a Student Teaching Application or similar process to capture EPP affiliations? Do EPPs themselves select or formally identify the educators who are part of their programs?	Educators indicate their NC EPP affiliation at the time of application submission. NCDPI would like to explore expanded affiliation options.

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77	3.5.3 GLF22	Can you explain what is meant by "for each area of the licensure process"? Is this referring to the steps involved for satisfying the requirements for evaluation, or something else?	The intent is to assist the educator/aspiring educator in understanding the process for completing their application or renewal.
78	3.5.4 LPR2	The requirement states: "Describe how the proposed solution <i>handles licensure updates and changes</i> to existing NC licenses." Can you enumerate the types of <i>updates and changes</i> that are being referred to in LPR2?	Currently there are approximately 40-50 different application types. Initials (3-4) Renewals (6-8) Extensions (3-5) Conversions (6-8) Additions (6-8) Pay Approvals (2-4) Graduate Salary Authorizations (4) Deletions (2) Administrative (8-10) plus actions that are taken and unique to NC DPI Licensure and Legal such as revocations, suspensions, voluntary surrenders, etc. The application types need to be easily configured and added based on changes to NC SBE policy, rules and/or legislation.
79	3.5.4 LPR5	How many template letters do currently you have? Are only certain fields editable or selectable, or are there situation where the entire letter may need to be modified based on the scenario?	There are approximately 100 template letters. DPI would like to learn more about how to use a single or a few templates w/drop down options to edit letters based on individual deficiencies and requirements.
80	3.5.4 LPR7	Can you provide current checklists that are used by licensure staff to determine educator eligibility?	No, there are no existing checklists. Licensure staff use SME statutory and policy knowledge to determine eligibility for a license.
81	3.5.4 LPR9	How many different workflows exist in the system currently?	There are currently 40-50 different application types that go through workflow rules that determine how the application is routed and ultimately to which queue or staff member the application is assigned.

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82	3.5.4 LPR11	Currently, how are disciplinary or ethical violation cases tracked and managed? Are they in the same system as the current licensure system, or under the same purview as licensure? Or is there a separate office or agency responsible for taking action on educator licenses based on investigative outcomes?	They are not tracked in the existing system. DPI would like to learn about how this could be accomplished with vendor's proposed solutions.
83	3.5.5	Is there a test or development domain used by the NCEdCloud IAM Service for use during development and provisioning?	Yes, one will be available for testing and development.
84	3.5.5 ACC1	Can you describe what information retirees would need regarding access to the new system?	They would require the same login access as any other licensee applicant or holder.
85	3.5.5 ACC3	Does the NCDPI Identity and Access Management System have roles that are already defined for users that the licensure platform should use to determine application access or is the expectation that all roles will be managed and assigned within the licensure platform?	DPI will work with the selected vendor to determine the best approach. Please propose options with your response.

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86	3.5.5 ACC6	<p>The requirement alludes to licensed educators logging in via the NCEdCloud, while aspiring educators authenticate with a username and password set up in the licensure system (ref. ACC3).</p> <p>Is there an expectation that at some point an educator transitions from using a username and password to using the NCEdCloud system, thereby changing their authentication method? ACC3 also states that NCEdCloud access should be removed at the end of employment would this mean that both authentication methods (username/password AND NCEdCloud) need to co-exist?</p>	<p>Multiple authentication mechanisms supporting MFA are required throughout the account management lifecycle. If/When an educator is no longer employed by DPI, they will not be able to authenticate using NCEdCloud.</p> <p>NCEdCloud will integrate using UID. Email login will be tied to the email associated with the account. Access will be via either Social login (Google/MS/Apple) or username and password with MFA.</p>
87	3.5.5 ACC9	<p>Can you tell us which scenarios user impersonation makes the most sense, or in which scenarios user impersonation would add the most value? (E.g. an NCDPI evaluator impersonating an educator to help them during the application process)</p>	<p>An NCDPI evaluator impersonating an educator, a PSU, or an EPP to help them during the application process or for technical troubleshooting like password resets and login information.</p>

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88	3.5.5, 3.5.6	For integrations with State systems such as NCEdCloud or LicSal, will NCDPI or NCDIT provide required System Interconnection Agreements (ISAs), or must the vendor initiate those documents?	The vendor is responsible for initiating the ISAs, as necessary.
89	3.5.6	Please confirm whether secure HTTPS/API connections are sufficient for integration, or if direct VPN or dedicated network connections to State infrastructure are required.	API over 443 and data encryption in transit is acceptable.
90	3.5.6 ADI1	I assume your LEAs use independent payroll systems. Do you expect direct integration with these systems or would providing export templates and upload into the certification system satisfy this requirement?	The proposed solution would need the capability for direct integration and the ability for exports and uploads to the PSUs' ERP providers.

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91	3.5.6 ADI1	Can you enumerate the required or desired integrations that the licensure system would need or currently leverages? Does the current licensure salary database system integrate with the current licensure system? What is the format or protocol that is used in that integration? (For example, REST API, EDI file exchange, etc.)	The proposed solution would need the capability for direct integration and the ability for exports and uploads to the DPI internal systems. In your response, provide the protocols your proposed solution offers.
92	3.5.6 ADI4	Does NBPTS offer an established integration method? Such as an API, secure data feed, or other method? Does NBPTS provide enough information that would allow the new system to uniquely and accurately match an educator to the corresponding NCDPI educator record? Is there an existing crosswalk or mapping between NCDPI licensure areas and NBPTS certification areas that can be used to align information?	There is not an established integration method offered currently by NBPTS. DPI currently collects flat files hosted by NBPTS, but an intermediate step is needed to confirm data accuracy as NBPTS does not collect Licensure's unique IDs to join to DPI's data systems. There is not a crosswalk between National Board Certification areas and NCDPI License areas.
93	3.5.6 ADI5	Which "application tracking systems" are expected to be integrated? Are they internal systems or other products?	Employment is managed at the local PSU level and not via the NC DPI Licensure system.

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94	3.5.6 ADI8	Is the ERP system described in the requirement alluding to the ERP system of the Department of Instruction, or is the question about different ERP systems at the PSU (Public School Unit) level?	The ERP systems in ADI8 includes the HR and Finance systems at DPI, as well as the various ERP systems being used at the PSUs.
95	3.5.6 ADI11	What are the current and future use cases for API connections into the licensure platform?	DPI state approved testing providers, national licensure organizations such as but not limited to NASDTEC, NBPTS, online payment processing system(s), DPI systems, PSUs' ERP systems, and any other relevant future systems.
96	3.5.6 ADI13	Can you provide an example of a plug-in or third-party tool that you would like to be supported within the proposed solution?	Please describe your recommended approach.
97	3.5.6 ADI14	Does your current system or database follow Ed-Fi or CEDS standards? if not, is this a required direction from your agency for the new system?	Refer to the answer provided for question #17.
98	3.5.7 DMA3	When the requirement uses the term "statewide implementation", which systems does that include? (e.g. EPP, PSU, Licensure Office, Educator portal, etc.)	The system needs a unique identifier for each educator in the Licensure system that goes across the system implementation, which includes all of the key shareholder groups.
99	3.5.7 DMA10	What type of Batch Data Updates are preformed? Are they scheduled updates? What is the purpose or reason for the batch updates?	ETS and Pearson for testing data. NASDTEC for disciplinary data. NBPTS for national board data. These updates are not scheduled. These batch updates are provided on an ad hoc basis as new data or data updates become available.

Question #	Document Section	Vendor Question	State's Response
100	3.5.7 DMA11	Does the certification system provide reporting for LEAs or educators whose current salary falls below the state minimum salary schedule? I assume the certification system does not handle actual payments to educators.	Salary audits are generated by NCDPI Salary, not by the Licensure system. All licensed educators are contained within the Licensure system regardless of their salary. The Licensure system does not handle payments to educators, but is handled through the PSUs' individual payroll systems.
101	3.5.8 RA1	What operational reports are required or are currently used in the existing licensure solution?	DPI would like to explore the standard and ad-hoc operational reporting options in your proposed solution.
102	3.5.8 RA2	Does your agency use Microsoft PowerBI, Tableau, or another preferred reporting tool?	Please propose what report writing tools are native to your proposed solution. Currently PowerBI and Tableau are currently used.
103	3.5.8 RA4	Which user groups need to have reports sent to them that require batch report generation?	Internal DPI Shareholders, NC PSUs, and NC EPPs, amongst other shareholder groups in the future.
104	3.5.8 RA5	Can you enumerate all licensure activities that need to be analyzed or monitored, such as pending renewals, renewals, expirations, certificate lapsing, licensure lapsing, and disciplined licenses?	All of the items listed, as well as the number of applications processed by staff, the average time to process based on submission and the average time to process based on internal maintenance of effort, a report on how long a given application sat in any given disposition such as Pending Educator Action, etc. This needs to be easy to use, intuitive and highly configurable.

Question #	Document Section	Vendor Question	State's Response
105	3.5.8 RA11	What types of information or data sets need to be displayed in real time? Can you provide examples or samples of information that should be displayed in real time?	A few examples include the number of applications open and Pending DPI by application type. Amount of time a given application has been "in house" and Pending DPI, or Pending Legal, etc. These are examples and not an exhaustive list. The ability to create the real-time data needs to be easy to use, intuitive and highly configurable.
106	3.5.9 SL1	What are NCDPI's requirements for system availability and trouble ticket response time?	System Availability target is 99.9%. Refer to Section 2: Terms and Conditions Applicable to Software as a Service (SaaS) - 4) ACCESS AVAILABILITY; REMEDIES for more information. Provide your published support response times or matrix.
107	3.5.9 SL2	Is WCAG 2.1 level A or level AA required?	Per US Department of Justice's final rule published in April 2024, all public facing websites made available by State and Local Governments shall be WCAG 2.1 Level AA compliant by April 24, 2026.
108	3.5.9 SL3-SL4	Has NCDPI defined performance goals? Can you add any discrete metrics to "reasonable response times"?	The System Availability target is 99.9% uptime or higher. Refer to Section 2: Terms and Conditions Applicable to Software as a Service (SaaS) - 4) ACCESS AVAILABILITY; REMEDIES for more information. Provide your published support response times or matrix. System response times should be aligned with the standards outlined in Google Core Web Vitals, NN/g Human Perception Standards, etc.
109	3.5.9 SL10	What specific RTO/RPO targets does NCDPI require?	There are no fixed thresholds for RPO and RTO. Vendors should propose Recovery Time Objective (RTO) and Recovery Point Objective (RPO) that align with their proposed architecture and disaster recovery/ business continuity plan and support the Agency's overall availability targets of 99.9% uptime or higher.
110	3.5.13 DMI1	What database does your current system use? How many tables does it have?	Refer to the answer to #18 for database information.

Question #	Document Section	Vendor Question	State's Response
111	3.5.13 DMI1	Is there only one source database that needs to be migrated and converted or is the licensure data currently housed in different systems/databases?	All Licensure data is housed in databases. Refer to the answer to #18 for database information.
112	3.5.13 DMI2	Are files such as documents stored directly in the database, or is only an index/reference stored that points to file content on a file server?	Files are stored outside of the databases.
113	3.5.13 DMI2	Can provide a summary or the number of tables and numbers of rows in those tables for the current licensure database(s)?	Refer to the answer to #18 for database information.
114	3.5.13 DMI2	Which platform(s) house the current license database(s)?	Refer to the answer to #111 for database information.
115	3.5.13 DMI3	On average, how many open applications are currently in process?	Open applications vary seasonally. Estimated anywhere from 10k during slower periods to 60k at peak times.
116	3.5.14 PM7	What are your expectations for on-site meetings? Do you expect regularly scheduled meetings in a cadence? If so, what cadence? If not, do you expect on-site meetings for discovery, major milestone releases, or as needed?	Refer to PM7 Paragraph 2 - NCDPI prefers onsite meetings for key events; however, virtual meetings may be jointly preapproved. In the event virtual meetings do not provide enough progress, onsite meetings may be required. In your response, describe how you will provision this. Refer to PM10 where the cadence for status meetings are provided.

Question #	Document Section	Vendor Question	State's Response
117	3.5.15 TS5	What training methods have proven most effective in your current system or in other systems used by the agency? Does the agency currently use, or expect to use, a specific platform for delivering and hosting training materials?	Based on your experience with similar implementation, please propose the training modalities, tools, and delivery mechanisms considered most effective for successful implementation, user adoption, sustainability and cost effectiveness of the proposed solution.
118	3.5.16 AI	What State- or Department-level policies are in place governing the inclusion and use of AI?	Refer to RFP page 63, Section 4 - NC Department of Information Technology's Terms and Conditions applicable to Artificial Intelligence (AI). Refer to https://it.nc.gov/resources/artificial-intelligence for resources on Artificial Intelligence developed by North Carolina Department of Information Technology.
119	3.5.17 OPT1 - OPT17	It appears that all of the requirements listed in section 3.5.17 oriented around a subsystem dedicated to professional development tracking. Is that correct?	Section 3.5.17 is optional and is supplemental to the core Licensure system. The specifications define the needs to track professional learning and reporting capabilities.
120	General Question	Would you accept a custom development solution or are you only looking for a COTS or SaaS solution	Refer to section 6.2.6. Alternate Offers for information about submitting alternate offers. Also, refer to RFP section 2.1 INTRODUCTION - The purpose of this RFP is to solicit offers for an on-demand, SaaS solution that will allow NCDPI to provide a modernized, real-time Educator Licensure System to Educators, Public School Units (PSUs), and NCDPI.

Question #	Document Section	Vendor Question	State's Response
121	Attachment D Cost Form	Project Deliverables and User Documentation (Specify details) – Could you provide what you are looking for as Project Deliverables? Or could we refer to the ROADMAP that is referenced in 3.3.2 noted with Project Deliverables?	Vendors are expected to review the entire RFP and ensure that all deliverables, milestones, and documentation obligations, whether explicitly listed in Section 3.3.2 or elsewhere, are fully understood and addressed in their proposal. For full transparency and completeness, any additional documentation or deliverables proposed based on the vendor's implementation approach must be clearly identified and priced, as applicable. The State shall evaluate proposals based on evaluation criteria defined in section 5.2
122	Attachment B Section 4 Paragraph 2	Does the prior authorization of AI provision include code analysis tools? Code quality/error mitigation tools? Does it include code generation? What approval process is required?	Vendors must disclose all AI tools planned to be used to meet the obligations of this RFP. AI tools that use State's data require prior authorization for use. DPI follows the DIT framework to manage AI: https://it.nc.gov/resources/artificial-intelligence
123		Can the Cloud service provider negotiate the service level agreements?	Section 2.1 of the RFP calls for an on demand Software as a Service solution and section 2.6 refers to a close-ended contract between the awarded vendor and the State. The SLA will be with the awarded vendor and the State will not negotiate with the Cloud Service Provider. The SaaS vendor is responsible for ensuring its cloud provider's infrastructure and performance meets all the contractual obligations.
124		Can you describe the volume of data and file storage that needs to be migrated from existing system?	Refer to the answer to #18 for database information and DMI2 for document storage information.
125		How many of the 200k license holders renew their license each year?	Approximately 30,000 renewals opened automatically each year

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME

The Vendor shall check **ONLY ONE (1)** of the following options below and return one (1) properly executed copy of this Addendum prior to the Solicitation opening time and date.

A response was submitted prior to this Addendum. An updated response has been submitted to address the changes resulting from this Addendum.

A response was submitted prior to this Addendum. **NO CHANGES** have resulted from this Addendum.

A response was **not** submitted prior to this Addendum. **ANY CHANGES** resulting from this Addendum are included in our response.

Authorized Signature

Date

Printed Name

Title