

NORTH CAROLINA
Department of Transportation

**Solicitation Addendum 1 – Publishes Vendor Questions and State Responses, Updates
Solicitation Security Specifications.**

Solicitation Number: Request for Proposals 54-PR14549 -TB
Solicitation Description: North Carolina DMV Administrative Hearings Management System
Proposal Due Date/Time: **April 16, 2025 12:00 PM ET**
Addendum Date: April 11, 2025
Procurement Specialist: Thomas Busshart
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Return one properly executed copy of this addendum with a proposal (Offer).

1) Addendum 1 makes the following changes to the RFP bid solicitation.

Replace Language in **Section 3.4.2 Security Specifications.**

ID	Description
ISO-SEC-SPECIFICATION-1	<p>Describe how Vendor's proposal substantially conforms with the Maximum Tolerable Downtime (MTD) and Recovery Point Objective (RPO) specifications, which are as follows:</p> <p style="padding-left: 40px;">MTD = four (4) hours RPO = four (4) hours</p> <p>a. If the Vendor's proposed solution is recoverable, describe in detail how the Vendor's proposal solution would be recoverable via non-State hosted (e.g. Vendor, third-party, subcontractor, partner, cloud), State hosted, or any other solution scenario.</p> <p>b. Describe how and affirm if the Vendor has the capability to meet specified MTD.</p> <p>c. Describe how and affirm if the Vendor has the capability to meet specified RPO.</p> <p>d. Vendor affirms to complete and return a Disaster Recovery Assessment (DRA) in Microsoft Excel format if requested.</p> <p>See DRA https://it.nc.gov/documents/vendor-readiness-assessment-report</p>
ISO-SEC-SPECIFICATION-2	<p>Regarding any suspected security incident or security breach involving or impacting State data, the Vendor's Incident Response Policy and process/procedure should affirm and describe how the Vendor's proposal substantially conforms to these specifications, which are as follows:</p> <p>a. The Vendor should describe with its proposal a current Incident Response Policy and process/procedure.</p> <p>b. The Vendor should notify NCDOT and NCDIT within 24 hours of confirmation of the incident and/or breach.</p> <p>c. Describe how the Vendor would notify NCDOT and NCDIT of the incident and/or breach.</p> <p>d. The Vendor should provide the full details of the incident and/or breach to NCDOT and NCDIT.</p>

2) Vendor Questions and State's Responses.

#	RFP Section	RFP Section Name	Question	State Responses to Questions
1	3.4.4	Request Hearing Specifications	Does the DMV have an existing payment gateway for integration with this solution?	Yes, we currently have an existing payment gateway that is integrated with the current solution.
2	3.4.9	Correspondence Specification	Which direct print mail service does the DMV use for printing and mailing physical letters and notifications? Do they support integration with a REST API?	Our current Print and Mail service supports SOAP and REST APIs
3	3.4.9	Correspondence Specifications	Does the DMV use a document generation tool, such as OpenText or another platform?	We currently have a number of document generation tools built into our solution.
4	3.4.11	Integration Specifications	Does the state have an established integration design pattern for mainframe applications like SADLS, LITES, MILES, and STARS? Is there an enterprise middleware platform in use?	Yes, the state utilizes RESTful services. No, the state does not utilize an Enterprise Middleware Platform
5	3.14.14	User Interface Specification	Does the DMV have an existing e-signature solution that can be used for electronic signatures?	Our current solution integrates with DocuSign
6	3.4.16	Project Management Specification	Does the DMV have existing solutions on the Salesforce platform? If so, could you provide details on the applications to assess if the same instance could be used for this use case?	We currently do not have any existing solutions utilizing the Salesforce Platform.
7	3.4.16	Project Management Specification	What DevOps tools and processes does the DMV currently use?	We utilize Azure Dev Ops in some cases, but it is very limited
8		RFP Bid Due Date Extension	Given the complexity of the integration requirements with legacy systems and the detailed security	Project manager and business owner <u>do not</u> want to extend by any length of time the RFP opening date.

#	RFP Section	RFP Section Name	Question	State Responses to Questions
			compliance documentation needed, we request consideration of a 1-month extension to the submission deadline currently set for April 26th, 2025.	(Actual due date 04/16/25.
9	All	Timeline – RFP Due Date	Is NC DMV considering an extension for this solicitation? Given the amount of requirements, it would be best to allow for vendors the time to adequately respond to deliver a more technically sound solution, especially since answers to questions are being delivered close to the deadline for responses.	Project manager and business owner <u>do not</u> want to extend by any length of time the RFP opening date.
10	3.4.9 Correspondence Specifications Pg 16	CORR_004 Integrate with the DMV third-party print solution for printing and mailing hearing correspondence.	Will this print center handle one-page and multi-page printing? Would the state consider the responding vendor's printing and mailing services?	Our current Print and Mail center handles both single and multi-page documents. The state has a very integrated print and mail service but would review and consider alternatives.
11		General	Will the payments for hearings be collected through the myNCDMV portal?	Hearings Payments are collected in a variety of ways both in person and online including the MyNCDMV portal.
12		General	We acknowledge that this request extends beyond the initial scope outlined in the proposal. As a company specializing in Organizational Change Management (OCM), and Project/Program Management (PMO) services, we would like to inquire whether the North Carolina Department of Transportation, Division of Motor Vehicles plans to issue separate solicitation for these services?	At this time the state does <u>not</u> anticipate issuing a separate solicitation for OC or PMO services.

Failure to acknowledge receipt of this addendum may result in a non-responsive proposal (Offer).

Execute Addendum 1:

Vendor: _____

Authorized Signature: _____

Name and Titled (Typed): _____

Date Signed: _____