



# **STATE OF NORTH CAROLINA**

**North Carolina A&T State University**

**Request for Proposal #:59-P5400**

**Ticketing Software**

**Date of Issue: 10-22-2025**

**Proposal Opening Date: 11-17-2025**

**At 03:00pmET**

**Direct all inquiries concerning this RFP to:**

**Tyeshia Smith**

Procurement Specialist

Email: [tmsmith23@ncat.edu](mailto:tmsmith23@ncat.edu)

Phone: 336-285-4952



## STATE OF NORTH CAROLINA

### Request for Proposal #

**RFP-P59-5400**

For internal State agency processing, including tabulation of proposals, provide your company's eVP (Electronic Vendor Portal) Number. Pursuant to G.S. 132-1.10(b) this identification number shall not be released to the public. **This page will be removed and shredded, or otherwise kept confidential**, before the procurement file is made available for public inspection.

**This page shall be filled out and returned with your proposal.  
Failure to do so may subject your proposal to rejection.**

\_\_\_\_\_  
Vendor Name

\_\_\_\_\_  
Vendor eVP#

**Note:** For a contract to be awarded to you, your company (you) must be a North Carolina registered vendor in good standing. You must enter the vendor number assigned through eVP (Electronic Vendor Portal). If you do not have a vendor number, register at <https://vendor.ncgov.com/vendor/login>

*Electronic responses ONLY will be accepted for this solicitation.*  
<https://ncat.bonfirehub.com/portal/?tab=openOpportunities>

**STATE OF NORTH CAROLINA**  
**Division of North Carolina A&T State University**

Refer <u>ALL</u> Inquiries regarding this RFP to: <b>Tyeshia Smith tmsmith23@ncat.edu</b>	<b>Request for Proposal #: 59-P5400</b>
	<b>Proposals will be publicly opened: 11-17-2025@03:00pm</b>
<b>Using Agency: North Carolina A&amp;T State University</b>	<b>Commodity No. and Description: Software 432231514</b>

**EXECUTION**

In compliance with this Request for Proposals (RFP), and subject to all the conditions herein, the undersigned Vendor offers and agrees to furnish and deliver any or all items upon which prices are bid, at the prices set opposite each item within the time specified herein.

By executing this proposal, the undersigned Vendor understands that false certification is a Class I felony and certifies that:

- this proposal is submitted competitively and without collusion (G.S. 143-54),
- none of its officers, directors, or owners of an unincorporated business entity has been convicted of any violations of Chapter 78A of the General Statutes, the Securities Act of 1933, or the Securities Exchange Act of 1934 (G.S. 143-59.2), and
- it is not an ineligible Vendor as set forth in G.S. 143-59.1.

Furthermore, by executing this proposal, the undersigned certifies to the best of Vendor’s knowledge and belief, that:

- it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal or State department or agency.

As required by G.S. 143-48.5, the undersigned Vendor certifies that it, and each of its sub-Contractors for any Contract awarded as a result of this RFP, complies with the requirements of Article 2 of Chapter 64 of the NC General Statutes, including the requirement for each employer with more than 25 employees in North Carolina to verify the work authorization of its employees through the federal E-Verify system.

As required by Executive Order 24 (2017), the undersigned vendor certifies will comply with all Federal and State requirements concerning fair employment and that it does not and will not discriminate, harass, or retaliate against any employee in connection with performance of any Contract arising from this solicitation.

G.S. 133-32 and Executive Order 24 (2009) prohibit the offer to, or acceptance by, any State Employee associated with the preparing plans, specifications, estimates for public contracts; or awarding or administering public contracts; or inspecting or supervising delivery of the public contract of any gift from anyone with a contract with the State, or from any person seeking to do business with the State. By execution of this response to the RFP, the undersigned certifies, for Vendor’s entire organization and its employees or agents, that Vendor is not aware that any such gift has been offered, accepted, or promised by any employees of your organization.

By executing this proposal, Vendor certifies that it has read and agreed to the **INSTRUCTION TO VENDORS** and the **NORTH CAROLINA GENERAL TERMS AND CONDITIONS incorporated herein**. These documents can be accessed from the ATTACHMENTS page within this document.

**Failure to execute/sign proposal prior to submittal may render proposal invalid and it MAY BE REJECTED. Late proposals shall not be accepted.**

COMPLETE/FORMAL NAME OF VENDOR:		
STREET ADDRESS:	P.O. BOX:	ZIP:
CITY & STATE & ZIP:	TELEPHONE NUMBER:	TOLL FREE TEL. NO:
PRINCIPAL PLACE OF BUSINESS ADDRESS IF DIFFERENT FROM ABOVE (SEE INSTRUCTIONS TO VENDORS ITEM #21):		
PRINT NAME & TITLE OF PERSON SIGNING ON BEHALF OF VENDOR:		FAX NUMBER:
<b>VENDOR’S AUTHORIZED SIGNATURE*:</b>	<b>DATE:</b>	<b>EMAIL:</b>

Proposal Number:59-P5400

Vendor: \_\_\_\_\_

**VALIDITY PERIOD**

Offer shall be valid for at least sixty 60 days from date of bid opening, unless otherwise stated here: \_\_\_\_\_ days, or if extended by mutual agreement of the parties in writing. Any withdrawal of this offer shall be made in writing, effective upon receipt by the agency issuing this RFP.

**ACCEPTANCE OF PROPOSAL**

If your proposal is accepted, all provisions of this RFP, along with the written results of any negotiations, shall constitute the written agreement between the parties ("Contract"). The NORTH CAROLINA GENERAL TERMS AND CONDITIONS are incorporated herein and shall apply. Depending upon the Goods or Services being offered, other terms and conditions may apply, as mutually agreed.

**FOR STATE USE ONLY:** Offer accepted and Contract awarded this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, as indicated on

The attached certification, by \_\_\_\_\_.

**Authorized Representative of North Carolina A&T State University**

# Contents

- 1.0 PURPOSE AND BACKGROUND .....4**
- 1.1 CONTRACT TERM .....5**
- 2.0 GENERAL INFORMATION.....5**
- 2.1 REQUEST FOR PROPOSAL DOCUMENT .....5**
- 2.2 E-PROCUREMENT FEE .....5**
- 2.3 NOTICE TO VENDORS REGARDING RFP TERMS AND CONDITIONS .....5**
- 2.4 RFP SCHEDULE .....6**
- 2.5 PRE-PROPOSAL CONFERENCE.....6**
- 2.6 PROPOSAL QUESTIONS .....6**
- 2.7 PROPOSAL SUBMITTAL .....7**
- 2.8 PROPOSAL CONTENTS .....7**
- 2.10 DEFINITIONS, ACRONYMS, AND ABBREVIATIONS.....8**
- 3.0 METHOD OF AWARD AND PROPOSAL EVALUATION PROCESS.....8**
- 3.1 METHOD OF AWARD .....8**
- 3.2 CONFIDENTIALITY AND PROHIBITED COMMUNICATIONS DURING EVALUATION.....8**
- 3.3 PROPOSAL EVALUATION PROCESS.....8**
- 3.4 EVALUATION CRITERIA .....9**
- 3.5 INTERPRETATION OF TERMS AND PHRASES.....12**
- 4.0 REQUIREMENTS .....12**
- 4.1 PRICING.....13**
- 4.2 INVOICES.....13**
- 4.3 FINANCIAL STABILITY .....13**
- 4.4 HUB PARTICIPATION .....13**
- 4.5 VENDOR EXPERIENCE.....13**
- 4.6 REFERENCES .....14**
- 4.7 BACKGROUND CHECKS.....14**
- 4.8 PERSONNEL.....14**
- 4.9 VENDOR’S REPRESENTATIONS .....14**
- 5.0 SPECIFICATIONS AND SCOPE OF WORK .....14**
- 5.1 PROJECT ORGANIZATION.....21**
- 5.2 TECHNICAL APPROACH .....21**
- 6.0 CONTRACT ADMINISTRATION.....21**

**6.1 21**

**CONTRACT MANAGER AND CUSTOMER SERVICE.....21**

**6.2 POST AWARD PROJECT REVIEW MEETINGS .....22**

**6.3 CONTINUOUS IMPROVEMENT .....22**

**6.7 TRANSITION ASSISTANCE .....22**

**6.8 DISPUTE RESOLUTION.....22**

**6.9 CONTRACT CHANGES.....22**

**7.0 ATTACHMENTS .....24**

**ATTACHMENT A: COST PROPOSAL.....24**

**ATTACHMENT B: INSTRUCTIONS TO VENDORS .....24**

**ATTACHMENT C: NORTH CAROLINA GENERAL TERMS & CONDITIONS .....24**

**ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION.....24**

**ATTACHMENT E: CUSTOMER REFERENCE FORM .....24**

**ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION .....24**

**1.0 PURPOSE AND BACKGROUND**

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North Carolina A&T State University seeks to procure a modern, reliable, and fully integrated ticketing software solution to support athletics, performing arts, and university-wide events. The current ticketing system has presented operational and technical challenges that directly affect the fan experience, administrative efficiency, and overall revenue generation.

The university currently utilizes **Ellucian Banner** as its enterprise resource planning (ERP) system and **Bluefin** as its payment processing gateway. The new ticketing solution must integrate seamlessly with both platforms to ensure efficient financial reconciliation, donor record management, and secure payment processing in compliance with university and industry standards.

The objective of this RFP is to identify a scalable, user-friendly, and secure platform that enhances fan engagement, streamlines administrative processes, and aligns with institutional goals for digital transformation and data-driven decision-making. The new solution must also support integrated donor management and advancement functions to provide a unified platform for ticket sales, donations, and reporting.

The purpose of this RFP is to select a vendor capable of delivering a comprehensive ticketing system that:

- Supports high-volume sales during major events without outages or performance issues.
- Provides a modern, mobile-first experience for fans, students, and donors.
- Strengthens the connection between ticketing, parking, donor engagement, and university branding.

- Offers robust reporting, analytics, and integration capabilities to support informed decision-making and long-term growth.
- Seamlessly integrates with **Banner** for financial reporting and **Bluefin** for secure payment transactions.

The intent of this solicitation is to award an Agency Contract,

## 1.1 CONTRACT TERM

The Contract shall have an initial term of *Five (5) years*, beginning on the date of final Contract execution (the “Effective Date”)

At the end of the Contract’s initial term, the State shall have the option, in its sole discretion, to renew the Contract on the same terms and conditions for up to three (3) additional one-year terms. The State will give the Vendor written notice of its intent to exercise each option no later than *sixty (60) days* before the end of the Contract’s then-current term. In addition to any optional renewal terms, and with the Vendor’s concurrence, the State reserves the right to extend the Contract after the last active term.

Proposals shall be submitted in accordance with the terms and conditions of this RFP and any addenda issued hereto.

## 2.0 GENERAL INFORMATION

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### 2.1 REQUEST FOR PROPOSAL DOCUMENT

This RFP is comprised of the base RFP document, any attachments, and any addenda released before Contract award, which are incorporated herein by reference.

### 2.2 E-PROCUREMENT FEE

**ATTENTION: The E-Procurement fee may apply to this solicitation. See the paragraph entitled ELECTRONIC PROCUREMENT of the North Carolina General Terms and Conditions.**

General information on the E-Procurement Services can be found at: <http://eprocurement.nc.gov/>.

### 2.3 NOTICE TO VENDORS REGARDING RFP TERMS AND CONDITIONS

It shall be the Vendor’s responsibility to read the Instructions to Vendors, the North Carolina General Terms and Conditions, all relevant exhibits and attachments, and any other components made a part of this RFP and comply with all requirements and specifications herein. Vendors are also responsible for obtaining and complying with all Addenda and other changes that may be issued in connection with this RFP.

If Vendors have questions or issues regarding any component of this RFP, those must be submitted as questions in accordance with the instructions in the PROPOSAL QUESTIONS Section. If the State determines that any changes will be made as a result of the questions asked, then such decisions will be communicated in the form of an RFP addendum. The State may also elect to leave open the possibility for later negotiation of specific provisions of the Contract that have been addressed during the question-and-answer period, prior to contract award.

Other than through the process of negotiation under 01 NCAC 05B.0503, the State rejects and will not be required to evaluate or consider any additional or modified terms and conditions submitted with Vendor’s proposal or otherwise. This applies to any language appearing in or attached to the document as part of the Vendor’s proposal that purports to vary any terms and conditions or Vendors’ instructions herein or to render the proposal non-binding or subject to further negotiation. Vendor’s proposal shall constitute a firm offer that shall be held open for the period required herein (“Validity Period” above).

**The State may exercise its discretion to consider Vendor proposed modifications. By execution and delivery of this RFP Response, the Vendor agrees that any additional or modified terms and conditions, whether submitted purposely or inadvertently, shall have no force or effect, and will be disregarded unless expressly agreed upon through negotiation and**

incorporated by way of a Best and Final Offer (BAFO). Noncompliance with, or any attempt to alter or delete, this paragraph shall constitute sufficient grounds to reject Vendor’s proposal as nonresponsive.

**2.4 RFP SCHEDULE**

The table below shows the *intended* schedule for this RFP. The State will make every effort to adhere to this schedule.

Event	Responsibility	Date and Time
Issue RFP	State	10-22-2025
Hold Pre-Proposal Meeting	State	11-5-2025 @10:00am Via Zoom
Submit Written Questions	Vendor	11-10-2025@03:00pm
Provide Response to Questions	State	11-12-2025
Submit Proposals	Vendor	11-17-2025 @03:00pm

**2.5 PRE-PROPOSAL CONFERENCE**

**Urged and Cautioned Pre-Proposal Conference**

Date: 11-05-2025  
 Time: 10:00am Eastern Time

Location: Tyeshia Smith is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting

<https://ncat.zoom.us/j/94696064216?pwd=mn3kvnba8Cwh5EQ77Yi3UqRkkLK70G.1&from=addon>

Meeting ID: 946 9606 4216

Passcode: 974053

**Instructions:** Vendor representatives are URGED and CAUTIONED to visit the site and apprise themselves of the conditions and requirements which will affect the performance of the work called for by this RFP. A non-mandatory site visit is scheduled for this RFP. Submission of a proposal shall constitute sufficient evidence of this compliance and no allowance will be made for unreported conditions which a prudent Vendor would recognize as affecting the performance of the work called for in this RFP.

Vendor is cautioned that any information released to attendees during the site visit, other than that involving the physical aspects of the facility referenced above, and which conflicts with, supersedes, or adds to requirements in this RFP, must be confirmed by written addendum before it can be considered to be a part of this RFP and any resulting contract.

**2.6 PROPOSAL QUESTIONS**

Upon review of the RFP documents, Vendors may have questions to clarify or interpret the RFP in order to submit the best proposal possible. To accommodate the Proposal Questions process, Vendors shall submit any such questions by the “Submit Written Questions” date and time provided in the RFP SCHEDULE Section above, unless modified by Addendum.

Written questions shall be emailed to [tmsmith23@ncat.edu](mailto:tmsmith23@ncat.edu) by the date and time specified above vendors should enter “RFP#59-P5400 Questions” as the subject for the email. Question submittals should include a reference to the applicable RFP section and be submitted in the format shown below

Reference	Vendor Question
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RFP Section, Page Number	Vendor question ...?
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Questions received prior to the submission deadline date, the State’s response, and any additional terms deemed necessary by the State will be posted in the form of an addendum to *the electronic Vendor Portal (eVP)*, <https://evp.nc.gov>, and shall become an Addendum to this RFP. No information, instruction or advice provided orally or informally by any State personnel, whether made in response to a question or otherwise in connection with this RFP, shall be considered authoritative or binding. Vendors shall rely *only* on written material contained in the RFP and an addendum to this RFP.

## 2.7 PROPOSAL SUBMITTAL

**IMPORTANT NOTE: This is an absolute requirement.** Late bids, regardless of cause, will not be opened or considered, and will be automatically disqualified from further consideration. Vendor shall bear the sole risk of late submission due to unintended or unanticipated delay. It is the Vendor’s sole responsibility to ensure its proposal has been received as described in this RFP by the specified time and date of opening. The time and date of receipt will be marked on each proposal when received. Any proposal or portion thereof received after the proposal deadline will be rejected.

<https://ncat.bonfirehub.com/portal/?tab=openOpportunities>

*North Carolina A&T State University will utilize a two-step evaluation process. Step 1 will assess technical proposals based on the criteria and point values listed in Sections 3.4 Only vendors who achieve a minimum technical score of 70 points will advance to Step 2, during which cost proposals will be evaluated. The award will be made to the vendor offering the best overall value to the university.*

## 2.8 PROPOSAL CONTENTS

Vendors shall populate all attachments of this RFP that require the Vendor to provide information and include an authorized signature where requested. Failure to provide all required items, or Vendor’s submission of incomplete items, may result in the State rejecting Vendor’s proposal, in the State’s sole discretion.

Vendor RFP responses shall include the following items and attachments, which shall be arranged in the following order:

- a) Cover Letter, which must contain the following: (i) a statement that confirms that the proposer has read the RFP in its entirety, including all links, and all Addenda released in conjunction with the RFP, (ii) a statement that the Vendor agrees to perform in accordance with the scope of work, requirements, and specifications contained herein; and (iii) Vendor’s agreement to comply with all instructions, terms and conditions, and attachments.
- b) Title Page: Include the company name, address, phone number and authorized representative along with the Proposal Number.
- c) Completed and signed version of all EXECUTION PAGES, along with the body of the RFP.
- d) Signed receipt pages of any addenda released in conjunction with this RFP, if required to be returned.
- e) Vendor’s Proposal addressing all Specifications of this RFP. *[Indicate relative section references as a guide to responding to sections requiring additional responses outside of the solicitation document. If not required, delete.]*
- f) Completed version of ATTACHMENT A: PRICING
- g) Completed version of ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION
- h) Completed version of ATTACHMENT E: CUSTOMER REFERENCE FORM
- i) Completed and signed version of ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION

## 2.10 DEFINITIONS, ACRONYMS, AND ABBREVIATIONS

Relevant definitions for this RFP are provided in 01 NCAC 05A .0112 and in the Instructions to Vendors found below which are incorporated herein by this reference.

The following definitions, acronyms, and abbreviations are also relevant to this RFP:

## 3.0 METHOD OF AWARD AND PROPOSAL EVALUATION PROCESS

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### 3.1 METHOD OF AWARD

North Carolina G.S. 143-52 provides a general list of criteria the State shall use to award contracts, as supplemented by the additional criteria herein. The Goods or Services being procured shall dictate the application and order of criteria; however, all award decisions shall be in the State's best interest. All qualified proposals will be evaluated, and awards will be made to the Vendor(s) meeting the specific RFP Specifications and achieving the highest and best final evaluation, based on the criteria described below.

While the intent of this RFP is to award a Contract(s) to a single Vendor, the State reserves the right to make separate awards to different Vendors for one or more-line items, to not award one or more-line items or to cancel this RFP in its entirety without awarding a Contract, if it is considered to be most advantageous to the State to do so.

The State reserves the right to waive any minor informality or technicality in proposals received.

### 3.2 CONFIDENTIALITY AND PROHIBITED COMMUNICATIONS DURING EVALUATION

While this RFP is under evaluation, the responding Vendor, including any subcontractors and suppliers, is prohibited from engaging in conversations intended to influence the outcome of the evaluation. See the Paragraph 29 of the Instructions to Vendors entitled COMMUNICATIONS BY VENDORS.

Each Vendor submitting a proposal to this RFP, including its employees, agents, subcontractors, suppliers, subsidiaries and affiliates, is prohibited from having any communications with any person inside or outside the using agency; issuing agency; other government agency office or body (including the purchaser named above, any department secretary, agency head, members of the General Assembly and Governor's office); or private entity, if the communication refers to the content of Vendor's proposal or qualifications, the content of another Vendor's proposal, another Vendor's qualifications or ability to perform a resulting contract, and/or the transmittal of any other communication of information that could be reasonably considered to have the effect of directly or indirectly influencing the evaluation of proposals, the award of a contract, or both.

Any Vendor not in compliance with this provision shall be disqualified from evaluation and award. A Vendor's proposal may be disqualified if its subcontractor and/or supplier engage in any of the foregoing communications during the time that the procurement is active (*i.e.*, the issuance date of the procurement until the date of contract award or cancellation of the procurement). Only those discussions, communications or transmittals of information authorized or initiated by the issuing agency for this RFP or inquiries directed to the purchaser named in this RFP regarding requirements of the RFP (prior to proposal submission) or the status of the award (after submission) are excepted from this provision.

### 3.3 PROPOSAL EVALUATION PROCESS

Only responsive submissions will be evaluated.

**The State will conduct a Two-Step evaluation of Proposals:**

Proposals will be received from each Vendor as two separate volumes - the Technical Proposal and the Cost Proposal. Both proposals (Technical and Cost) shall be signed and dated by an official authorized to bind the firm. Unsigned proposals will not be considered.

NOTE: No technical information shall be contained in the cost proposal. No cost information shall be contained in the technical proposal. Inclusion of any cost information in the technical proposal and/or any technical information in the cost

proposal shall constitute sufficient grounds to reject Vendor’s proposal.

All proposals must be received by the issuing agency not later than the date and time specified in the RFP SCHEDULE Section above, unless modified by Addendum. Vendors are cautioned that this is a request for proposals, not a request to contract, and the State reserves the unqualified right to reject any and all offers at any time if such rejection is deemed to be in the best interest of the State.

At that date and time specified in the RFP SCHEDULE Section above, unless modified by Addendum, the package containing the technical proposals from each responding Vendor will be publicly opened and the name of each Vendor announced publicly. A notation will also be made regarding whether a separate sealed cost proposal has been received. Cost proposals will be placed in safekeeping until opened at a later date.

Upon completion of the technical evaluation, the cost proposals of those Vendors whose technical proposals have been deemed acceptable will be publicly opened. The total cost offered by each Vendor will be tabulated and become a matter of public record. Interested parties are cautioned that these costs and their components are subject to further evaluation for completeness and correctness and therefore may not be an exact indicator of a vendor’s pricing position.

If negotiation is anticipated under 01 NCAC 05B.0503, pricing may not be public until award.

At their sole option, the evaluators may request oral presentations or discussions with any or all Vendors for the purpose of clarification or to amplify the materials presented in any part of the proposal. Vendors are cautioned, however, that the evaluators are not required to request presentations or other clarification—and often do not.

Upon completion of the evaluation process, the State will make award(s) based on the evaluation and post the award(s) to the State’s eVP website under the RFP number for this solicitation. Award of a Contract to one Vendor does not mean that the other proposals lacked merit, but that, all factors considered, the selected proposal was deemed most advantageous and represented the best value to the State.

The State reserves the right to negotiate with one or more vendors, or to reject all original offers and negotiate with one or more sources of supply that may be capable of satisfying the requirement, and in either case to require Vendor to submit a Best and Final Offer (BAFO) based on discussions and negotiations with the State.

**3.4 EVALUATION CRITERIA**

Proposals will be evaluated using a two-step process designed to identify the vendor that provides the most technically capable and cost-effective ticketing and donor management system for North Carolina A&T State University.

**Step 1 – Technical Proposal (70 Points)**

Only the Technical Proposal will be reviewed during Step 1. Vendors must achieve a minimum technical score of 50 points to advance to Step 2.

Evaluation Category	Description	Points
System Functionality and Integration	Demonstrated ability of the proposed system to meet or exceed all specifications, including real-time integration with Banner, Bluefin, donor management, and student ticketing modules.	20

Implementation Plan and Timeline	Completeness and feasibility of the implementation plan, including milestones, testing, migration, training, and achievement of go-live readiness by March 30, 2026.	15
System Security and Compliance	Verification of PCI-DSS certification, data protection measures, encryption protocols, and adherence to university and state cybersecurity standards.	10
Support, Maintenance, and Training	Availability and quality of post-implementation support, service levels, updates, and end-user training.	10
Experience and References	Proven track record implementing similar systems for higher education clients. Strength and relevance of client references.	10
Innovation and Added Value	Unique capabilities, reporting tools, or donor engagement enhancements that add value beyond baseline requirements.	5
Total – Step 1		70

**Step 2 – Cost Proposal (30 Points)**

Only vendors meeting the Step 1 technical threshold will have their cost proposals opened and evaluated.

Evaluation Category	Description	Points
Total Cost of Ownership	Includes all implementation, licensing, hosting, support, and maintenance costs for the full contract term.	25

Cost Transparency and Flexibility	Clarity of pricing model, scalability for growth, and optional feature costs.	5
Total – Step 2		30

**Step 3 – Required Certifications (Pass/Fail)**

All vendors must provide the following documentation with their proposal. Missing documentation will result in disqualification:

- Current PCI-DSS Certification
- Minimum of three (3) client references
- Any additional applicable compliance or technical certifications

**Implementation Timeline**

The University expects a fully operational system by March 30, 2026. Vendors must include a detailed project plan aligning with the following milestone schedule:

Milestone	Responsibility	Completion Date
Project Kickoff & Requirements Review	Vendor & University Project Teams	
System Configuration & Environment Setup	Vendor	
Integration Development (Banner, Bluefin, Student & Donor Modules)	Vendor with University IT	
Data Migration & Verification	Vendor with University Stakeholders	
User Acceptance Testing (UAT)	University Departments & Vendor Support	
Staff Training & Documentation Delivery	Vendor	
Final System Adjustments	Vendor	
Go-Live Preparation & Approval	Vendor & University	
Official System Go-Live	Vendor & University	
Post-Go-Live Support & Optimization Review	Vendor	

**Final Evaluation and Award**

The total possible score is 100 points (Technical 70 + Cost 30). Final evaluation may include vendor demonstrations, interviews, or additional clarification before award recommendation.

### 3.5 INTERPRETATION OF TERMS AND PHRASES

This RFP serves two functions: (1) to advise potential Vendors of the parameters of the solution being sought by the State; and (2) to provide (together with other specified documents) the terms of the Contract resulting from this procurement. The use of phrases such as “shall,” “must,” and “requirements” are intended to create enforceable contract conditions. In determining whether proposals should be evaluated or rejected, the State will take into consideration the degree to which Vendors have proposed or failed to propose solutions that will satisfy the State’s needs as described in the RFP. Except as specifically stated in the RFP, no one requirement shall automatically disqualify a Vendor from consideration. However, failure to comply with any single requirement may result in the State exercising its discretion to reject a proposal in its entirety.

### 4.0 REQUIREMENTS

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This Section lists the requirements related to this RFP. By submitting a proposal, the Vendor agrees to meet all stated requirements in this Section as well as any other specifications, requirements, and terms and conditions stated in this RFP. If a Vendor is unclear about a requirement or specification, or believes a change to a requirement would allow for the State to receive a better proposal, the Vendor is urged to submit these items in the form of a question during the question-and-answer period in accordance with the Proposal questions section above.

- Vendor must have a minimum of **five (5) years of verifiable experience** providing ticketing and donor management systems for higher education institutions, athletic departments, or similar large-scale venues.
- Vendor must have **demonstrated capacity** to support annual transaction volumes exceeding **343,000 online transactions** without performance degradation.
- Vendor must provide at least **three (3) client references** from comparable universities or Division I athletics programs.
- The proposed ticketing solution must be **cloud-based or web-hosted**, providing scalability and reliability during peak sales periods.
- Must include functionality for:
  - Single events, season renewals, and student ticketing
  - Mobile-first design for ticket discovery, purchase, and delivery
  - Account management for fans and donors (ticket transfers, exchanges, renewals)
- Must integrate seamlessly or through API with:
  - **Banner (ERP system)**
  - **Bluefin (payment gateway)**
  - **TouchNet (optional compatible payment gateway)**
- University donor/advancement systems
- Parking and cashless payment platforms
- Must include **role-based administrative access**, audit trails, and configurable reporting.
- Must provide **real-time synchronization** between ticketing, donations, and memberships.
  - Vendor must demonstrate full compliance with PCI-DSS for handling, processing, and storing credit card data.
  - Vendor must provide documentation of current PCI-DSS certification, including recent audit or assessment reports.

- Vendor must outline their information security governance framework, including policies for access control, data retention, and incident response.
- Vendor must comply with all applicable FERPA and data privacy standards.
- Vendor must ensure secure data transmission and storage using encryption and industry-standard cybersecurity protocols.
  
- Vendors must submit their proposals electronically through **Bonfire** by the stated deadline.

#### **4.1 PRICING**

Proposal price shall constitute the total cost to the State for complete performance in accordance with the requirements and specifications herein, including all applicable charges for handling, transportation, administrative and other similar fees. Complete ATTACHMENT A: PRICING FORM and include in Vendor’s proposal. The pricing provided in ATTACHMENT A, or resulting from any negotiations, is incorporated herein and shall become part of any resulting Contract.

#### **4.2 INVOICES**

Vendor shall invoice the Purchasing Agency. The standard format for invoicing shall be Single Invoices meaning that the Vendor shall provide the Purchasing Agency with an invoice for each order. Invoices shall include detailed information to allow Purchasing Agency to verify pricing at point of receipt matches the correct price from the original date of order. The following fields shall be included on all invoices, as relevant:

Vendor’s Billing Address, Customer Account Number, NC Contract Number, Order Date, Buyer’s Order Number, Manufacturer Part Numbers, Vendor Part Numbers, Item Descriptions, Price, Quantity, and Unit of Measure.

***INVOICES MAY NOT BE PAID UNTIL AN INSPECTION HAS OCCURRED AND THE GOODS OR SERVICES ACCEPTED.***

#### **4.3 FINANCIAL STABILITY**

As a condition of contract award, the Vendor must certify that it has the financial capacity to perform and to continue to perform its obligations under the Contract; that Vendor has no constructive or actual knowledge of an actual or potential legal proceeding being brought against Vendor that could materially adversely affect performance of this Contract; and that entering into this Contract is not prohibited by any contract, or order by any court of competent jurisdiction.

Each Vendor shall certify it is financially stable by completing ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION. The State is requiring this certification to minimize potential issues from contracting with a Vendor that is financially unstable. From the date of the Certification to the expiration of the Contract, the Vendor shall notify the State within thirty (30) days of any occurrence or condition that materially alters the truth of any statement made in this Certification. The Contract Manager may require annual recertification of the Vendor’s financial stability.

#### **4.4 HUB PARTICIPATION**

Pursuant to North Carolina General Statute G.S. 143-48, it is State policy to encourage and promote the use of small, minority, physically handicapped, and women contractors in purchasing Goods and Services. As such, this RFP will serve to identify those Vendors that are minority owned or have a strategic plan to support the State’s Historically Underutilized Business program by meeting or exceeding the goal of 10% utilization of diverse firms as 1st or 2nd tier subcontractors. Vendor shall complete ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION.

#### **4.5 VENDOR EXPERIENCE**

In its Proposal, Vendor shall demonstrate experience with public and/or private sector clients with similar or greater size and complexity to the State. Vendor shall provide information as to the qualifications and experience of all executive, managerial, legal, and professional personnel to be assigned to this project, including resumes citing experience with similar projects and the responsibilities to be assigned to each person.

#### **4.6 REFERENCES**

Vendor shall provide at least three (3) references, using ATTACHMENT E: CUSTOMER REFERENCE FORM, for which it has provided Services of similar size and scope to those proposed herein. The State *may* contact these users to determine whether the Services provided are substantially similar in scope to those proposed herein and whether Vendor's performance has been satisfactory. The information obtained *may* be considered in the evaluation of the Proposal.

#### **4.7 BACKGROUND CHECKS**

Any personnel or agent of Vendor performing Services under any Contract arising from this RFP may be required to undergo a background check at the expense of the Vendor, if so, requested by the State.

#### **4.8 PERSONNEL**

Vendor warrants those qualified personnel shall provide Services under this Contract in a professional manner. "Professional manner" means that the personnel performing the Services will possess the skill and competence consistent with the prevailing business standards in the industry. Vendor will serve as the prime contractor under this Contract and shall be responsible for the performance and payment of all subcontractor(s) that may be approved by the State. Names of any third-party Vendors or subcontractors of Vendor may appear for purposes of convenience in Contract documents; and shall not limit Vendor's obligations hereunder. Vendor will retain executive representation for functional and technical expertise as needed in order to incorporate any work by third party subcontractor(s).

Should the Vendor's proposal result in an award, the Vendor shall be required to agree that it will not substitute key personnel assigned to the performance of the Contract without prior written approval by the Contract Lead. Vendor shall further agree that it will notify the Contract Lead of any desired substitution, including the name(s) and references of Vendor's recommended substitute personnel. The State will approve or disapprove the requested substitution in a timely manner. The State may, in its sole discretion, terminate the Services of any person providing Services under this Contract. Upon such termination, the State may request acceptable substitute personnel or terminate the contract Services provided by such personnel.

#### **4.9 VENDOR'S REPRESENTATIONS**

If Vendor's Proposal results in an award, Vendor agrees that it will not enter any agreement with a third party that may abridge any rights of the State under the Contract. If any Services, deliverables, functions, or responsibilities not specifically described in this solicitation are required for Vendor's proper performance, provision and delivery of the Service and deliverables under a resulting Contract, or are an inherent part of or necessary sub-task included within such Service, they will be deemed to be implied by and included within the scope of the Contract to the same extent and in the same manner as if specifically described in the Contract. Unless otherwise expressly provided herein, Vendor will furnish all of its own necessary management, supervision, labor, facilities, furniture, computer and telecommunications equipment, software, supplies and materials necessary for the Vendor to provide and deliver the Services and/or other Deliverables.

### **5.0 SPECIFICATIONS AND SCOPE OF WORK**

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#### **General Scope**

The Contractor shall furnish all software, hosting, interfaces, implementation, maintenance, and support required to provide a fully integrated ticketing and donor management system that supports athletic, theatrical, student, and university-wide events.

North Carolina A&T State University seeks a modern, integrated ticketing and donor management platform to address current challenges with fragmented systems, limited compatibility with Banner and Bluefin, manual processing, and inconsistent reporting. The new solution must streamline ticketing, donations, and

student access; enhance mobile functionality; ensure PCI-DSS compliance; and improve data accuracy through real-time integration and automation.

The goal is to deliver a secure, user-friendly platform that supports Athletics, Theatre, and Student Activities while strengthening financial and donor management. The University intends for the system to be fully implemented and live by March 30, 2026.

**Current Sales Activity Summary**

The University’s ticketing system processes the following approximate annual online transactions:

Sales Description	Total Online Transactions
Single Events	112,597
Season Renewals	3,600
New Season Items	1,200
Electronic Delivery	85,227
Back Office E-Delivery	78,450
Electronic Transfers	4,490
Electronic Returns	75
Student Tickets	57,363
<b>Total</b>	<b>343,002</b>

**Specifications**

**System Implementation and Configuration**

- Provide a fully branded, large-scale, real-time e-commerce solution for ticketing, donor management, and associated University events.
- Configure and customize the system to align with university branding and operational requirements.
- Migrate all existing customer, donor, transactional, and historical data accurately from the current system. The University will provide approximately 350,000 customer records, 5 years of transaction history (approximately 1.7 million records), and donor data (approximately 25,000 records) in CSV or SQL format. Vendor must provide a detailed data mapping document and conduct at least two test migrations before final cutover.
- Support a unified and seamless platform integrating sales, ticketing, donor, and student online ticketing/lottery functionality, as well as post-season and additional University events related to Theatre, Student Activities, and other departments.

**Integration Requirements**

- Must integrate seamlessly or through API with the University's current ERP system (Banner or equivalent) and payment gateway (Bluefin or equivalent compatible payment processor that meets PCI-DSS requirements).
- Must be fully compatible with Banner and Bluefin, ensuring seamless data exchange for student, financial, and transaction records.

- Support API-based or secure file transfer integrations with university systems, including student registrar data, donor databases, and payment gateways.
- Maintain real-time synchronization between ticketing, donor management, and financial systems.
- Provide integration capabilities to support CRM systems, fundraising platforms, and data analytics tools.
- The system must be able to connect easily and securely with the University's other software systems and tools. The vendor must provide complete and easy-to-understand API documentation that explains what data can be shared between systems, how systems connect and communicate, and what security steps are used to protect the data. The system should use standard, modern API formats (such as REST or GraphQL) that make it easy for the University's IT team to build and maintain connections. The vendor must also give access to a test environment (sandbox) so University staff can safely test integrations before going live. Any updates or changes to the API must be clearly documented and shared, so the University always knows what's changing.

### Security and Compliance

- Demonstrate full compliance with the Payment Card Industry Data Security Standard (PCI-DSS) for handling, processing, and storing credit card transactions.
- Vendors must maintain independent PCI Level 1 Service Provider certification, not reliant solely on the payment processor.
- Vendor shall detail their security compliance and governance framework, including policies, procedures, and controls for safeguarding payment data.
- The University reserves the right to request additional compliance documentation at any time.
- The vendor must have a clear plan to keep the system running and protect data if something goes wrong, such as a power outage, system crash, or natural disaster. The vendor must provide a Disaster Recovery Plan that explains: how often data is backed up, how data can be restored if it's lost, how quickly the system can be brought back online after an issue (Recovery Time Objective or RTO), and how much data could be lost at most in a worst-case scenario (Recovery Point Objective or RPO). Backups must be stored in multiple secure locations to prevent total data loss. The vendor must test their recovery process at least once a year to make sure it works. The vendor must also provide a Business Continuity Plan, showing how they'll keep important services running with minimal downtime during an unexpected event.

## **System Functionality and Features**

### **Ticketing and E-Commerce**

- Season, single, and mini-plan ticket sales
- Student tickets and lotteries with priority point integration
- Pick-a-package / flex plans / item bundles
- Event parking permits and postseason ticket processing
- Season ticket requests, renewals, and seat upgrades
- Reusable barcodes and combo items
- Online gift certificates and miscellaneous item sales (e.g., Kids Clubs, Clinics, Merchandise)

### **Support and Donor Management Functionality**

- Centralized Donor Database: Maintain complete donor profiles, giving history, and event attendance within a unified, integrated database.
- Membership & Priority Access Integration: Support donor and membership levels to automate priority seating, early access, and other benefit tiers tied to contribution levels.
- Self-Service Donor Portal: Provide an intuitive, web-based portal that allows donors to manage their own accounts, review giving history, renew memberships, and purchase tickets.
- Data Management: Offer secure API functionality and data import/export capabilities to facilitate real-time synchronization between donations, memberships, and ticketing records.
- User Experience: Ensure an easy-to-use interface for both donors and University staff, minimizing the need for extensive training.
- Training: Vendor shall provide comprehensive training for university personnel (both virtual and on-site) covering system setup, maintenance, and daily operations.
- Customer Support: Vendor must provide responsive customer service with defined support hours, guaranteed response times, and a dedicated account manager assigned to North Carolina A&T State University.

### **Customer Engagement and Sales Optimization**

- Cross-sell and upsell capabilities with configurable promotions.
- Support for “View from Seat” and **3D interactive maps**.
- Ability to display targeted offers during purchase and confirmation stages.

### **Mobile Optimization**

- Fully optimized for mobile browsers and operating systems.
- Secure **mobile ticketing** with **NFC and digital wallet compatibility** (Apple Wallet, Google Wallet).
- Contactless entry with QR or NFC scanning.
- Allow ticket transfer, resale, and exchange directly from mobile devices.

### Account Management

- Enable customers to manage renewals, view history, transfer tickets, process returns, and track priority points online or via mobile.
- Include student ticketing and student priority point tracking.

### Seat Upgrades and Reseating

- Enable reseating and upgrades based on university-defined **priority point systems**.
- Include 3D visual seat maps for selection and management.

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### Accessibility Compliance

- The system must comply with WCAG 2.1 Level AA accessibility standards and Section 508 requirements. Vendor must provide a Voluntary Product Accessibility Template (VPAT) and
- 
- documentation of third-party accessibility testing conducted within the past 12 months, including remediation plans for any identified issues.

### Financial Management and Reporting

The system shall include robust financial and reporting functionality that supports transparency, compliance, and operational efficiency.

- Real-time financial reporting by **sport, event, ticket type, and payment method**.
- Customizable reports for **revenue tracking, audit preparation, and budget forecasting**.
- Automated **reconciliation tools** integrated with the University's **ERP system (Banner)**.
- Detailed **audit trails** for all financial transactions, including edits, refunds, and transfers.
- Role-based access controls to restrict visibility to authorized personnel.
- Support for multiple payment types (credit/debit, mobile wallets) with built-in **chargeback and fraud detection**.
- Integration with a **data warehouse** for long-term analytics and forecasting.
- Standard and customizable dashboards for **Finance, Development, and Athletics**.
- Vendors must provide clear, **itemized pricing models**, including all fixed, variable, hybrid, and revenue-share options.
- All third-party or ancillary costs must be fully disclosed.

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### Performance and Scalability

- The system must support a **minimum of 10,000 concurrent users** during peak sales periods.
  - Must process at least **1,000 transactions per minute** without degradation.
  - Vendors shall provide recent **load testing or benchmark data** validating performance.
  - Utilize **cloud-based scalable infrastructure** to accommodate future growth and demand.
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### Service Level Agreements (SLAs)

- Minimum **99.9% uptime**, excluding scheduled maintenance.
  - **Critical issue response time**: within 30 minutes.
  - **Resolution commitments**:
    - Critical: within 4 hours
    - High priority: within 1 business day
    - Moderate: within 3 business days
  - Vendor shall provide **monthly SLA performance reports** and a defined escalation process.
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### Accessibility Compliance

- The system must comply with **WCAG 2.1 Level AA** accessibility standards.
  - Vendor must provide documentation of **recent accessibility testing or certification**.
  - All user-facing interfaces must be fully navigable by screen readers and assistive technologies.
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### Testing and Acceptance

- Vendor must provide a **detailed UAT plan** including acceptance criteria, test scripts, and issue tracking.
  - Testing shall cover ticket sales, donations, mobile access, reporting, and data integrations.
  - All issues identified during UAT must be documented, tracked, and resolved before go-live.
  - Go-live approval requires written **University sign-off** upon successful UAT completion.
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### Reporting and Analytics

- Provide **real-time dashboards** for sales, attendance, donor activity, and revenue.
  - Include **export capabilities** (Excel, CSV, PDF).
  - Support **scheduled and automated reports** for Finance, Athletics, and Advancement.
  - Include **drill-down and filtering tools** by sport, event, date, and payment type.
  - Vendor must provide **sample reports** demonstrating reporting flexibility.
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**Training and Knowledge Transfer**

- Provide **comprehensive training** in multiple formats: on-site, virtual, and recorded.
- Training must cover **system administration, reporting, donor management, reconciliation, and troubleshooting**.
- Deliver **training manuals, quick guides, and reference resources** customized for university use.
- Include a **knowledge transfer plan** ensuring University staff can maintain and administer the system independently post-launch.

**Maintenance and Updates**

- Provide **ongoing software updates**, including security patches, enhancements, and feature releases.
- Ensure compatibility with evolving browsers and mobile platforms.
- Offer **proactive monitoring** to maintain uptime, performance, and data integrity.

**Deliverables and Implementation Timeline**

<b>Milestone</b>	<b>Responsible Party</b>	<b>Estimated Completion</b>
Contract Award & Kickoff Meeting	Vendor & University	January 2026
Configuration & Branding	Vendor	January 2026
Data Migration & Integration	Vendor with University IT	February 2026
User Acceptance Testing	University	March 1–15, 2026
Training & Documentation Delivery	Vendor	March 15–25, 2026
<b>Final Go-Live</b>	<b>Vendor &amp; University</b>	<b>March 30, 2026</b>

**University Responsibilities**

To ensure a successful implementation, the University shall:

- Provide timely access to systems, networks, and APIs.
- Supply accurate data exports and verify migrated data.
- Designate project leads for configuration and approval.
- Allocate staff for UAT, training, and go-live support.
- Coordinate between IT, Advancement, and Athletics for integration validation.

• **Vendor Reference**

- Vendors must provide a minimum of three (3) higher education client references currently using the proposed solution. Each reference will be evaluated based on implementation experience, system performance, support responsiveness, and overall user satisfaction. The University reserves the

right to conduct structured reference interviews and/or site visits (virtual or in-person) to comparable in Vendor References

### 5.1 PROJECT ORGANIZATION

Vendor shall describe the organizational and operational structure it proposes to utilize for the work described in this RFP and identify the responsibilities to be assigned to each person Vendor proposes to staff the work.

### 5.2 TECHNICAL APPROACH

Vendor’s proposal shall include, in narrative, outline, and/or graph form the Vendor's approach to accomplishing the tasks outlined in the Scope of Work section of this RFP. A description of each task and deliverable and the schedule for accomplishing each shall be included.

such approvals of listings have been established for the type of device offered and furnished. Further, all items furnished shall meet all requirements of the Occupational Safety and Health Act (OSHA), and state and federal requirements relating to clean air and water pollution.

### 6.0 CONTRACT ADMINISTRATION

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All Contract Administration requirements are conditioned on an award resulting from this solicitation. This information is provided for the Vendor’s planning purposes.

### 6.1 CONTRACT MANAGER AND CUSTOMER SERVICE

The Vendor shall be required to designate and make available to the State a contract manager. The contract manager shall be the State’s point of contact for Contract related issues and issues concerning performance, progress review, scheduling, and service.

<b>Contract Manager Point of Contact</b>	
Name:	
Office Phone #:	
Mobile Phone #:	
Email:	

The Vendor shall be required to designate and make available to the State for customer service. The customer service point of contact shall be the State’s point of contact for customer service-related issues (define roles and responsibilities).

<b>Customer Service Point of Contact</b>	
Name:	

Office Phone #:	
Mobile Phone #:	
Email:	

**6.2 POST AWARD PROJECT REVIEW MEETINGS**

The Vendor, at the request of the State, shall be required to meet periodically *Bi- weekly* with the State for Project Review meetings. The purpose of these meetings will be to review project progress reports, discuss Vendor and State performance, address outstanding issues, review problem resolution, provide direction, evaluate continuous improvement and cost saving ideas, and discuss any other pertinent topics.

**6.3 CONTINUOUS IMPROVEMENT**

The State encourages the Vendor to identify opportunities to reduce the total cost the State. A continuous improvement effort consists of various ways to enhance business efficiencies as performance progresses.

**6.7 TRANSITION ASSISTANCE**

If a Contract results from this solicitation, and the Contract is not renewed at the end of the last active term, or is canceled prior to its expiration, for any reason, Vendor shall provide transition assistance to the State, at the option of the State, for up to Six(6)\_ months to allow for the expired or canceled portion of the Services to continue without interruption or adverse effect, and to facilitate the orderly transfer of such Services to the State or its designees. If the State exercises this option, the Parties agree that such transition assistance shall be governed by the terms and conditions of the Contract (notwithstanding this expiration or cancellation), except for those Contract terms or conditions that do not reasonably apply to such transition assistance. The State shall agree to pay Vendor for any resources utilized in performing such transition assistance at the most current rates provided by the Contract for performance of the Services or other resources utilized.

**6.8 DISPUTE RESOLUTION**

During the performance of the Contract, the parties agree that it is in their mutual interest to resolve disputes informally. Any claims by the Vendor shall be submitted in writing to the State’s Contract Manager for resolution. Any claims by the State shall be submitted in writing to the Vendor’s Project Manager for resolution. The Parties shall agree to negotiate in good faith and use all reasonable efforts to resolve such dispute(s).

During the time the Parties are attempting to resolve any dispute, each shall proceed diligently to perform their respective duties and responsibilities under this Contract. The Parties will agree on a reasonable amount of time to resolve a dispute. If a dispute cannot be resolved between the Parties within the agreed upon period, either Party may elect to exercise any other remedies available under the Contract, or at law. This provision, when agreed in the Contract, shall not constitute an agreement by either party to mediate or arbitrate any dispute.

**6.9 CONTRACT CHANGES**

Contract changes, if any, over the life of the Contract shall be implemented by contract amendments agreed to in writing by the State and Vendor. Amendments to the contract can only be through the contract administrator.

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## 7.0 ATTACHMENTS

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### **\*\*IMPORTANT NOTICE\*\***

**RETURN THE REQUIRED ATTACHMENTS WITH YOUR RESPONSE**  
FOLLOW THE LINKS TO ACCESS EACH ATTACHMENT

#### **ATTACHMENT A: COST PROPOSAL**

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**Complete and return the Pricing associated with this RFP Please provide pricing in Bonfire.**

#### **ATTACHMENT B: INSTRUCTIONS TO VENDORS**

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The Instructions to Vendors, which are incorporated herein by this reference, may be found here:

<https://www.doa.nc.gov/pandc/north-carolina-instructions-vendors-1-2025/open>

#### **ATTACHMENT C: NORTH CAROLINA GENERAL TERMS & CONDITIONS**

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The North Carolina General Terms and Conditions, which are incorporated herein by this reference, may be found here:

<https://www.doa.nc.gov/north-carolina-general-terms-and-conditions-5-2025/open>

#### **ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION**

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Complete and return the Historically Underutilized Businesses (HUB) Vendor Information form, which can be found at the following link:

<https://www.doa.nc.gov/pandc/onlineforms/pc-hub-supplemental-vendor-information-92021-pdf/open>

#### **ATTACHMENT E: CUSTOMER REFERENCE FORM**

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Complete and return the Customer Reference Form, which can be found at the following link:

<https://ncadmin.nc.gov/media/15503/open>

#### **ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION**

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Complete, sign, and return the Certification of Financial Condition, which can be found at the following link:

<https://www.doa.nc.gov/pandc/onlineforms/pc-certification-financial-condition-92021-pdf/open>

**\*\*\* Failure to Return the Required Attachments May Eliminate  
Your Response from Further Consideration \*\*\***