

## Solicitation Addendum

<b>Issuing Agency:</b>	Division of Purchase & Contract
<b>Solicitation Number:</b>	DPC-1428523190-SA
<b>Solicitation Description:</b>	Procurement Assistance Support Services (PASS)
<b>Bid Opening Date &amp; Time:</b>	April 24, 2025 @ 2:00 PM
<b>Addendum Number:</b>	02
<b>Addendum Date:</b>	April 4, 2025
<b>Procurement Lead:</b>	Sandy Anderson

**FAILURE TO RETURN THIS ADDENDUM SHALL SUBJECT YOUR RESPONSE TO REJECTION.**

*\*Signature Box is provided on Pg. 64 of this Addendum\**

### 1. The Solicitation is hereby modified as follows:

Modification #	Solicitation Section	Current Solicitation Language	Updated Solicitation Language
1	Attachment RFP Overview; Section III. D. Important Dates, 5 RFP Close Date	5. RFP Close Date: <b>April 16, 2025</b> – 2:00 PM EST	Close Date has been extended as follows:  5. RFP Close Date: <b>April 24, 2025</b> – 2:00 PM EST
2	Attachment RFP Overview; Section V. Evaluation and Award Process, B.	B. Proposals will be received from each Offeror as two (2) separate volumes – (1) the Technical Proposal and (2) the Cost Proposal. <b>Both proposals (Technical and Cost)</b> shall be signed and dated by an official authorized to bind the firm. Unsigned proposals will not be considered.	B. Proposals will be received from each Offeror as two (2) separate volumes – (1) the Technical Proposal and (2) the Cost Proposal. <b>Only the Technical Proposal</b> shall be signed and dated by an official authorized to bind the firm, for both Technical and Cost Proposal submitted documents. Unsigned Technical Proposals will not be considered.
3.	Attachment H – Offeror Response Worksheet; Page 5, Criteria 3:A. Management Plan; 5c	5c. How many staff members typically are assigned to work on a single project of this type?	Question in Section 5c. has been removed.

### 2. The following Attachments have been updated and uploaded to the Sourcing Event:

Line #	Attachment	Revisions Made (Revised Docs Uploaded to Sourcing Event)
1	Attachment B – Scope of Work	<ul style="list-style-type: none"> <li>Identified Key Personnel: PASS = 2 Key Personnel, IT RAC = 1 Key Personnel</li> </ul>
2	Attachment H – Offeror Response Worksheet	<ul style="list-style-type: none"> <li>Column added for subcontractor</li> </ul>
3	Attachment I – Labor Categories Price Worksheet	<ul style="list-style-type: none"> <li>Header has been corrected and uploaded to reflect North Carolina.</li> <li>Row 8/Cell G8 have been unlocked.</li> <li>OPTIONAL – Value Add tab added to document.</li> </ul>

### 3. The following are questions received about the Solicitation and the State's response:

**Addendum # 02****DPC-1428523190-SA - PASS**

Questions 1-342 provided on the following pages (2-64).

*NOTE – PA (Participating Addendum)*

Ques. #	Document	Document Section	Vendor Questions	State's Response
1	General Question	General	Is the Vendor eVP# the same as the Customer Number?	Yes, the Vendor eVP # is the Customer #.  The solicitation number posted to eVP is : Doc1428590914 and Actual Solicitation Number is DPC-1428523190-SA
2	General Question	Pre-Proposal Conference	Due to technical issues we were unable to attend today's meeting. If the meeting was recorded, would it be possible to get a link/copy.	No. The meeting was not recorded. The Pre-Proposal Slide Deck was provided in Addendum #1, posted to eVP.
3	General Question	General	Are there any specific requirements or restrictions on the use of proprietary tools and AI-based tools for procurement and support services?	This would ultimately be determined at the negotiation of a Participating Addendum (PA) with a Participating Entity. Offerors should nonetheless include within their proposal whether and how they intend to use such proprietary and/or AI-based tools in the services it extends under the contract. For such tools, detail the reliability, accuracy, and integrity in the content that's being generated. How does the tool preserve data privacy and security? How does your tool provide transparency in the reasoning behind its outputs? In your tool, how do you address/resolve legal and regulatory requirements that are typical in this space?
4	General Question	General	Is there any penalty in terms of points for not responding to IT Research, Advisory, and Consulting Services?	No
5	General Question	General	If we are bidding for both the categories, do we need to answer the CRITERIA 2: ABILITY TO MEET THE SCOPE OF WORK (200 Points) separately for each category?	Yes. If submitting a proposal for both categories, you would detail how you meet the Scope of Work for both categories within the designated section of Attachment H Offeror Response Worksheet
6	General Question	General	Will RFPs for task orders from Participating Entities be distributed to all MSA holders in a Category for the opportunity to bid?  Or can Participating Entities choose specific MSA holders to request to bid?  Can task orders be sole-sourced to an MSA holder? If so, under what circumstances?	Participating Entities may choose which Master Agreement holder they would like to execute a PA with as long as it is in alignment with that Participating Entities procurement code or administrative rules.

Ques. #	Document	Document Section	Vendor Questions	State's Response
7	General Question	General	Can MSA holders decline to bid on a task order that a Participating Entity requests a proposal for?	Yes.  Note that before any task order could be created, a Master Agreement holder would need to execute a PA with a Participating Entity, at which point, service expectations with that entity would be addressed with their terms and conditions.
8	General Question	General	If responding to Optional Services (Grant Administration), where should the narrative and pricing components be included in the proposal?	You may submit this information as part of Attachment H or in a separate document providing details confirming you can provide these services.  Separate Documents may be uploaded with any other additional documents in a ZIP File and uploaded to the Sourcing Event under Section 6 Offeror Response, Section 6.12 Additional Documents.
9	General Question	General	Are points awarded to HUB Supplementation Vendor submissions?	No
10	00 – RFP Overview	Page 6, Section E	"Vendor representatives are URGED and CAUTIONED to attend the pre-proposal conference and apprise themselves of the conditions and requirements which will affect the performance of the work called for by this RFP." If, for example, a vendor is a better fit for Category 1 than Category 2, will they be hurt by competing for both Categories?	No. A vendor will be evaluated for the categories they are submitting for. See Attachment C RFP Evaluation Plan.
11	General Question	General	What is the budget for the 3-year base Agreement?	There is no set budget currently as there is no guarantee of use.
12	General Question	General	Please let vendors know whether electronic signatures done using the Acrobat tool or DocuSign are permitted.	Yes. Any authorized signature is acceptable on your final uploaded documents.
13	General Question	General	Could you provide more detail on how proposals will be evaluated if an offeror submits for both categories? Specifically, will there be any comparative advantage in the evaluation process for offerors demonstrating capability across both PASS and IT RAC?	No. There is no benefit or penalty assessed for responding to one or both categories. Proposals will be evaluated per Attachment C RFP Evaluation Plan.
14	General Question	General	How does the State's policy on supporting Small, Women-owned, and Minority-owned businesses influence the evaluation and award process for this RFP?	The State's policy for encouraging participation of Historically Underutilized Businesses, does not include any influence of the evaluation and award process for this RFP.

Ques. #	Document	Document Section	Vendor Questions	State's Response
15	General Question	General	What is the expected volume of work or number of projects per year for each category (PASS and IT RAC)? This will help determine the level of staffing and resource allocation needed.	There is no known volume of work expected or known at this time. There is no guarantee of use and any discussion of staff/resource allocation would happen when a Purchasing Entity is looking to utilize the contract.
16	General Question	General	For each subcategory within PASS (e.g., Procurement Strategy, Market Research), what are the specific tasks and responsibilities associated with each role? This will help tailor pricing to the specific services provided.	These are listed within Attachment B Scope of Work
17	General Question	General	What types of IT research, advisory, and consulting services are most frequently required? This will help determine the demand for specific IT roles.	The ones identified within Attachment B Scope of Work.
18	General Question	General	What are the Key Performance Indicators (KPIs) and reporting requirements for each role? This will help factor in time for performance tracking and reporting	Unknown at this time as it will vary across Purchasing Entities. Any requirements for KPIs and reporting, per each role, will be determined during development of the Purchasing Entity's PA. See Attachment B, Scope of Work, Section 11, Pg 20. These KPIs are at minimum, additional KPIs may be added at PA or Task Order level.
19	General Question	eVP	I am unable to locate Addenda 1-5 in Ariba, can you help me locate these? There is a reference to them in eVP	Addenda that pertain directly to the RFP are located in the Ariba Sourcing Event under section "3 Solicitation Document and Details"
20	General Question	General	Will new State Participating Agreements need to be signed once the new NASPO Master Agreements are in place?  Will current Participating Agreements remain valid for the new NASPO?	Yes. The current PASS portfolio will expire on 10/31/2025. Any Participating Entity that has a current PA and would like to continue receiving services, will need to sign a new PA under the new portfolio, even if it is with an incumbent.
21	General Question	General	What are the page limits for Section 4 (Technical Proposal) in the Technical volume?	There are none listed, however, there is a page limit for the resumes that are required, pursuant to Criteria 3: Management Capability, resumes shall not exceed two (2) pages per person.
22	General Question	General	What is the evaluation criteria for including HUB certified vendors as subcontractors? Are points deducted if submissions do not include HUB certified subcontractors?	HUB certification is not an evaluation criterion; therefore, certification, whether obtained or not, will not be scored.

Ques. #	Document	Document Section	Vendor Questions	State's Response
23	General Question	General	What is the evaluation criteria for including HUB certified or MBE certified subcontractors from jurisdictions outside of North Carolina?	HUB certification is not an evaluation criterion; therefore, certification, whether obtained or not, will not be scored.
24	General Question	General	Some references are federal government agencies, and the contract points of contact(s) have recently been RIFed. Will NC accept alternative points of contact? Or CPARS reports? Or previously completed performance evaluations.	If this question relates to Attachment N Customer Reference Template then please provide the best three (3) with as much information as necessary to contact someone to provide the reference.
25	General Question	General	Can team members serve in multiple Labor Categories? Can you incorporate multiple Program Directors on a project when a subcontractor and a prime are involved? Do you have to fill all Labor Categories?	Yes, team members may serve multiple labor categories, however, all labor categories need to be filled out and completed for the document to be considered complete.
26	Attachment I	Labor Categories	Can we add unique or specialized labor categories that reflect our team's specific expertise, or are we required to conform strictly to the categories?	No. Attachment I Labor Categories Price Worksheet should not be adjusted. Vendor should submit costs for each labor category, whether it's via the Prime Contractor, or Subcontractor.
27	General Question	General	Roles & Responsibilities: What are the key roles and responsibilities of each stakeholder ({Vendor} team, partners, suppliers, and clients) in this project?	This would be discussed with a Purchasing Entity that is looking to hire a Contractor to create a Task Order.
28	General Question	General	Project Payment Structure: Is this project structured as a Time and Materials engagement, or is it Milestone-based?	This would be discussed with a Purchasing Entity that is looking to hire a Contractor and defined in the Task Order.
29	General Question	General	Can we be provided with a list of all attendees and companies from the pre-bid conference that was held on March 18th?	This information is not available during the procurement process, but can be requested after the contract is awarded, by way of a public records request.
30	02 – Attachment B – Scope of Work	Category 2	Can the State enhance the language to determine what scope items are needed and how they're measured within evaluation? The category as written doesn't provide a clear set of requirements to respond meaningfully.	Category 2 is primarily for access to IT research databases, yet provides enough breadth to allow for PAs and Task Orders to be created for Advising and Consulting.
31	02 – Attachment B – Scope of Work	Value Add Services	Will a respondent be able to be awarded value add categories if they either 1) choose not to response to categories 1 & 2, and/or 2) not awarded categories 1 or 2 in their response?	No, a vendor would need to be awarded, at a minimum, one (1) of the two (2) primary categories, for it to be considered a value add.

Ques. #	Document	Document Section	Vendor Questions	State's Response
32	Attachments C, D, E, F, and R Attch-D	Pg. 3 Rating Scale	Attachment D appears on page 5 as a single page Sample Master Agreement; whereas, Attachment D subsequently appears in the footer section of Attachment A beginning on page 8 of the 30 page document. The Attachment A specified in the portal is a 19 page terms and conditions document; whereas the one incorporated into the 30 page document is comprised of 20 pages. Question: Which is the correct Attachment A - the 19 page document single document, or the 20 page correlated document?	Attachment A – RFP Terms and Conditions (19 Pages)  Attachment D – Master Sample Agreement (20 Pages)  The solicitation contains both RFP Terms and Conditions as well as a document for Master Agreement Terms and Conditions.
33	Attachments C, D, E, F and R ATTCH-E	Pg. 1; PASS Historical Usage Questions	Excerpt: "Reported Historical Sales Volume"  Question: Can the State confirm whether the sales figures reported here reflect total contract awards, actual expenditures, or invoiced/collected payments under the PASS category?	The information is for total sales under the portfolio. There is a historical usage table for PASS and a historical usage table for IT RAC.
34	Attachments C, D, E, F and R ATTCH-E	Pg. 2; Interested States	Excerpt: "This list neither guarantees execution... nor precludes execution... by any state or entity not identified..."  Question: Can the State confirm whether Offerors should tailor their proposal response or pricing to these Interested States specifically, or maintain a uniform national approach regardless of this list?	A uniform national approach. Attachment E has no guarantee of use and is not an exhaustive list. States not identified may also seek to use the portfolio.
35	General Question	General	Can the state provide more details on how contractor personnel and subcontractors will be managed across different states or regions, given the national scope of the contract?	No. There is no defined project at this time. Personnel management would be done by the supplier that receives a Master Agreement. Any bandwidth and resource allocation will be done at the PA level when a Purchasing Entity is looking to utilize the awarded Contractor.
36	General Question	General	Are there any caps or budgetary guidelines that contractors should be aware of when proposing costs for services under this contract?	No known caps/budgets currently as this solicitation is not for a specific project. Please review Attachment I Labor Categories Price Worksheet for cost sheet instructions.
37	General Question	General	Is there a supplier diversity requirement?	No. See Attachment M HUB Supplemental Vendor Info supports the encouragement of participation.

Ques. #	Document	Document Section	Vendor Questions	State's Response
38	General Question	General	Upon award of a Master Services Agreement, is a company expected to execute a Participating Addendum with all of the Interested States, or just with those who have contacted the company to perform services?	A company is expected to promote the NASPO Master Agreement, however, there is no guarantee of use. States may elect to execute a PA or not, it is up to them, but there is no requirement to have any PAs executed.
39	Attachment I	Pricing Information	Should a correction be made to the header in Attachment I for the Pricing information to remove "Hawaii" and insert "North Carolina?"	See Addendum Section 2, Attachment Updates, Line 3.  A clean document has been uploaded with incorrect header replaced with North Carolina. All other information will be the same.
40	RFP Overview	Page 6 (D) Important Dates:	Is there a possibility to extend the due date if the response to questions is delayed? The current RFP Close Date is April 16, 2025 – 2:00pm EST. We have experienced numerous login challenges, and based upon the number of questions expected, we request an extension of two weeks to April 30, 2025.	No.
41	RFP Overview	00-RFP Overview III. General Information and Instructions C. RFP Documents	If a vendor is bidding on both categories, should Attachment N be submitted twice to include 3 references for each category?	Attachment N would only need to be submitted once.
42	RFP Overview	Document: 00-RFP Overview Page: 6 Section E	To ensure we allocate the appropriate amount of time in our schedules, could you please provide an estimated duration for the conference?	The State has allotted 1 Hour for the Pre-Bid Meeting. Note: Pre-Bid Meeting has been completed.
43	RFP Overview		The <a href="https://evp.nc.gov/">https://evp.nc.gov/</a> site for this solicitation indicates that multiple addenda have been issued and made available in Ariba. But no addenda are visible as part of the available solicitation documents within the Ariba listing for this solicitation. Can you please provide information on where to find these addendums?	Addenda that pertain directly to the RFP are located in the Ariba Sourcing Event under section "3 Solicitation Document and Details"
44	RFP Overview		Will the response due date be extended?	No

Ques. #	Document	Document Section	Vendor Questions	State's Response
45	RFP Overview	Request for Proposal, Section V. Evaluation and Award Process, page 11 of 12	On the Request for Proposal, Section V. Evaluation and Award Process, page 11 of 12, there is a reference to separate volumes for the Technical and Cost Proposal. Exactly what are we to submit in order to satisfy that requirement for each volume?	The Technical Proposal and the Cost Proposal are to be uploaded as separate attachments within the respective Sourcing Event Sections, per the solicitation requirements.
46	RFP Overview	<p>Section IV. Offeror Response (page 10);</p> <p>Section V. Evaluation and Award Process (page 11)</p>	<p>1) Section V. Items B-E within the RFP Overview refer to the submission of a Technical Proposal, including the following statement: "Proposals will be received from each Offeror as two (2) separate volumes – (1) the Technical Proposal and (2) the Cost Proposal. Unsigned proposals will not be considered."</p> <p>2) However, the information contained in Section IV. Item B. Required Submissions includes no reference to a Technical Proposal (nor a Cost Proposal). Additionally, in the Ariba event, Offerors are required to individually upload completed and/or signed versions of the specific files listed in Section IV. Item B. Can NC please clarify if a Technical Proposal (distinguished from the RFP's Attachment H: Offeror Response Worksheet and other RFP files) is required and if so, which documents and/or information should be included?</p>	<p><b>1) See Addendum Section 1, Modification #1. Attachment RFP Overview, Section V, B. has been modified to read as follows:</b></p> <p>B. Proposals will be received from each Offeror as two (2) separate volumes – (1) the Technical Proposal and (2) the Cost Proposal. Only the Technical Proposal shall be signed and dated by an official authorized to bind the firm. Unsigned technical proposals will not be considered.</p> <p><b>2) Attachment H Offeror Response Worksheet should be utilized for the Technical Proposal response, however, it may not be the complete technical proposal as other documents e.g. resumes are still needed. Attachment I Labor Categories Price Sheet is the Cost Proposal. The intent of the language referenced is so that no cost information is included with the technical response.</b></p>



Ques. #	Document	Document Section	Vendor Questions	State's Response
47	RFP Overview	Section IV. Offeror Response (page 10); and Section V. Evaluation and Award Process (page 11)	<p>Related to Question 1 above, Section V. Item B of the RFP Overview includes the requirement to provide a signed Cost Proposal.</p> <p>A.) Considering Offerors are required to provide pricing within the RFP-provided Excel worksheet (Attachment I), please confirm the requirement as stated in Section V. Item B of the RFP Overview is not correct. (It is not possible to provide a signed copy of an Excel spreadsheet.)</p> <p>B.) If a separate Cost Proposal (distinguished from the RFP's Attachment I: Labor Categories Worksheet) is required, please clarify what information should be included in this separate file.</p>	<p><b>A.) See Addendum Section 1, Modification #1. Attachment RFP Overview, Section V, B. has been modified to read as follows:</b></p> <p><i>B. Proposals will be received from each Offeror as two (2) separate volumes – (1) the Technical Proposal and (2) the Cost Proposal. Only the Technical Proposal shall be signed and dated by an official authorized to bind the firm. Unsigned technical proposals will not be considered.</i></p> <p><b>B.) Attachment I: Labor Categories Worksheet is the Cost Proposal.</b></p>
48	RFP Overview	I. Introduction	Will the State define whether Offerors may submit responses for specific subcategories under PASS or IT RAC, or must responses address all subcategories in the selected category?	Must address all subcategories within PASS or IT RAC.
49	RFP Overview	I. Introduction	Can the State clarify whether the use of subcontractors is allowed across all services under the PASS and IT RAC categories?	The use of subcontractors is allowed. If a subcontractor is providing at least 50% of the work, they will need to be identified in Attachment G
50	RFP Overview	I. Introduction	Does the \$96.47M referenced in combined sales for the current portfolio reflect contracts only under NASPO ValuePoint, or does it also include related state-level procurements outside of NASPO?	It only reflects spend via the NASPO portfolio of Master Agreements.
51	RFP Overview	III.B – Electronic Procurement	Will there be an opportunity for Offerors to request an extension of the proposal submission deadline in case of technical issues with the Ariba Sourcing Tool?	No.
52	RFP Overview	III.C – RFP Documents	Can the State confirm whether all Exhibits (e.g., State-specific Ts & Cs) need to be acknowledged in the proposal, or are they for informational reference only?	They are for informational purposes only currently. Should a state elect to sign a Participating Addendum, these terms would then be negotiated at that time.
53	RFP Overview	III.E – Pre-proposal Conference	Will a transcript or recording of the March 18, 2025, pre-proposal conference be made available for those unable to attend?	No. The Pre-Proposal Slide Deck was provided in Addendum #1.

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54	RFP Overview	III.F – How to Ask Questions	Will Offeror-specific clarifications submitted through the message board be kept confidential or will responses be anonymized and shared as part of a public addendum?	No. Review section 00 - RFP Overview III. F.3. The lead state will post all questions received in accordance with the solicitation requirements, along with the state's responses, as an addendum.
55	RFP Overview	III.J – Proposal Submission Instructions	Will proposals submitted via the message board (rather than Content Section) be automatically disqualified, or will Offerors be notified of the submission error?	Yes. Proposals submitted through the Message Board will not be accepted or considered for evaluation, they will be rejected.
56	RFP Overview	IV.B – Required Submissions	Is it necessary to submit a separate redacted version of the proposal if no proprietary or confidential content is included, or can this requirement be omitted in such cases?	No. If no proprietary information is submitted, no redacted version would be necessary.
57	RFP Overview	V. Task Orders	Can the State clarify whether all deliverables outlined in the Task Order (e.g., identification of stakeholders, cost breakdowns, and benefit projections) are required at the initial response stage, or can they be refined during Task Order execution after award?	Task Order information will be defined per Purchasing Entity's development of the Participating Addendum.
58	RFP Overview	Mandatory Minimum Requirements	Can the State clarify if Offerors are allowed to submit qualifications for individual subcategories under PASS or IT RAC, or is it mandatory to cover all subcategories within a category to be considered?	All subcategories within an award category shall be covered.
59	RFP Overview	Mandatory Minimum Requirements	Is a signature required for each certification statement under the Submission Requirements section, or is certification by upload and completion of Attachment H sufficient?	Each document provided may require signature. It is the responsibility of the vendor to review the material and upload any documents that require a signature, with a signature. Attachment H is a portion of the Technical Submission but other documents are required as described in the RFP.
60	RFP Overview	Criteria 3 – Management Capability	Is there a specific format required for presenting the quality control process and internal performance evaluation methods described in the management section?	No, there is no specific format required for presenting the QC process and internal performance evaluation methods. The vendor is responsible for the quality of service provided under any resulting Master Agreement/Participating Addendum and should provide information relating to their quality control measure.

Ques. #	Document	Document Section	Vendor Questions	State's Response
61	RFP Overview	Criteria 4 – Sustainability	Will sustainability-related certifications and documentation (e.g., ISO, EPA standards) be evaluated as part of scoring, or are they for informational purposes only?	See Attachment C: RFP Evaluation Plan. Sustainability is part of the technical evaluation criteria that the sourcing team will be scoring.
62	RFP Overview	Criteria 5: Implementation of NASPO Master Agreement	For IT RAC services, are there specific expectations around dedicated portals or secure access to proprietary IT research databases that should be included in the Offeror's dedicated website description?	No defined expectations related to dedicated portals or secure access to proprietary IT research databases. This would be discussed during the PA negotiation process with a Participating Entity.
63	RFP Overview	Criteria 5: Implementation of NASPO Master Agreement	Will the State accept differentiated implementation strategies between Category 1 and Category 2 under the same proposal submission, particularly if staffing, tools, or outreach plans differ?	Yes. Each category can be presented in the same proposal submission for Category 1 and Category 2.
64	RFP Overview	Criteria 5 – NASPO Master Agreement	For vendors without prior NASPO ValuePoint experience, will alternative cooperative contracting experience (e.g., OMNIA, Sourcewell) be equally considered?	Yes. Please respond to the criteria and questions asked within Attachment H. Some questions may be specific to NASPO whereas others may speak to cooperatives in general.
65	RFP Overview	Criteria 5 – NASPO Master Agreement	Will the State provide a standard reporting template for summary and detailed sales reporting to NASPO, or must contractors develop their own format?	NASPO has a template that will be provided to awarded suppliers. With that in mind, States may have different reporting requirements that would be addressed during the PA process.
66	RFP Overview	Page11, V. Evaluation and Award Process	B notes that two separate volumes should be submitted. Please confirm that is two separate volumes for each category, so that if an offeror responds to both Category 1 and Category 2, it would have two separate technical proposals and two separate cost proposals.	No. There should be one (1) Technical Response, that may contain information to address requirements for both Category 1 and Category 2. As well, there should be one (1) Cost Proposal based on Attachment I: Labor Categories Price Worksheet, that contains pricing options for Category 1 and Category 2.

Ques. #	Document	Document Section	Vendor Questions	State's Response
67	RFP Overview	IV Offeror Response	<p>In the RFP Overview in IV Offeror Response in Section B lists all the attachments and documents required for submission. Section V outlines there will be a technical and a cost volume only. Can the state clearly identify which attachments are expected in the Cost volume and which attachments belong in the technical?</p> <p>Attachment I is the pricing sheet and is locked, is an additional cover letter for attachment I required to comply with "Both proposals (Technical and Cost) shall be signed and dated by an official authorized to bind the firm. Unsigned proposals will not be considered." pg 11</p>	<p>Cost Volume, should include Attachment I Labor Categories Price Worksheet.</p> <p>Technical Volume, should include Attachment H Offeror Response Worksheet as well as any other documents referenced for a complete technical response e.g. Resumes, Attachment G, etc.</p> <p>See Addendum Section 2, Line 3, bullet point 2, regarding locked cells.</p> <p>See Addendum Section 1, Modification #1, regarding requirement for Cover Letter.</p>
68	RFP Overview	D. Important Dates	Can the due date be extended by a week?	No.
69	RFP Overview	D. Important Dates	We encountered some difficulties and delays in gaining access to the Ariba sourcing event. As a result, would the Lead State consider extending the deadline to submit questions and a corresponding extension to the proposal due date?	No.
70	RFP Overview	Pg. 4, Para 4	<p>Excerpt: "Only proposals submitted for nationwide coverage will be considered."</p> <p>Question: Can the State clarify what constitutes "nationwide coverage"?</p> <p>Is there a minimum number of states or territories that must be supported, and is physical presence required in each, or is the ability to provide services remotely acceptable?</p>	<p>Yes. Nationwide coverage includes all United State, District of Columbia, US Territories, to include US Virgin Islands.</p> <p>All US Territories must be supported for services.</p> <p>Physical presence is not required for the MA, as services may be provided remotely. The Purchasing Entity may require physical presence within the PA or subsequent Task Order.</p>
71	RFP Overview	Pg. 3, Para 4 Questions	<p>Excerpt: "The Master Agreement(s)... may be used by... other eligible entities..."</p> <p>Question: Will there be a minimum guaranteed volume of work under the Master Agreement, or is usage entirely at the discretion of each Participating Entity?</p>	There is no guarantee of any work. See Attachment E.

Ques. #	Document	Document Section	Vendor Questions	State's Response
72	RFP Overview	Pg. 4 Section II	<p>Excerpt: "Offerors should not interpret the Scope of Work to be associated with or limited to any specific purchase..."</p> <p>Question: Will task order scopes of work be fully defined by Participating Entities, or should Offerors expect to lead discovery and development efforts post-award?</p>	Yes, Task Order Scopes of Work will be defined by Purchasing Entities. This would be done on a case-by-case basis with a Purchasing Entity after a Participating Addendum has been signed by a Participating Entity. Task Order scopes will be more fully defined later when a Purchasing Entity has a need.
73	RFP Overview	Pg. 8, (H) Questions	<p>Excerpt: "Each Proposal must be labeled and organized..."</p> <p>Question: Is there a required or recommended file naming convention for uploaded proposal documents within the Ariba Sourcing Tool?</p>	<p>Not required, however the State recommends providing naming convention of:</p> <p>Response – Document Name</p>
74	Attachment A - RFP Terms and Conditions	Attachment A, Paragraph 18 (pg 16)-	<p>Is a Certificate of Authority to Transact Business in North Carolina required prior to award?</p> <p>If there is a subcontractor on the bid, is the subcontractor also required to maintain a Certificate of Authority to Transact Business in North Carolina?</p> <p>Is this document different than be registered as a vendor and HUB certified?</p>	<p>Yes. This is required prior to the execution of awarded contract.</p> <p>Yes.</p> <p>Yes, registration with eVP and registration with Secretary of State and HUB Certification are all independent.</p>
75	Attachment A - RFP Terms and Conditions	Attachment A and H	Attachment A states that - "The proposal has failed to meet any mandatory requirement of the RFP, including any minimum scoring threshold" - Are there any minimum point thresholds—either overall or by criterion—that Offerors must meet in the technical evaluation in order to be considered for award?	See Attachment C RFP Evaluation Plan. Specifically, see Award Selection paragraph for explanation of minimum 600 points for award eligibility.
76	Attachment A - RFP Terms and Conditions	Attachment A Section IV.E	<p>Attachment A under Exceptions and Clarifications it states - "The quantity, breadth, and nature of modifications proposed by Offeror may be considered in the Lead State's evaluation of Offeror's proposal, and may result in a lower score or rejection of the Offeror's proposal"-</p> <p>How will the state weigh proposed redlines to the Master Agreement?</p>	The State will evaluate for excessive or overly restrictive modifications which would alter the States purpose of the solicitation, make it difficult for the State to achieve its purpose, or would serve no benefit to negotiate.

Ques. #	Document	Document Section	Vendor Questions	State's Response
77	Attachment A - RFP Terms and Conditions	Attachment A & 00	<p>Can the government please clarify how they want modifications to terms and conditions? In Attachment 00 - RFP overview it states, "the State rejects and will not be required to evaluate or consider any additional or modified terms and conditions submitted with the Vendor's proposal." In Attachment A it states, "Modifications to Attachment D, Sample Master Agreement, may be proposed as part of Offeror's proposal.."</p> <p>These statements are conflicting, could the government please state how we should submit modifications?</p>	<p>The statement in Attachment 00 provides that NC is not "obligated or required" to consider evaluation of any submitted modification to terms and conditions, however, NC does allow for negotiations, as determined by the discretion of NC, in alignment with NCAC 05B .0503.</p> <p>Any intended modifications to terms and conditions should be submitted as a separate document, indicating "Proposed Modifications". This should be submitted in a ZIP File in the Sourcing Event under Section 6 Offeror Response, Section 6.12 Additional Documents.</p>
78	Attachment A - RFP Terms and Conditions	Page 2 II. GOVERNING LAW AND VENUE	<p>This RFP and Offeror's participation in it is governed by and construed in accordance with the laws of the Lead State.</p> <p>The above statement specifies the offeror's participation in the RFP is governed the laws of the Lead State, North Carolina. Would NC and NASPO please confirm whether the terms and conditions in the Master Service Agreement (MSA) attached to this solicitation are set by the specific State seeking to procure services through this vehicle? For instance, if the MSA is from Hawaii, do its terms and conditions apply exclusively to a contract executed in Hawaii?</p>	<p>The Master Agreement and terms contained therein are governed and interpreted by the jurisdiction of North Carolina. Should a State elect to sign a Participating Addenda, the State would insert its terms and conditions in the PA, which would be done per Section III and IV of Attachment D Sample Master Agreement.</p>
79	Attachment B - Scope of Work	Attachment B: Scope of Work Value Add/Support Services	<p>Where should vendor responses to the Value-Add categories be addressed/submitted (Both for Technical and Cost)? What document should be utilized to include this information?</p>	<p>Attachment H or in a separate document providing details confirming you can provide these services and submitted in the Sourcing Event "Additional Documentation". The cost for any value add services should already be included in the Labor Rates price sheet as these costs would also apply to services for value add items.</p>
80	Attachment B - Scope of Work	Attachment B Scope of Work, Pg. 30, 37-39	<p>The PASS Labor Categories identify two key personnel, however the IT Research Labor Categories do not identify key personnel. Are there meant to be key personnel for the IT Research Labor Categories as well?</p>	<p>See Addendum Section 2, Line 1 for update. Attachment B has been revised and uploaded to identify key personnel.</p>

Ques. #	Document	Document Section	Vendor Questions	State's Response
81	Attachment B - Scope of Work	Scope of Work Pg. 23,3 Attachment H	Attachment B identifies "Value Add/Support Services", however the Technical Evaluation Criteria in Attachment H do not describe how these will be evaluated.  Please update the Technical Evaluation Criteria to explain how the "Value Add/Support Services" will be evaluated?  Please provide guidance on where you would like us to speak to these services within Attachment H as well?	No. The value add/support services will not be evaluated. These are additional services, that should a supplier wish to provide them on a resulting Master Agreement, they should be submitted at the time of submission. You may submit this information as part of Attachment H or in a separate document providing details confirming you can provide these services.
82	Attachment B - Scope of Work	Scope of Work Pg. 21	Category 2's Scope of work speaks to: "Access to an online database containing IT research articles. The database should contain at least 1,000 articles or more including white papers, research reports, webinars, bulletins, summaries, and any other IT research oriented documents published within the last five years."  Are you open to offerors purchasing this database from another company, or do you want offerors to have this tool already developed in-house that they can provide?	The tool should already be developed and ready to be utilized at the time of submission by the vendor.
83	Attachment B - Scope of Work	Pg. 8	Section G - Will Vendor be expected to provide laptops or is it a State supplied item.	Yes. Vendor is expected to provide all equipment necessary to perform work. Purchasing Entities are able to negotiate for state issued equipment and terms, during the PA process. .
84	Attachment B - Scope of Work	Section III	III - Should we not have expertise in-house are the restrictions or limitations in how we as a prime may sub-contract for those services?	Contractor should have access to Subject Matter Expert (SME) whether it's in house, or via a subcontractor. This provision is stating that at a minimum, the Contractor is responsible for providing access to a SME.
85	Attachment B - Scope of Work	Section IV	IV - We request further clarification and details on the quality control measures.	The vendor is responsible for the quality of service provided under any resulting Master Agreement/Participating Addendum and should provide information relating to their quality control measures.



Ques. #	Document	Document Section	Vendor Questions	State's Response
86	Attachment B - Scope of Work	Section V	V.A.3 - Is there a sample task order that we can review?	No, this may vary from entity to entity. Task Order requirements are defined at the PA level, per Purchasing Entity.
87	Attachment B - Scope of Work	Section V	V.A.3.b - Pursuant to a declaration of offshore resources, is this required at the time of task order, or can a roster be provided for the MSA to ease reporting burden?	Required at the time of Task Order. Task Order requirements are defined at the PA level, per Purchasing Entity.
88	Attachment B - Scope of Work	Section V	V.B.2.a - Is there a preferred template that we may review, or may we propose the use of our own SOW template?	This would be done on a case-by-case basis as a Task Order is created. Task Order requirements are defined at the PA level, per Purchasing Entity.
89	Attachment B - Scope of Work	Section V	V.C.1 - For RAID/RADIO reporting we also prefer to establish live dashboards for use in our own daily management, which we share with the client. Is there a preferred format for the MSRs and IPRs, as well as a preferred analytics platform?	No.
90	Attachment B - Scope of Work	Section V	V.D - For the exchange of information, will we be able to receive data onto our own systems or analysis and work? Or are there instances where the purchasing entity will provide IT resources such as laptops or VDI for the work so that all information stays resident in the purchasing entity's systems?	This would be done on a case-by-case basis as a Task Order is created. Task Order requirements are defined at the PA level, per Purchasing Entity.
91	Attachment B - Scope of Work	Section V	V.D - Are there any restrictions to the use of AI or ML use for data analysis?	This would be determined at the negotiation of a PA with a Participating Entity. Task Order requirements are defined at the PA level, per Purchasing Entity.
92	Attachment B - Scope of Work	Section V	V.F.2 - Is there a template of a PMP that we may review?	No
93	Attachment B - Scope of Work	Section V	V.G - If services requested require unique or specific licensing of software outside the normal business environment, will the contracting entity provide those licenses? Or is this to be negotiated during the Task Order phase with declaration of resources to be provided by each party?	This would be determined at the negotiation of a Participating Addendum (PA) with a Participating Entity. Task Order requirements are defined at the PA level, per Purchasing Entity.



Ques. #	Document	Document Section	Vendor Questions	State's Response
94	Attachment B - Scope of Work	Section VI	VI.1 - Given the bespoke nature of these type of requests, may we anticipate that the contracting entity is open to our strategy process and planning? Is there a preferred style of engagement already in place?	This would be determined at the negotiation of a PA with a Participating Entity. Task Order requirements are defined at the PA level, per Purchasing Entity.
95	Attachment B - Scope of Work	Section VI	VI.1.2 - For these assignments, may we receive contracts to be used with our proprietary research tools in a contracting entity-specific, secured instance?	This would be determined at the negotiation of a PA with a Participating Entity. Task Order requirements are defined at the PA level, per Purchasing Entity.
96	Attachment B - Scope of Work	Section VI	VI.2 - If the Contractor also has tools to assist in cost estimation, can the Contractor utilize such tools alongside IGCE?	Yes, this would be determined at the negotiation of a PA with a Participating Entity. Task Order requirements are defined at the PA level, per Purchasing Entity.
97	Attachment B - Scope of Work	Section VI	VI.4 - If the Contractor has tools to assist in market research, can the Contractor utilize such tools alongside or in lieu of any preferred templates?	Yes, this would be determined at the negotiation of a PA with a Participating Entity. Task Order requirements are defined at the PA level, per Purchasing Entity.
98	Attachment B - Scope of Work	Section VI	VI.5 - Are there any specific requirements or restrictions on the use of internal benchmarking tools for data collection and analysis?	This would be determined at the negotiation of a PA with a Participating Entity. Task Order requirements are defined at the PA level, per Purchasing Entity.
99	Attachment B - Scope of Work	Section VI	VI.5 - Can Contractor utilize its internal benchmarking tools to provide cost and pricing analysis?	Yes, however, this would be determined at the negotiation of a PA with a Participating Entity. Task Order requirements are defined at the PA level, per Purchasing Entity.
100	Attachment B - Scope of Work	Section VI	VI.8 - If the Contractor also has tools to assist in cost estimation, can the Contractor receive information to our systems for analysis?	This would be determined at the negotiation of a PA with a Participating Entity. Task Order requirements are defined at the PA level, per Purchasing Entity.
101	Attachment B - Scope of Work	Section VI	VI.9 - Is the expectation for legal staff review only or is there a potential use case for "of counsel" services?	"Of counsel" services are not covered within the solicitation.
102	Attachment B - Scope of Work	Section VI	VI.10.1 - Contractor has a tool for contract administration and monitoring, can this tool be considered as part of CAP?	Yes, this would be determined at the negotiation of a PA with a Participating Entity. Task Order requirements are defined at the PA level, per Purchasing Entity.

Ques. #	Document	Document Section	Vendor Questions	State's Response
103	Attachment B - Scope of Work	Section VI	VI.11 - If the Contractor also has tools to assist in performance management design and monitoring of KPIs, along with issue management between parties, can the Contractor utilize such tools for the Program?	Yes, this would be determined at the negotiation of a PA with a Participating Entity. Task Order requirements are defined at the PA level, per Purchasing Entity.
104	Attachment B - Scope of Work	Category 2	If the Contractor also has tools to assist in IT products and services, benchmarking for sourcing, and other cited research, can the Contractor utilize such tools for IT RAC work product?	Yes, this would be determined at the negotiation of a PA with a Participating Entity. Task Order requirements are defined at the PA level, per Purchasing Entity.
105	Attachment B - Scope of Work	Category 2	Category 2, Value Add 5 - Are the project managers assigned required to have any specific certifications?	If a certification is not listed, then it is not required. This would be determined at the negotiation of a PA with a Participating Entity. Task Order requirements are defined at the PA level, per Purchasing Entity.
106	Attachment B - Scope of Work	Category 2 –	contains a reference to “Access to an online database containing IT research articles. The database should contain at least 1,000 articles or more including white papers, research reports, webinars, bulletins, summaries, and any other IT research oriented documents published within the last five years.”.  Can you please clarify if you are referring to the research/trade association memberships that we utilize to stay up-to-date with current and emerging technology in addition to the real world experience in IT planning, implementation, and maintenance?	Contractor should have access to a database of articles to provide Purchasing Entities access to, should they request it, when an entity seeks guidance involving the subject matter.
107	Attachment B - Scope of Work	Section VI, Value Add/Support Services (page 22)	states that vendors proposing to provide any value add services should "submit a list of additional value add services they offer and prices for these services."  Could the State please provide a price worksheet for submitting the value add services pricing information, and clarify where this information should be submitted within the Ariba Sourcing Tool?	Many of the prices for these "value add" services should be covered in the hourly rates provided within the cost sheet. If there are additional costs for any of the value-add items that are not considered within the cost sheet, vendor should submit them in the OPTIONAL – Value Add TAB in the revised Attachment I - Labor Categories Price Worksheet.

Ques. #	Document	Document Section	Vendor Questions	State's Response
108	Attachment B - Scope of Work	Section VI, Value Add/Support Services (page 22)	For vendors proposing any value add services as described in Attachment B, Scope of Work, Section VI, Value Add/Support Services (page 22), does the State require submission of information on ability to meet the scope of work for those services? If so, please clarify whether this information should be included in Attachment H, Offeror Response Worksheet, or submitted as a separate document.	You may submit this information as part of Attachment H or in a separate document uploaded with any other additional documents in a ZIP File and uploaded to the Sourcing Event under Section 6 Offeror Response, Section 6.12 Additional Documents providing details confirming you can provide these services.
109	Attachment B - Scope of Work		May an organization submit a response for IT Consulting services only, and not include Research and Advisory services?	No. A vendor responding to this section is required to fulfill the entire scope of IT Consulting Services, Research, and Advisory Services.
110	Attachment B - Scope of Work	CATEGORY 2: ITRAC; pg 21	No key personnel positions are specified. Does this mean there will not be any key personnel for the IT effort?	See Addendum Section 2, Line 1. Updated to identify Key Personnel for IT RAC
111	Attachment B - Scope of Work	CATEGORY 2: ITRAC INCUMBENT CONTRACT	Is there an incumbent for the work performed in Category 2?  a. If so, could you please provide the list of incumbents, the Scope of Work, contract number and award amount?	"All information pertaining to the current PASS and IT Research and Advisory Services portfolios may be found at the links provided.  PASS: <a href="https://www.naspovaluepoint.org/portfolio/procurement-acquisition-support-services/">https://www.naspovaluepoint.org/portfolio/procurement-acquisition-support-services/</a>  IT Research: <a href="https://www.naspovaluepoint.org/portfolio/it-research-advisory-services/">https://www.naspovaluepoint.org/portfolio/it-research-advisory-services/</a> "
112	Attachment B - Scope of Work	CATEGORY 2: IT CONSULTING/SOLUTIONS	Please provide examples that clarify the specific deliverables/tasks associated with Information Technology Research, Consulting, and Advisory services as well as the support tasks associated with the topics listed on page 21 of the Statement of Work?	The Scope of Work provides general deliverables that will suffice for a vendor to submit a proposal. There is no defined job or tasks that are being bid upon. This solicitation is to award potential vendors a Master Agreement so that Participating Entities may reach out to awarded suppliers with a specific future project, based on a Task Order, where requirements are defined at the PA level, per Purchasing Entity.
113	Attachment B - Scope of Work	CATEGORY 2: IT CONSULTING/SOLUTIONS	Will all of the IT work be performed as a result of negotiated task orders?	Yes. This would be determined at the negotiation of a PA with a Participating Entity. Task Order requirements are defined at the PA level, per Purchasing Entity.

Ques. #	Document	Document Section	Vendor Questions	State's Response
114	Attachment B - Scope of Work	CATEGORY 2: IT CONSULTING/SOLUTIONS	Will contractors be executing, implementing, or performing IT solution work such as coding, programming, operating call centers, performing software/system development, or any of the other topics identified in the scope of work?	No. Please see Attachment B: Scope of Work, Definition M. IT Consulting Services and Page 4 for an inclusive list of intended consulting services. Awarded Vendors are not intended to "do" the IT work.
115	Attachment B - Scope of Work	CATEGORY 2: IT CONSULTING/SOLUTIONS	Regarding advisory services for IT policy development referenced on page 21 of the statement of work:  a. Is the contractor expected to provide recommendations, implementation support, or both?  b. Are there specific tools, frameworks, or best practices preferred for strategic and tactical planning?	No. Please see Attachment B: Scope of Work, Definition M. IT Consulting Services and Page 4 for an inclusive list of intended consulting services. Awarded Vendors are not intended to "do" the IT work.  Specific preferred tools, frameworks, or best practices for strategic and tactical planning would be determined at the negotiation of a PA with a Participating Entity. Task Order requirements are defined at the PA level, per Purchasing Entity.
116	Attachment B - Scope of Work	CATEGORY 2: IT RESEARCH	Are there preferred databases of research materials that vendors are to use? If so, please list. If not, please provide a list of databases currently used by incumbent contractors.	No.
117	Attachment B - Scope of Work	CATEGORY 2: IT RESEARCH	Do the items identified in the scope of work as IT topics include all of the topics to which the database of research materials apply?	No. The language states, "IT topics may include, but are not limited to, the following:"
118	Attachment B - Scope of Work	CATEGORY 2: IT RESEARCH	To which subscriptions and software licenses will the pricing (Discounts off Licenses/Subscription Rates) need to apply?	All provided subscriptions and software licensing.
119	Attachment B - Scope of Work	CATEGORY 2: IT RESEARCH	Are we providing the purchasing entities access to the online databases? If so, how would we be paid for allowing a customer to access this online database? If not, what databases are available to the purchasing entities?	Vendors are expected to provide Purchasing Entities access to the online database. Payment would be in accordance with the terms of the Master Agreement, a Purchasing Entities PA, and the cost proposal submitted with a vendor submission.
120	Attachment B - Scope of Work	CATEGORY 2: IT RESEARCH	Are vendors expected to develop research databases?  a. If so, would the development of a database (or access to the database) be the result of a specific tasking in an order from a customer or part of the base contract?	No. The solicitation is not asking for a vendor to develop a database. Database should already be accessible at time of submission.

Ques. #	Document	Document Section	Vendor Questions	State's Response
121	Attachment B - Scope of Work	CATEGORY 2: IT RESEARCH	<p>Will ITRAC orders include the following:</p> <p>a. Is this a separate task under the IT research services?</p> <p>b. Expected IT research/inquiry response times?</p> <p>c. Specific hours of operation or a</p> <p>d. Metrics for tracking or documenting the outcomes of these inquiries?</p>	This would be determined at the negotiation of a PA with a Participating Entity. Task Order requirements are defined at the PA level, per Purchasing Entity.
122	Attachment B - Scope of Work	CATEGORY 2: IT RESEARCH	How would contractors be paid for IT research, advising, and consulting services—by the hour or would a task order be issued for a specific research, advising, and consulting effort?	There is no guarantee of use on this solicitation. No quantities and/or numbers for future use are known currently. Rates would be determined by Attachment I Labor Categories Price Worksheet.
123	Attachment B - Scope of Work	CATEGORY 2: IT RESEARCH; pg 21	<p>At a minimum, an Offeror responding for Award Category 2, should be able to meet the following...Response to over-the-phone inquiries regarding published articles and direction on other available resources."</p> <p>a. How many inquiries are we estimated to receive?</p> <p>b. How would contractors be paid for providing responses to over-the-phone inquiries regarding published articles and direction on resources (fixed price or hourly rate)?</p>	There is no guarantee of use on this solicitation. No quantities and/or numbers for future use are known currently. Rates would be determined by Attachment I Labor Categories Price Worksheet.

Ques. #	Document	Document Section	Vendor Questions	State's Response
124	Attachment B - Scope of Work	CATEGORY 2: CALL CENTER; pg 21	<p>"IT topics may include, but are not limited to, the following...TelCom, IP telephony, and call center solutions"</p> <p>a. Please elaborate by providing sample workload, roles and responsibilities for providing call center solutions. (i.e., Are we expected to handle the volume of inquiries that a call center usually handles?)</p> <p>b. Category 2: ITRAC. Regarding phone inquiries about published articles and available resources (as noted on page 21), is the expectation that the person answering the call must be a Subject Matter Expert (SME) on all IT topics listed, or should they primarily provide guidance on locating relevant information and escalate technical questions as needed?</p>	These are topics a Participating Entity would expect a Master Agreement holder (and/or its Subcontractors) to be an expert on these topics to provide guidance and consulting on, not to directly provide. e.g. A Purchasing Entity may have questions on implementing a call center solution they would reach out to the supplier to consult on; however, they would not be reaching out to the Master Agreement Holder to provide the call center solution.
125	Attachment B - Scope of Work	CATEGORY 2: WORKSHOPS, ADVISORY ENGAGEMENTS AND CONFERENCES	What is the expected frequency of workshops, advisory engagements, and conferences? Will details be provided at the order level?	There is no guarantee of use on this solicitation. No quantities and/or numbers for future use are known currently.
126	Attachment B - Scope of Work	CATEGORY 2: WORKSHOPS, ADVISORY ENGAGEMENTS AND CONFERENCES	Please provide more details about the workshops, engagements and conferences (i.e., Will workshops be tailored to specific audiences, such as leadership, IT staff, or stakeholders?)	There is no guarantee of use on this solicitation. No quantities and/or numbers for future use are known currently.
127	Attachment B - Scope of Work	CATEGORY 2: WORKSHOPS, ADVISORY ENGAGEMENTS AND CONFERENCES	Are the topics listed specific to the IT Related topics for conferences? Will there be further guidance given for each topic once a need for workshops, advisory engagements, or conferences arise? For example, regarding "digital transformation and digital government services," should the focus be on technical implementation, user experience improvements, or both?	Any need for workshops, advisory engagements, or conferences would be on a case-by-case basis in working with a Purchasing Entity that is already operating under the umbrella of an executed Participating Addendum. Vendors should err on the side of submitting more information to help the sourcing team understand the quality of the proposal and offerings.

Ques. #	Document	Document Section	Vendor Questions	State's Response
128	Attachment B - Scope of Work	CATEGORY 2: WORKSHOPS, ADVISORY ENGAGEMENTS AND CONFERENCES	<p>Contractor will provide Information Technology Research...Sponsors of research must be identified." Please clarify the indented roles and responsibilities of these sponsors?</p> <p>a. Are sponsors required?</p> <p>b. Please confirm that sponsors will be funding the research created by the Contractor.</p> <p>c. Does this mean external funding from third party sponsors will be needed to complete the IT tasks identified in this effort? Should we account for this in our Cost Proposal?</p> <p>d. Does this mean the research we create for NASPO/the States may be utilized by an external party (i.e., the sponsor)?</p> <p>e. When must sponsors be identified?</p>	A Purchasing Entity will be seeking access to research databases. It is critical for the government making decisions based on research to understand who sponsored the research. This is crucial for understanding potential bias, ensuring ethical conduct, and evaluating the quality and relevance of research findings before they take action on behalf of their entity
129	Attachment B - Scope of Work	Value Add/Support Services (page 22 of 38),	<p>it is indicated that "should an Offeror wish to provide these services on a resulting Master Agreement, they must submit a list of additional value add services they offer and price for these services."</p> <p>What exactly do vendors need to do and what do you expect to see for submitting this list of services and addressing our price for the Value Add services?</p>	You may submit this information as part of Attachment H or in a separate document uploaded with any other additional documents in a ZIP File and uploaded to the Sourcing Event under Section 6 Offeror Response, Section 6.12 Additional Documents providing details confirming you can provide these services.
130	Attachment B - Scope of Work	Section II & VI	Will Participating Entities be allowed to issue task orders for services not explicitly described in the subcategories if they fall under "related procurement services"?	Depends. This would be discussed with a Purchasing Entity that is looking to hire a Contractor to create a Task Order and how closely the additional items line up with the intent and scope of the contract.
131	Attachment B - Scope of Work	Section V & VI	Will Participating Entities be permitted (or encouraged) to conduct mini-competitions or request multiple quotes from awarded contractors prior to issuing a Task Order under the resulting Master Agreement?	Each Participating Entity may follow whatever process they deem appropriate and in alignment with their own procurement code when selecting a supplier to sign a PA with.



Ques. #	Document	Document Section	Vendor Questions	State's Response
132	Attachment B - Scope of Work	Category 2 - IT Research, Advisory, and Consulting Services	<p>Question: Could you clarify the requirement for an online database and requirement noting "Access to an online database containing IT research articles. The database should contain at least 1,000 articles or more including white papers, research reports, webinars, bulletins, summaries, and any other IT research oriented documents published within the last five years..." and "respond to over-the-phone inquiries regarding published articles and direction on other available resources?"</p> <p>Are responding firms required to have their own database and own the task of responding to phone inquiries, or is it acceptable to leverage subscriptions to a database and direct callers to the organization that manages the database?</p>	The database tool should already be developed, relationships established, and ready to be utilized at the time of submission by the Offeror. If Offeror chooses to utilize a third party for call fielding services and/or database access, Offeror is still responsible for such services as well as ensuring third party complies with the terms and conditions of the Master Agreement, and applicable Participating Addendum. Offeror should include within its proposal how its' proposed structure aligns with the scope, requirements, and needs outlined in the RFP.
133	Attachment B - Scope of Work	Category 2 - IT Research, Advisory, and Consulting Services	For topics that overlap, it acceptable to roll them up into larger categories for the approach and qualifications overview writeups?	The State is unable to determine the question. Please respond to each question listed and provide appropriate information for the categories submitted.
134	Attachment B - Scope of Work		Since the scope is not tied to any specific implementation or program, should Offerors structure their responses around generalized capabilities or present use-case-based examples?	Present information around generalized capabilities and then submit specific examples/projects where requested.
135	Attachment B - Scope of Work	V(C)(2) – Quarterly In-Process/Status Reviews	Will the State provide a standard format or template for the “Action Item Report” that must be submitted 15 days after each review meeting, or is the contractor expected to develop this independently?	The nature/format of this report would be discussed by a Participating Entity and/or Purchasing Entity that is looking to create a Task Order.
136	Attachment B - Scope of Work	V(E) – Travel	Will the State require the use of a specific travel reimbursement platform or form, and should pricing in the proposal include estimated travel costs, or will these be handled on a Task Order basis?	Travel Costs would be handled on a case-by-case basis and negotiated within a State's PA and any applicable travel policies in place e.g. that State's per diem rates.



Ques. #	Document	Document Section	Vendor Questions	State's Response
137	Attachment B - Scope of Work	VI – Service Expectations	For the eleven PASS subcategories listed, is the Offeror required to respond to and demonstrate qualifications for each subcategory to be considered for award under Category 1, or may we respond selectively to relevant subcategories?	A vendor should have relevant experience in all subcategories listed for that award category.
138	Attachment B - Scope of Work	VI – Subcategory Two: IGCE	If a Contractor provides input or prepares an IGCE, is there a specific period of exclusion or conflict of interest restriction applied to that Contractor from responding to future solicitations derived from the IGCE?	Unknown at this time as it would depend on the jurisdiction of the entity that is requesting the IGCE.
139	Attachment B - Scope of Work	VII – Minimum Qualifications of Labor Categories	Will the State accept equivalent professional experience in lieu of specified degrees or certifications where clearly documented, particularly for SMEs or Analysts with extensive practical expertise but nontraditional education paths?	Please document and provide supporting information for equivalent experience.
140	Attachment B - Scope of Work	V(F)(2) – Performance Management Plan (PMP)	Can the State clarify if the Performance Management Plan is intended to be customized per Task Order or if a single, general PMP is expected at the Master Agreement level?	The general Performance Management Plan should be submitted with proposal; however, it may be negotiated on a case by case basis when discussing an individual Task Order.
141	Attachment B - Scope of Work	IV – General Requirements	The scope mentions "Quality Control" as a general requirement. Is there a specific quality assurance framework or methodology the State recommends or prefers (e.g., ISO 9001, Six Sigma)?	The vendor is responsible for the quality of service provided under any resulting Master Agreement/Participating Addendum and should provide information relating to their quality control measure, whatever they may be.
142	Attachment B - Scope of Work	V(G) – Additional Contractor Requirements	Could the State clarify the frequency and expected format for contractor compliance reports to NASPO and Participating States? Will templates or reporting portals be provided?	Reporting templates are provided to awarded suppliers and the schedule for reporting is listed within Attachment D Sample Master Agreement.  Purchasing Entities may define for further reports to be defined in the Task Order.
143	Attachment B - Scope of Work	Criteria 1 – Experience, Skills & Qualifications	Should client retention rate and customer satisfaction metrics be provided separately for PASS and IT RAC categories if applying to both, or may aggregate data be submitted?	This question relates to the company.

Ques. #	Document	Document Section	Vendor Questions	State's Response
144	Attachment B - Scope of Work	Criteria 1 – Experience, Skills & Qualifications	For Category 2 (IT RAC), would the State accept private sector IT consulting engagements as relevant experience if they demonstrate applicable advisory, research, or consulting services?	Please provide all relevant experience as it relates to the public sector. If no public sector experience is available, please list all relevant experience and demonstrate how it would relate and/or carryover to the public sector.
145	Attachment B - Scope of Work	Criteria 2 – Ability to Meet Scope of Work	Could the State provide further clarification on what constitutes acceptable "evidence of public sector experience" for IT RAC, particularly for newer firms or firms transitioning from commercial to public sector?	Please provide all relevant experience as it relates to the public sector. If no public sector experience is available, please list all relevant experience and demonstrate how it would relate and/or carryover to the public sector.
146	Attachment B - Scope of Work	Criteria 2 – Ability to Meet Scope of Work	Will the State accept project experience from commercial sector clients if the work aligns with public procurement activities, or must all examples be from the public sector?	Relevant experience that aligns with procurement activities should be acceptable.
147	Attachment B - Scope of Work	Criteria 2 – Ability to Meet Scope of Work	Is it permissible to submit combined examples of work that address both IT Research and Advisory services in a single case study, or should each service area be addressed individually?	If combined examples of work represent both IT RAC and PASS, they may be combined. If this is the case, please state so in your response.
148	Attachment B - Scope of Work	Criteria 3 – Management Capability	For Category 2, are Offerors expected to provide resumes for both research analysts and technical consultants, or may representative roles be summarized under a team-based approach?	Resumes are only requested for Key Personnel. All other information may be summarized under a team-based approach.
149	Attachment B - Scope of Work		Regarding the addition of Category II (IT Research, Advisory, and Consulting Services), please confirm that each category will be evaluated separately and that there is no benefit gained or penalty assessed for responding to one or both categories?	Confirmed. There is no benefit or penalty assessed for responding to one or both categories.
150	Attachment B - Scope of Work	p.29, p. 31	Key Personnel Labor Categories are defined as the Program Manager and the Acquisition Support Specialist III, both PASS LCATs. Are these the only two Key Personnel roles defined in this RFP and is the expectation that these are the only designated Key Personnel roles we need to demonstrate under in Attachment H --> Criteria #3 --> A. Personnel --> 1. Key Personnel and 2. Expertise of Key Personnel	See Addendum, Section 2, Line 1.  The documents have been updated to reflect the additional Key Personnel for IT RAC. There are two for PASS and one for IT RAC.

Ques. #	Document	Document Section	Vendor Questions	State's Response
151	Attachment B - Scope of Work	Attachment B - Scope of Work – section E (pg. 7), regarding Attachment I	The various entities that purchase off of this contract will differ in how they address Travel & Expenses. May we include products and services with and without Travel & Expenses to give a choice in how these entities purchase in Attachment I?	Travel Costs would be handled on a case-by-case basis and negotiated within a State's Participating Addendum and any applicable travel policies in place, e.g. per diem travel rates.
152	Attachment B - Scope of Work	Category 2, IT Research, Advisory and Consulting Services, Page 21	The second paragraph mentions a database of at least 1,000 articles. Is it that the contractor has access to this database or does the government need direct access to the database?	The contractor has access to the database and the ability to provide license/subscription and/or some methodology to provide access to database to the Purchasing Entity.
153	Attachment B - Scope of Work	Page 22	If the offeror provides value add/support services listed in this section, does it need to respond to both categories - Procurement Support and IT Research, Advisory, and Consulting Services with those value add/support services or just under one of the proposals?	The value-add support services would only need to be added once.
154	Attachment B - Scope of Work	Page 22	Where do offerors provide justification for value add/support services? Is that a separate technical proposal? Is there a preferred format?	It may be added into Attachment H or submitted as a separate document uploaded with any other additional documents in a ZIP File and uploaded to the Sourcing Event under Section 6 Offeror Response, Section 6.12 Additional Documents .
155	Attachment B - Scope of Work	Section V.D (Service Expectations - Work Locations) [55]	Are all services expected to be delivered remotely, or will vendors be required to provide on-site support?	Some may be remote whereas others may be onsite. The nature of any specific Task Order would be discussed at the time a Participating Entity and/or Purchasing Entity is seeking to work with an awarded Master Agreement holder. This would be done on a case-by-case basis.

Ques. #	Document	Document Section	Vendor Questions	State's Response
156	Attachment B - Scope of Work	SOW, Pg 22-28	<p>SOW states: "Listed below are examples of additional value add services Offeror may provide under any resulting Master Agreement. These services are optional. Should an Offeror wish to provide these services on a resulting Master Agreement, they must submit a list of additional value add services they offer and prices for these services."</p> <p>Question - Is there a specific format or location to propose the list of value add services? Does the state have specific labor categories identified for each service? Attachment I is locked, is there a different location to provide pricing for the value add services?</p>	<p>You may submit this information as part of Attachment H or in a separate document providing details confirming you can provide these services. The cost for any value add services should already be included in the Labor Rates price sheet as these costs would also apply to services for value add items.</p> <p>See Addendum Section 2, Line 3. The Attachment has been unlocked.</p>
157	Attachment B - Scope of Work	Scope of Work, Page 5 Section V.,	<p>The solicitation is very prescriptive on processes and schedules.</p> <p>a. Please confirm that if a participating agency task order directs other project management processes and/or schedule, the contractor will not be in violation of the master agreement by following the participating agency task order requirements.</p> <p>b. Please confirm that the participating entity has the ability to incentivize innovation and efficiencies inside of the not to exceed hourly model.</p>	<p>This would be on a case-by-case basis with a Purchasing Entity that is looking to utilize a contract after a Participating Addendum (PA) has been signed with a Participating Entity.</p>
158	Attachment B - Scope of Work	Page 28	<p>Can individuals serve in multiple Labor Categories? For example, can someone be presented as a SMEIII and also an Acquisition Support Specialist III if they are leveraged by a company in different roles at different rates, dependent upon the scope of the engagement?</p>	<p>Yes, this should be fine.</p>

Ques. #	Document	Document Section	Vendor Questions	State's Response
159	Attachment B - Scope of Work	Page 21 – Category 2:	<p>a. If the Prime Contractor submits for Category 1, is it permissible for the Prime Contractor to leverage one or more Subcontractors to provide all services under Category 2?</p> <p>b. If so, is it appropriate to infer that the Prime Contractor will be responsible for responding to all requirements under the full RFP, specifically identifying Technical information related to Category (which would be derived from the Subcontractor(s))?</p>	<p>a. Yes .</p> <p>b. Yes</p>
160	Attachment B - Scope of Work	Page 28:	Can you utilize multiple Labor Categories on the same project? For example, can you have 2 Program Directors on a single project when Prime has a Program Director for a portion of a project, but a Subcontractor also needs to leverage a Program Director for their portion of a project scope?	Yes, and this would be discussed at the time a Task Order is created with a Purchasing Entity later.
161	Attachment B - Scope of Work		Please confirm that the NIGP-CPP certification is a valid alternate to any mention of "NCMA, UPPCC or DAU".	Yes, the examples listed are not an exhaustive list.
162	Attachment B - Scope of Work	Page 4, item III – Contractor Responsibilities	<p>It states that "The Contractor shall be able to provide all services in either Award Category 1 or Award Category 2..."</p> <p>If a Contractor only has experience in some of the subcategories within either Award Category 1 or 2, are they still able to qualify for award?</p>	Yes. A vendor will need to be able to offer all subcategories of service, whether it's themselves as the Prime Contractor, or via a Subcontractor.
163	Attachment B - Scope of Work	Subcategory 8, Pg 17	Please elaborate or clarify how a responders response to the subcategory service "Cost Realism" will be assessed during the evaluation; is there an expectation to provide industry benchmarks or factors that are used in conducting a Cost Realism Analysis?	See Attachment H Offeror Response Worksheet for more information.
164	Attachment B - Scope of Work	Value Add/Support, Pg 22	Please provide instructions and methodologies for responders to price value add services.	Most services provided in the value add services would be covered by the Labor Rates submitted in Attachment I.
165	Attachment C	RFP Evaluation Plan	How does the Government intend to determine fair and reasonable pricing? Will rates on the GSA MAS or other MAC/IDIQ type vehicles be deemed fair and reasonable?	The cost will be scored per Attachment C RFP Evaluation Plan and Attachment I Labor Categories Price Worksheet.

Ques. #	Document	Document Section	Vendor Questions	State's Response
166	Attachment C	RFP Evaluation Plan	<p>The award selection criteria state that offerors who achieve at least 60% of the total combined potential score will be eligible for a Master Agreement award. Does this mean that all offerors who meet or exceed this threshold will receive an award, provided the Lead State determines their proposed costs to be reasonable?</p> <p>Additionally, is there a minimum or maximum number of awards the Government expects to issue?</p>	<p>Yes.</p> <p>No minimum or maximum number of awards is prescribed.</p> <p>All stages, and thresholds for each stage, including award, are listed in Attachment C RFP Evaluation Plan.</p>
167	Attachment C - RFP Evaluation Plan	Technical Evaluation Criteria Overview	Will the State provide a breakdown of how points are awarded across subquestions within each technical evaluation criterion (e.g., weighted scoring by subsection)?	A breakdown of points is shown in Attachment C RFP Evaluation Plan.
168	Attachment C - RFP Evaluation Plan	Award Selection:	Is it possible for a firm to submit for both PASS and IT-RAC and receive award for one but not the other? In other words, if scores for each category are evaluated separately, it is presume that an Offeror can earn the 600 passing points in one category however fail to meet the 600 points in the other category.	It is possible to receive an award in one category and not the other.
169	Attachment C	RFP Evaluation Plan	<p>Given a firm can submit for both PASS and IT-RAC, it is feasible that Technical information will be included that is different for PASS than from IT-RAC. It appears a Technical score is being calculated once for a Prime Contractor. It seems that there should be 2 Technical scores provided for a single Prime Contractor, given they may be more or less qualified in the PASS category vs the IT-RAC category.</p> <p>Can you confirm whether a single Technical score is given or if each category will receive a separate Technical score for a single Prime Contractor, similar to the Cost Evaluation receiving two separate scores.</p>	The scoring is laid out in Attachment C RFP Evaluation Plan.

Ques. #	Document	Document Section	Vendor Questions	State's Response
170	Attachment C - RFP Evaluation Plan	Attachments C, D, E, F and R ATTCH-C; Pg. 3 Rating Scale	<p>Excerpt: 5 – "Excellent... goes beyond the requirements listed in the RFP to provide added value... includes a full, clear, detailed explanation..."</p> <p>Question: Can the State provide examples of what constitutes "added value" in this context to help Offerors tailor responses appropriately?</p>	No. The State will not explain further than what is already provided.
171	Attachment C - RFP Evaluation Plan	Stage 3 Criteria, Pg 1; Questions	Please elaborate on what specific elements or attributes are prioritized or valued for scoring Criteria 3 (Management Capability) and Criteria 4 (Sustainability)?	See Attachment H Offeror Response Worksheet for more information.
172	Attachment C	RFP Evaluation Plan	Could you clarify the weight given to past performance versus cost/price in the evaluation process?	See Attachment C RFP Evaluation Plan
173	Attachment D - NASPO ValuePoint Sample Master Agreement	Section VI.Y.2	states that following the initial year of the MSA period, companies must submit a request for a rate adjustment with supporting documentation. Yet the price proposal requires companies to propose an annual escalation rate to be applied to their Year 1 rates, and half the price evaluation points is based on that proposed escalation rate. Please clarify whether that proposed escalation rate will be automatically applied, and if not, why is this such a big factor in cost evaluation? Also if not, what supporting documentation would need to be provided in order to get a rate adjustment?	<p>No. Escalation rates will not automatically be applied. This is important to be able to provide purchasing entities ability to strategically long term partnership.</p> <p>Supporting documentation will vary based on justification for increase, to include any supporting factored documentation.</p> <p>Please review Attachment I Labor Categories Price Sheet for information on submitting cost.</p>
174	Attachment D - NASPO ValuePoint Sample Master Agreement		According to Attachment D, the "Cover Page – Attachment L North Carolina Execution Page (will become the first page of the executed Master Agreement)." Is this a separate document from the Cover Letter described in Attachment 00—RFP Overview, section B1, pg. 10? Are both a cover page and cover letter required for proposal submission?	Yes, and yes.

Ques. #	Document	Document Section	Vendor Questions	State's Response
175	Attachment D - NASPO ValuePoint Sample Master Agreement		<p>Will NASPO consider adding a reasonable and customary Limitation of Liability clause appropriate for management consulting services to balance Contractor's exposure with the work being performed? Contractor proposes the following language for NASPO's consideration:</p> <p>"Limitation of Liability. Neither party shall be liable for consequential, special, punitive, or incidental damages, or lost profits from any cause under this Master Agreement. Each party's liability (whether in contract, tort, negligence, strict liability, by statute, or otherwise) to the other party or to any third party under this Master Agreement shall in the aggregate be limited to direct damages not to exceed the fees received by Contractor for the portion of its Products giving rise to such claim."</p>	Please see Attachment A RFP Terms and Conditions Section IV.E. for how to submit proposed modifications to the Master Agreement
176	Attachment D - NASPO ValuePoint Sample Master Agreement	Attachment A (NASPO ValuePoint Master Agreement Terms and Conditions), Section XI Product Title; Subsection ZZ (License of Pre-Existing Intellectual Property):	<p>Will NASPO consider adding a clarifying statement at the end of Subsection ZZ to clarify that Contractor will retain ownership of any Pre-Existing Intellectual Property? Contractor proposes the following language for NASPO's consideration:</p> <p>"Contractor will retain all rights, title and interest in and to all Pre-Existing Intellectual Property developed by Contractor (or Contractor's subcontractor) prior to or independent of this Master Agreement."</p>	Please see Attachment A RFP Terms and Conditions Section IV.E. for how to submit proposed modifications to the Master Agreement.
177	Attachment G - Offeror Information Acknowledgements and Certifications	Page 1, II Business Details; F. Retention Rate	There are differing philosophies for calculating retention rate. Does that include option periods being exercised, recompetes being won? Do you exclude if the program is not recompeted? Is it a federal agency versus a project? Please provide NASPO's preferred formula for standardization across offers or consider removing this question.	There is no preference, a vendor should submit the information they feel best represents their company as it relates to the technical criteria.



Ques. #	Document	Document Section	Vendor Questions	State's Response
178	Attachment G - Offeror Information Acknowledgements and Certifications	Page 1, II Business Details; F. Retention Rate	Work with various federal agencies has recently been terminated for convenience, causing massive involuntary terminations for staff members. Please describe if/how retention rate will be evaluated by NASPO. Will offerors be penalized for these recent terminations?	There are questions about client retention rates and for company growth. Employee retention rate is not discussed. Please provide all the information requested and any contextual information which would be helpful for the sourcing team. Vendors will be evaluated per Attachment C RFP Evaluation Plan.
179	Attachment G - Offeror Information Acknowledgements and Certifications	Page 1, II Business Details; G. Growth	Work with various federal agencies has recently been terminated for convenience, causing massive losses to revenue. Please describe if/how growth will be evaluated by NASPO. Will offerors be penalized for this recent loss of revenue?	Please provide all the information requested and any contextual information which would be helpful for the sourcing team. Vendors will be evaluated per Attachment C RFP Evaluation Plan with each sourcing team member providing an independent evaluation.
180	Attachment G - Offeror Information Acknowledgements and Certifications	Page 1, Section D (Subcontractor) :	The document requests subcontractor information for those "performing 50% or more of the work". Does this mean you only want the list of subcontractors who can perform in 50% or more of the categories? Until such time as we are presented with a project, we cannot speak to who will perform what percentages.	If you cannot speak to the percentages then please complete Attachment G with Prime Contractor information.
181	Attachment G - Offeror Information Acknowledgements and Certifications	1. Attachment G: Page 1, Section D (Subcontractor	Given we would have replication of services across subcontractors and the prime (to ensure proper levels of support and capacity), we want to be clear on what is required for the listing of subcontractors. If for example, we have a subcontractor under the Value Added Services category of Training, would we not list the training subcontractor since there would likely not be an occasion where training would be 50% of a project engagement?	If you cannot speak to the percentages then please complete Attachment G with Prime Contractor information.

Ques. #	Document	Document Section	Vendor Questions	State's Response
182	Attachment G - Offeror Information Acknowledgements and Certifications	Page 1, SubSection D (Subcontractor)	<p>a. Please provide further clarity on what information is required to be "sufficient" to conduct background checks?</p> <p>Are these background checks on the individuals listed to provide the services for the subcontractor?</p> <p>b. Is this general research to ensure the subcontractor firm/company is sufficiently experienced/qualified to perform the work in the designated scope categories?</p>	If using a subcontractor that would provide more than 50% of the work, enough information on the company for a potential purchasing entity to conduct their own due diligence before hiring a Prime Contractor that subs out most of their work.
183	Attachment G - Offeror Information Acknowledgements and Certifications	Pg. 1, I (D)	<p>Excerpt: "...specify the services the subcontractor will perform and sufficient information for the Purchasing Entity to conduct background checks."</p> <p>Question: Can the State confirm whether this section must be completed even if the Offeror does not plan to use any subcontractors, or is it acceptable to leave this section blank or mark it N/A?</p>	If a vendor will not use subcontractors, this question will not apply.
184	Attachment G - Offeror Information Acknowledgements and Certifications	Pg. 1, II (B)	<p>Excerpt: "...including the year of its founding and any material acquisitions or mergers..."</p> <p>Question: What is considered a "material" acquisition or merger for the purposes of this disclosure?</p>	This section is meant for the history of the company. If it is relevant, I recommend erring on the side of adding more information as opposed to leaving it out.
185	Attachment G - Offeror Information Acknowledgements and Certifications	pg. 1, II (F) Questions	<p>Excerpt: "Your client retention rate during the past 3 years."</p> <p>Question: How should Offerors define and calculate "client retention rate" – based on revenue, contract volume, or number of clients retained year over year?</p>	The vendor will select the metrics they feel best represent their client retention rate.
186	Attachment G - Offeror Information Acknowledgements and Certifications	Pg. 3, IV (H) Questions	<p>Excerpt: "...must complete Attachment J and submit a redacted copy..."</p> <p>Question: Is a redacted copy required even if the Offeror is not claiming any confidential or proprietary information?</p>	No.

Ques. #	Document	Document Section	Vendor Questions	State's Response
187	Attachment H - Offeror Response Worksheet	Criteria 3, Personnel	Should resumes for key personnel be included in Attachment H or submitted separately?	They may be submitted as part of Attachment H or as a separate document in a ZIP File and uploaded to the Sourcing Event under Section 6 Offeror Response, Section 6.12 Additional Documents. .
188	Attachment H - Offeror Response Worksheet	Offeror Response Worksheet, Section 3 - Criteria 3: Management Capability, Pg 4	There is no prompt or question under subsection A. Personnel 1. Key Personnel in this section. What information would the State like us to provide in response to this section? Would the State like us to list the individuals we've identified as Key Personnel here, in addition to the following sections?	Yes
189	Attachment H - Offeror Response Worksheet	Offeror Response Worksheet, Section 3 - Criteria 3: Management Capability, Pg 4	Is it permissible to include key personnel resumes as an appendix at the end of Attachment H, or does the State prefer that we include resumes directly in this section of the Offeror Response Worksheet?	They may be submitted as part of Attachment H or as a separate document in a ZIP File and uploaded to the Sourcing Event under Section 6 Offeror Response, Section 6.12 Additional Documents. .
190	Attachment H -	Offeror Response Worksheet	Should a separate Offeror response worksheet be completed for each Category 1 and 2 if submitting for both?	Submitting one Attachment would suffice.
191	Attachment H -	Offeror Response Worksheet	If you are submitting for both Category 1 and 2, is it possible to be awarded only one of the categories?	Yes.
192	Attachment H - Offeror Response Worksheet	Paragraph 3.A and B	Should the staff be listed as part of the body of the RFP or included as an attachment?	The information should be entered into Attachment H, where it is requested.
193	Attachment H -	Offeror Response Worksheet	Realizing there is a limit on the size of attachments, is there a limit on the number of attachments that can be submitted?	There are NO page limits in the response per attachment, but each attachment (however many pages it is) has a size limit of 100MB, although submitting compressed files via a Zip File should allow for a higher limit than that.

Ques. #	Document	Document Section	Vendor Questions	State's Response
194	Attachment H -	Offeror Response Worksheet	Attachment H sets out the content for the proposal to be submitted. Several of the questions under Criteria 2.B (Service Assurance) seem to be applicable only to the Category 2 – IT RAC Services. For example, help desk services and online order processing and tracking are not generally utilized for procurement services. If a company is only bidding on Category 1, request that responses to these questions not be required or evaluated.	This section is applicable to both PASS and IT RAC.
195	Attachment H - Offeror Response Worksheet	(page 1 of 7, Submission Requirements)	Attachment H (page 1 of 7, Submission Requirements) requires that we certify we have uploaded our complete Technical Proposal. What is required in our Technical Proposal that is different from the submission of the other required attachments to the RFP (particularly Attachment H , Offeror Response Worksheet?	Attachment H Offeror Response Worksheet is responding to the Technical Criteria so the sourcing team will have information to evaluate, however, other documents are required to be submitted for the submission to be accepted.
196	Attachment H -	Offeror Response Worksheet	Does our submission for Attachment H (Offeror Response Worksheet) take the place of a separate Technical Proposal?	Yes
197	Attachment H - Offeror Response Worksheet	Request for Proposal, Section V. Evaluation and Award Process, item B. and Attachment H, Offeror Response Worksheet, Required Submission:	Request for Proposal, Section V. Evaluation and Award Process, item B. and Attachment H, Offeror Response Worksheet, Required Submission: Is the requirement for a Cost Proposal satisfied by the submission of a completed Attachment I, Labor Categories Price Worksheet?	Yes
198	Attachment H -	Offeror Response Worksheet	Can vendors include our experience and qualifications associated with Value Add services in our answers to the questions included in Attachment H?	You may submit this information as part of Attachment H or in a separate document providing details confirming you can provide these services by uploading additional documents in a ZIP File in the Sourcing Event under Section 6 Offeror Response, Section 6.12 Additional Documents.
199	Attachment H -	Offeror Response Worksheet	Referring to Attachment H (page 1 of 7, Submission Requirements) and the Request for Proposal, (page 10 of 12, B. Required Submission, item 1), what is the purpose of a separate Cover Letter and is there a page limit?	North Carolina requires a Cover Letter with RFP submissions. No page limit is stated.

Ques. #	Document	Document Section	Vendor Questions	State's Response
200	Attachment H - Offeror Response Worksheet	Offeror Response Worksheet	In the black bordered box on Page 2 of Attachment H, the second paragraph states, " If Offeror is seeking an award in both categories, Offeror should answer the questions as it relates to both categories, however, if there are unique differences Offeror feels are pertinent for evaluation purposes to highlight, Offeror should do so below." Please stipulate how you want the differences to be displayed on the form.	If a response would be the same for both categories, please simply state this. The question is meant to provide an opportunity for a vendor to highlight specific items that apply to only one of the categories. Vendors may choose how they would like to highlight this in their submission.
201	Attachment H - Offeror Response Worksheet	Item II, Technical Evaluation Criteria, Subitem 3. Criteria 3: Management Capability, A. Personnel, Item 2 Pg. 4	This paragraph states that resumes are a maximum of 2 pages per person and resumes are required for all key personnel, including subcontractors. How many key personnel resumes do you want us to provide in our response for each Labor Category (Award Category 1 PASS has 16 labor categories and Award Category 2 IT RAC has 8 labor categories)?	Key Personnel are identified in Attachment B Scope of Work. Not all labor categories are Key Personnel.
202	Attachment H - Offeror Response Worksheet	Item II, Technical Evaluation Criteria, Subitem 3. Criteria 3: Management Capability, A. Personnel, Item 2 Pg. 4	This section requires us to provide resumes for key personnel for each labor category. We strive to provide the best resources for each project/task order. However, we cannot guarantee that the key personnel we provide in our response will be available on approval of a Task Order. We can provide additional staff member(s) with similar expertise and experience but may not be proposing them as key personnel for this response. When awarded Task Order, are we required to fill the role with the key personnel we present in our response, or can we fill the role with a different staff member who has similar expertise and experience?	The solicitation does not ask for resumes for each Labor Category. Key Personnel are identified in Attachment B Scope of Work and Attachment I Labor Categories Price Worksheet.
203	Attachment H - Offeror Response Worksheet	Item II, Technical Evaluation Criteria, Subitem 3. Criteria 3: Management Capability, A. Personnel, Item 2 Pg. 4	This section requires us to provide resumes for key personnel for each labor category. If we have key personnel who are qualified for all levels of a labor category, for example, Award Category 1 PASS Acquisition Support Specialist III, III, and I, can we provide this key personnel's resume for all three levels?	The solicitation does not ask for resumes for each Labor Category. Key Personnel are identified in Attachment B Scope of Work and Attachment I Labor Categories Price Worksheet.

Ques. #	Document	Document Section	Vendor Questions	State's Response
204	Attachment H - Offeror Response Worksheet	Item II, Technical Evaluation Criteria, Subitem 3. Criteria 3: Management Capability, A. Personnel, Item 2 Pg. 4	How many key personnel resumes are required in each labor category?	The solicitation does not ask for resumes for each Labor Category. Key Personnel are identified in Attachment B Scope of Work and Attachment I Labor Categories Price Worksheet.
205	Attachment H - Offeror Response Worksheet	Offeror Response Worksheet	For Offerors responding to both PASS and IT RAC service categories, should Offerors submit two separate responses of Attachment H, or combine responses to both categories into one copy?	You may submit one Attachment H and highlight any necessary differences within the document.
206	Attachment H - Offeror Response Worksheet	Page No. 3 / Section No. 2.A.2	Please confirm that it is acceptable to disguise client identities when providing examples of work performed, given the confidential, deliberative, and/or ongoing nature of project work.	Yes, this is acceptable.
207	Attachment H - Offeror Response Worksheet	Page No. 3 / Section No. 2.A.2	Will the Lead State consider reducing the point allocation for Criteria 4: Sustainability (100 Points), as potentially less-relevant to the scope of this RFP, and allocate additional points to the core scope areas of Criteria 2 - Ability to Meet the Scope of Work, and Criteria 3 - Management Capability?	No.
208	Attachment H - Offeror Response Worksheet	general format	May we switch to a landscape orientation for certain sections of our response to present our information more concisely and easier to read?	Yes.
209	Attachment H - Offeror Response Worksheet	Page 1, I. Mandatory Minimum Requirements; Submission Requirements	Offerors are required to certify that they have submitted a complete Technical Proposal, please confirm that a completed Attachment H Worksheet serves as the full technical proposal. If not, please advise format for Technical Proposal, and clarify where offerors should upload a technical proposal on Ariba?	Attachment H is a portion of the technical proposal; however, other documents are required to be uploaded for that, including resumes for Key Personnel.

Ques. #	Document	Document Section	Vendor Questions	State's Response
210	Attachment H - Offeror Response Worksheet	Page 1, I. Mandatory Minimum Requirements; Submission Requirements	<p>Please clarify that the full cost proposal is just the submission of ATTACHMENT I: LABOR CATEGORIES PRICE WORKSHEET.</p> <p>Is there an additional cost proposal required?</p> <p>Is there a preferred format?</p> <p>Where should this be uploaded on Ariba?</p>	<p>Attachment I Labor Categories Price Worksheet is the cost proposal to be submitted. The document should be fully completed for each category the vendor is submitting for.</p> <p>This should be uploaded in the Sourcing Event (Ariba) under Section 5 Pricing Submittal, 5.1 Attachment I: Labor Categories Price Worksheet.</p>
211	Attachment H - Offeror Response Worksheet	Page 2, 1. Criteria 1; A. General Company Information; 3.	Work with various federal agencies has recently been terminated for convenience, causing massive losses to revenue. Please describe if/how growth will be evaluated by NASPO. Will offerors be penalized for this recent loss of revenue?	Please provide all information requested and any contextual information which would be helpful for the sourcing team. Vendors will be evaluated per Attachment C RFP Evaluation Plan with each sourcing team member providing an independent evaluation.
212	Attachment H - Offeror Response Worksheet	Page 2, 1. Criteria #1; A. General Company Information; 1a.	Please confirm offerors should provide their specific retention rate by client rather than the client's retention rate.	Offeror should provide their specific retention rates of their own clients.
213	Attachment H - Offeror Response Worksheet	Page 2, 1. Criteria #1; A. General Company Information; 1a.	<p>There are differing philosophies for calculating retention rate. Does that include option periods being exercised, recompetes being won?</p> <p>Do you exclude if the program is not recompeted?</p> <p>Is it a federal agency versus a project?</p> <p>Please provide NASPO's preferred formula for standardization across offers or consider removing this question.</p>	There is no preference, vendor should submit the information they feel best represents their company as it relates to the technical criteria.
214	Attachment H - Offeror Response Worksheet	Page 3, 2. Criteria 2; A. Demonstration of ability to meet scope of work	Please clarify how far back Projects examples should go. Should it be within the past 5 years?	Project examples do not have any limitations.
215	Attachment H - Offeror Response Worksheet	Page 3, Criteria 2; B. Service Assurance; Question 4.	Please define customer website capabilities as it is unclear with regards to this section service assurance.	What is the customers experience in working with/through/on vendors website.

Ques. #	Document	Document Section	Vendor Questions	State's Response
216	Attachment H - Offeror Response Worksheet	Page 3, Criteria 2; B. Service Assurance; Question 5 and 6	Please confirm that offerors can respond "N/A" to these questions if we do not sell items through purchase orders as we provide services rather than goods and that an offeror would not be penalized for that.	Yes.
217	Attachment H - Offeror Response Worksheet	Page 4, Criteria 3; A. Personnel; 1. Key Personnel	The labor categories in Attachment B only have Category 1 labor categories indicated as Key Personnel. Are any Category 2 labor categories considered Key Personnel?	See Addendum Section 2, Line 1. The document has been updated to reflect the Key Personnel in both PASS and IT RAC.
218	Attachment H - Offeror Response Worksheet	Page 4, Criteria 3; A. Personnel; 1. Key Personnel	Please confirm if resumes for Key Personnel should be added to the end of Attachment H or attached as a separate document. If a separate document, please advise where this should be uploaded in Ariba.	This information may be added onto Attachment H or submitted as a separate document. Resumes are only requested for Key Personnel. Ariba has a section for additional documents to be uploaded, as a Zip (for multiple documents).
219	Attachment H - Offeror Response Worksheet	Page 4, Criteria 3; A. Personnel; 3. Staff/Team Expertise, Experience and Qualifications; a.	In this section, offerors are asked to enumerate the staff who "will be used to fulfill the various needs that would be developed through this procurement". Is this referring to future potential work?  It is difficult for offerors to anticipate the staff who would be dedicated to future work and/or hired to fulfill specific efforts in the various states given that the quantity of work is unknown. Requesting removal of this question.	The question will not be removed. It is asking for staff that would fulfill needs currently, understanding that these individuals may change throughout the course of a contract, which is expected.
220	Attachment H - Offeror Response Worksheet	Page 4, Criteria 3; A. Personnel; 3. Staff/Team Expertise, Experience and Qualifications; a.	Is there a minimum number of staff members who should be described in this section? Is there a maximum? Should they be listed by name?	No. There is no minimum or maximum number of staff, please provide a brief staff overview for the team of individuals that will be fulfilling any requests at this time.
221	Attachment H - Offeror Response Worksheet	Page 5, Criteria 3; A. Management Plan; 5c.	Since this is a master agreement and the size of the projects are unknown, can this question be removed?	Yes, see Addendum 2 Modification # X as this is now removed. Offerors may leave PART II on Attachment M: HUB Supplemental Vendor Information blank if they do not offer goods.



Ques. #	Document	Document Section	Vendor Questions	State's Response
222	Attachment H - Offeror Response Worksheet	Criteria 2, B2	Can you specify if the question in Attachment H: Criteria 2, B2 ("What is your ordering process and methods of order submission, including any online system through which Purchasing Entities can place and track Orders?") refers to procurement activities under PASS and not tasks under IT RAC and/or a general task order management process?	If it wouldn't apply for IT RAC, please describe why in the response entered in Attachment H Offeror Response Worksheet.
223	Attachment H -	Offeror Response Worksheet	Are there attachments allowed to Attachment H? Example: personnel resumes, past experience.	Additional information may be added to Attachment H or uploaded as a separate document .iin a ZIP File in the Sourcing Event under Section 6 Offeror Response, Section 6.12 Additional Documents.
224	Attachment H - Offeror Response Worksheet	Pg. 3 Offeror Response Worksheet: Section 2.A.1 Ability to Meet the Scope of Work:	The RFP requests that "For each of the award categories ... provide examples of the work you have performed ..." This can get potentially long (which we do not mind but we want to be mindful of your evaluators). For each category, do you have a suggested number/range of examples you would like us to offer?	There is no set range or requirement for amount of projects requested to be submitted. The solicitation is leaving this open for vendor to submit information/jobs/projects that successfully identify that they have at a minimum, at least some experience in each subcategory. Please keep concise.
225	Attachment H - Offeror Response Worksheet	Pg. 3 Offeror Response Worksheet: Section 2.A.1 Ability to Meet the Scope of Work: Questions	Do you prefer that we include our examples (using the suggested table within your RFP) within the Offeror Response Workshop? Or if it gets lengthy, is it an option to attach it?	Either would be acceptable. If a separate document is to be attached, please indicate this in the corresponding section of Attachment H.  Additional Documents shall be uploaded in a ZIP File in the Sourcing Event under Section 6 Offeror Response, Section 6.12 Additional Documents.
226	Attachment H - Offeror Response Worksheet	Pg. 3 Offeror Response Worksheet: Section 2.A.1 Ability to Meet the Scope of Work:	For the examples that we offer in the table, can we include examples of our proposed subcontractors? And, if so, I assume we should identify the subcontractor (the table does not "prompt for this)?	See Addendum Section 2, Line 2. A column has been added for Subcontractor.

Ques. #	Document	Document Section	Vendor Questions	State's Response
227	Attachment H - Offeror Response Worksheet	Pg. 4 Offeror Response Worksheet: Section 3.A.2: Expertise of Key Personnel:	The RFP requests that we provide resumes of key personnel to include subcontractors. I am not clear what additional information you would like us to provide specific to our proposed subcontractors. In the previous process, we attached additional information, specific to each proposed subcontractor, that offered information/narrative on their qualifications/experience. Should we do the same for this process? Or is it only the resumes that you are requesting?	Resumes are only requested for Key Personnel identified in the solicitation. .
228	Attachment H - Offeror Response Worksheet	Technical Evaluation Criteria, Page 2:	a. Is there anything that precludes a Prime Contractor from using a Subcontractor to meet all the requirements of Category 2? b. If not, does the Prime Contractor designate the specific responses to the Technical Criteria #1 - #5 based upon the Subcontractor? For example, a response to Technical Criteria #1 (Company Information, (a) Client Retention Rate. For Category 1 (PASS) the answer would be X. For Category 2 (IT-RAC), are you asking for the Prime Contractor's client retention or do you specifically want to know the retention rate for the provider of the Category 2 (IT-RAC) client retention rate?	No. The question is asking for the Prime Contractor's client retention.
229	Attachment H - Offeror Response Worksheet	(page 3): Offeror Response Worksheet: Section 2.A.1 Ability to Meet the Scope of Work:	The RFP requests that "For each of the award categories ... provide examples of the work you have performed ..." This can get potentially long (which we do not mind but we want to be mindful of your evaluators). For each category, do you have a suggested number/range of examples you would like us to offer?	There is no set range or requirement for amount of projects requested to be submitted. The solicitation is leaving this open for vendor to submit information/jobs/projects that successfully identify that they have at a minimum, at least some experience in each subcategory.
230	Attachment H - Offeror Response Worksheet	(page 3): Offeror Response Worksheet: Section 2.A.1 Ability to Meet the Scope of Work:	Do you prefer that we include our examples (using the suggested table within your RFP) within the Offeror Response Workshop? Or if it gets lengthy, is it an option to attach it?	Either would work, if it is contained with the documents upon submission.

Ques. #	Document	Document Section	Vendor Questions	State's Response
231	Attachment H - Offeror Response Worksheet	(page 3): Offeror Response Worksheet: Section 2.A.1 Ability to Meet the Scope of Work:	For the examples that we offer in the table, can we include examples of our proposed subcontractors? And, if so, I assume we should identify the subcontractor (the table does not "prompt for this)?	See Addendum Section 2, Line 2. "subcontractor" added to table and yes, these examples may be added.
232	Attachment H - Offeror Response Worksheet	(page 4): Offeror Response Worksheet: Section 3.A.2:	<p>Expertise of Key Personnel: The RFP requests that we provide resumes of key personnel to include subcontractors. I am not clear what additional information you would like us to provide specific to our proposed subcontractors.</p> <p>In the previous process, we attached additional information, specific to each proposed subcontractor, that offered information/narrative on their qualifications/experience. Should we do the same for this process? Or is it only resumes that you are requesting?</p>	Resumes for Key Personnel identified in the solicitation. All other individuals, including subcontractors, a brief write up of their qualifications/experience would be requested for evaluation.

Ques. #	Document	Document Section	Vendor Questions	State's Response
233	Attachment H - Offeror Response Worksheet	Criteria #3, A – 2: Expertise of Key Personnel:	<p>a. For the request to “Identify what role each person would fulfill”, are you referring to the specific Labor Category they would serve in? Given we have dozens of team members, they may serve different roles on different projects, not to mention the various subcontractors’ personnel.</p> <p>b. When you request a “Record” for meeting timelines, are you requesting an accounting of the projects they have worked on and their on-time versus late achievements?</p> <p>c. For “accuracy of time estimates for projects”, given all team members are not involved in establishing price/LOE on projects, we want to ensure we are clear on what is being request for Key Personnel.</p> <p>d. Given the size of our team, we want to ensure we understand who you consider Key Personnel, as we’ll want to ensure we capture all this detailed information and present for all of them.</p> <p>e. What is the difference between “Key Personnel” who will be “performing any aspects of the contract” and “Staff/Team” who will be used to “fulfill various needs through this procurement”?</p>	<p>Key Personnel are identified within the solicitation as well as resumes being requested for Key Personnel. Key Personnel may fill more than one role, including expertise in subcategories as well as which labor rate positions (if in addition to the role identified as the Key Personnel).</p> <p>Record for meeting timelines should be information that provides support for meeting deadlines and time estimates for projects.</p>
234	Attachment H - Offeror Response Worksheet	Criteria 3-B – Management Plan (5):	When asking for the “different state government entities” that a contractor has worked for, are we to include those of only the Prime Contractor, or are we permitted to include experience of the subcontractors?	Include those of the Prime Contractor

Ques. #	Document	Document Section	Vendor Questions	State's Response
235	Attachment H - Offeror Response Worksheet	Criteria 4	The content in this section largely is not applicable to the virtual operation and area of business we serve in. If there are no "facilities" and most of the work is remote/virtual and/or on the client's site, we are concerned the allocation of 100 points is detrimental to those who have an extremely low or non-existent environmental impact, economic sustainability, etc. We respectfully request that this category be eliminated given the type of service or the points be reduced.	No. The technical criteria will remain as it is. Please enter the information requested.
236	Attachment H - Offeror Response Worksheet	Page 1, submission requirement #2	Can we certify that we can satisfy the Scope of Work in one or both Categories if we only provide services or qualify for some but not all of the subcategories outlined in attachment B?	No. An Offeror is required to have the capability to provide <u>all</u> services in either Category 1 PASS or Category 2 IT RAC. An Offeror may apply for only one of the two categories or both of the categories. .
237	Attachment H - Offeror Response Worksheet	Page 2, Criteria 1, Item A (General Company Information), Question 3	Do you want to know company growth in terms of revenue, employees, clientele, or all of the above?	Vendor will select how to best demonstrate the company's growth. The question is broad to allow the vendor the freedom to answer it how it feels is best.
238	Attachment H - Offeror Response Worksheet	Page 3 – Criteria 2, Item A, Question 1	If we are filling out the provided table with project examples, and they show qualification in multiple sub categories, would you like us to call out which ones specifically? Similarly, if it shows qualifications for both Categories 1 and 2, would you like it put twice, or to make note that it shows experience in both Categories?	Please call out the specific subcategories. Similarly, if it is applying for both PASS and IT RAC, please note it in your response.
239	Attachment H - Offeror Response Worksheet	Page 3 – Criteria 2, Item B, Question 4	can you please clarify what you mean by "customer website capabilities"	What is customers experience in working with/through/on vendors website.
240	Attachment H - Offeror Response Worksheet	Page 7 – Criteria 5, Item A, Question 1:	do you consider a State wide master service agreement a contracting cooperative, if it can be used by any state agency?	In this instance, the question is asking for experience working with contracting cooperatives wherein the cooperative can serve multiple States. If no experience can be illustrated, please list any relevant Statewide Master Service Agreement you feel would be comparable.

Ques. #	Document	Document Section	Vendor Questions	State's Response
241	Attachment H - Offeror Response Worksheet	2nd Paragraph, Pg 1	<p>Attachment H says: "RFP # DPC-1428523190-SA – Questions." There is not a clear placeholder for where bidders should enter their answers. Please clarify whether bidders may provide answers to the Attachment H questions in a separate document that includes all questions and bidders answers, formatted to facilitate a clear delineation between questions and answers. Or, are bidders expected to provide answers to Attachment H's questions directly in Attachment H?</p> <p>If Bidders are expected to provide answers directly in Attachment H, should bidders format their answers (such as a different color or font) in a way that clearly delineates between the RFP question and the bidder answer?</p>	<p>Vendors may place their answers directly in Attachment H Offeror Response Worksheet, or in a separate document in a ZIP File and uploaded to the Sourcing Event under Section 6 Offeror Response, Section 6.12 Additional Documents.</p> <p>Attachment H is provided for ease of use in responding to the technical criteria/questions. There is no preferred format/font for responding to the questions.</p>
242	Attachment H - Offeror Response Worksheet	Pg. I, I	<p>Excerpt: "Offeror MUST select which categories they are seeking an award in."</p> <p>Question: Can the State clarify whether separate technical narratives are required for each category if applying for both, or should the responses cover both categories within a single unified response?</p>	See Attachment H Offeror Response Worksheet for more information.
243	Attachment H - Offeror Response Worksheet	Pg. 3, 2.A.1	<p>Excerpt: "Examples may need to include multiple projects/task orders..."</p> <p>Question: Should the contractor simply complete the Table listed in this section? Question: Is there a preferred number of project examples or a page limit for each example provided under Criteria 2?</p>	There is no preferred number of projects if the vendor demonstrates some experience in each of the subcategories. The table may be expanded or projects added in a separate document in a ZIP File and uploaded to the Sourcing Event under Section 6 Offeror Response, Section 6.12 Additional Documents. .
244	Attachment H - Offeror Response Worksheet	Pg. 3; 2.B.4; Questions	<p>Excerpt: "What are your customer website capabilities?"</p> <p>Question: Can the State clarify what features they expect to be addressed under "website capabilities"? For example, is this related to ordering portals, tracking, self-service dashboards, etc.?</p>	What is the customers experience in in working with/through/on vendors website. The question is broad enough to allow the vendor to supply the information best demonstrates the website capabilities.

Ques. #	Document	Document Section	Vendor Questions	State's Response
245	Attachment H - Offeror Response Worksheet	Pg. 5; B.5.C Questions	<p>Excerpt: "How many staff members typically are assigned to work on a single project of this type?"</p> <p>Question: Can the State provide examples or context for the size and complexity of "a single project" to help Offerors align staffing levels appropriately?</p>	There is no known volume of work expected or known at this time. There is no guarantee of use and any discussion of staff/resource allocation would happen when a Purchasing Entity is looking to utilize the contract.
246	Attachment H - Offeror Response Worksheet	Pg. 5-6; B.7	<p>Excerpt: "Describe your plan to gain a working knowledge of a government entity's General Terms and Conditions."</p> <p>Question: Will the State provide Offerors access to documentation for each Participating Entity's procurement laws, or must Offerors conduct their own research for each potential jurisdiction?</p>	All State procurement codes/rules are available on their State website and available for public inspection. Additionally, each State's procurement department's profile is accessible at <a href="https://www.naspo.org/states/">https://www.naspo.org/states/</a>
247	Attachment H - Offeror Response Worksheet	Pg. 6; 4.D.1; Questions	<p>Excerpt: "Has the Offeror developed new sustainable practices...?"</p> <p>Question: Can the State provide guidance on how responses will be scored for the Sustainability section (e.g., is there a preference for certain certifications or quantifiable metrics)?</p>	Guidance is not provided on this question. Each vendor will answer the question in their own way and what they feel is the best response to give them an opportunity to earn more points.
248	Attachment H - Offeror Response Worksheet	Criteria 3	Does the state only want resumes for our identified Key Personnel?	Yes
249	Attachment H - Offeror Response Worksheet	Criteria 3	Does the State want a brief write-up for staff personnel or a full resume?	Brief write up for staff and resumes for Key Personnel.
250	Attachment H: Criteria 3, A1&2 Questions	Criteria 3, A1&2	There are only two roles listed as "Key Personnel" in attachment B. Please confirm what is defined as key personnel for resumes.	If it wouldn't apply for IT RAC, please describe why in the response entered in Attachment H Offeror Response Worksheet.
251	Attachment H - Offeror Response Worksheet	Criteria 4: Sustainability	Can the State please provide the relevance for including these criteria in a services/consulting bid, and specifically why are they included in this bid where these criteria have never been required in past solicitations for this service?	The technical criteria have been approved by the sourcing team, NASPO, and the Lead State of North Carolina.

Ques. #	Document	Document Section	Vendor Questions	State's Response
252	Attachment H - Offeror Response Worksheet	Criteria 4: Sustainability	Can the State provide insight into how Criteria 4 will be evaluated consistently across all vendor firms? Is there a particular framework the State is seeking to apply to its evaluation that will gauge performance equitably across small businesses with remote workforces and larger firms with substantial infrastructures?	The technical criteria have been approved by the sourcing team, NASPO, and the Lead State of North Carolina. The evaluations will be conducted as laid out in Attachment C RFP Evaluation Plan.
253	Attachment H Offeror Response Worksheet	Offeror Response Worksheet	Can the table in Attachment H (suggested to illustrate relevant performance) be altered to include additional columns?	See Addendum Section 2, Line 2. A column for Subcontractor has been added. No additional columns may be added, however, you may add additional rows/lines as stated in the document.
254	Attachment I -	Labor Categories Price Worksheet	<p>Could the Government provide additional clarification on the scoring-based evaluation approach, particularly regarding how total costs are assessed within each category?</p> <p>Our understanding is that, following the technical evaluation, the lowest-cost offeror advancing to cost evaluation will receive the maximum available points, with all other offerors scored relative to that cost. Specifically for the IT RAC category, how will cost scoring be handled if a firm is proposing services only and does not maintain standard license/subscription pricing for which a discount or maximum annual percentage increase could be evaluated?</p>	<p>Please refer to Attachment C, RFP Evaluation Plan and Attachment H Offeror Response Worksheet. Evaluation is evaluating offerors, ability to meet the points as indicated in Attachment C. Evaluation Plan. We will not be evaluating based on lowest cost.</p> <p>Attachment I Labor Categories Price Worksheet is the standard cost model for access to these types of research databases that are being sought under IT Research, Advisory, and Consulting services.</p>
255	Attachment I -	Labor Categories Price Worksheet	The "1 - PASS" and "2 - IT RAC" sheets are protected, which prohibit offerors from populating Row 8. Would the Government issue a revised template with a correction?	See Addendum, Section 2, Line 3. The sheet should not be protected and able to be edited and uploaded. New document added with cells unlocked.
256	Attachment I -	Labor Categories Price Worksheet	Would the Government permit offerors to submit a brief pricing narrative to explain their pricing approach and the basis for the proposed hourly rates for the contract labor categories?	You may submit that IN ADDITION to Attachment I Labor Categories Price Sheet. However, Attachment I should be completely filled out and NOT modified in any way.
257	Attachment I -	Labor Categories Price Worksheet	Could you please provide the anticipated year-on-year rate increase percentage for services and confirm if there is a maximum percentage that the increase will not exceed?	Please review Attachment I - Labor Categories Price Worksheet for information on submitting cost.



Ques. #	Document	Document Section	Vendor Questions	State's Response
258	Attachment I -	Labor Categories Price Worksheet	Please let us know if resumes are requested only for the key personnel or all the labor categories?	Resumes only required for Key Personnel listed.
259	Attachment I -	Labor Categories Price Worksheet	Please let us know if we can use the same references for both the categories?	Yes
260	Attachment I -	Labor Categories Price Worksheet	<p>We would like to submit the following two questions for consideration: The IT RAC Cost component is comprised of four sections including "Discount off License/Subscription Rates" and "Maximum Annual Percentage Increase request on Subscription Rates".</p> <p>o If the offeror does not provide services in the form of licensing and subscriptions these criteria are not applicable. How should the offeror respond to these two sections in the Cost proposal.</p> <p>o If the offeror does not provide services in the form of licensing and subscriptions, will they not be eligible to receive any cost points for these two sections?</p>	This is the standard cost model for access to these types of research databases that are being sought under IT Research, Advisory, and Consulting services.
261	Attachment I -	Labor Categories Price Worksheet	Attachment I (Labor Categories Price Worksheet) indicates that the Maximum Annual Percentage Increase Request for PASS be entered in the cell labeled as such (cell G8); however, we are unable to enter information into cell G8, and received the error message that the sheet is protected. What do you want us to do so that we can adequately complete this attachment?	See Addendum Section 2, Line 3. Attachment I Labor Categories Price Worksheet has been updated and made editable. The cells to complete should no longer be protected.
262	Attachment I -	Labor Categories Price Worksheet	Where are vendors to include our credentials and interest in providing Value Add services?	You may submit this information as part of Attachment H or in a separate document in a ZIP File and uploaded to the Sourcing Event under Section 6 Offeror Response, Section 6.12 Additional Documents providing details confirming you can provide these services.

Ques. #	Document	Document Section	Vendor Questions	State's Response
263	Attachment I -	Labor Categories Price Worksheet	Regarding the PASS portion of Attachment I (Labor Categories Price Worksheet)-- If we expect to use the labor categories already identified in the PASS portion of our Attachment I, do we need to add other labor categories for Value Add services or make some other notation?	No
264	Attachment I -	Labor Categories Price Worksheet	Regarding Attachment 00, Section F, page 6: "Answers will be given via the Hawaii State eProcurement System (HlePRO) site as noted in Section III GENERAL INFORMATION AND INSTRUCTIONS, D. Important Dates." I have noticed "Hawaii" mentioned in some of the solicitation documentation and attachments. Whenever this happens, should we assume that "North Carolina" is meant instead of "Hawaii"?	Please ensure you download the documents from the North Carolina eVP website. Attachment 00 RFP Overview in the solicitation does not contain reference to the language cited.
265	Attachment I - Labor Categories Price Worksheet	Labor Categories Price Worksheet	Attachment H, Offeror Response Worksheet, Section II. Technical Evaluation Criteria: Other than the questions/items containing language similar to "If you are seeking an award in both categories, are there unique differences in your company experience, skill, and qualifications for each category that you would like to highlight?" If so, how exactly do you want vendors to separate information in a single question to distinguish between our response related to PASS versus our response related to ITRAC?	If a response would be the same for both categories, please simply state this. The question is meant to provide an opportunity for a vendor to highlight specific items that apply to only one of the categories. Vendors may choose how they would like to highlight this in their submission.
266	Attachment I -	Labor Categories Price Worksheet	General: If responding to both categories (PASS and ITRAC), is there an expectation that a separate technical response (i.e., Attachment H) be submitted for each category? If not, should both applicable responses for PASS and ITRAC be addressed in the same document?	If a response would be the same for both categories, please simply state this. Vendors may choose how they would like to highlight this in their submission and may do so for both in Attachment H.
267	Attachment I -	Labor Categories Price Worksheet	Should PASS and ITRAC be included in the same table or would you prefer separate tables for each of the two categories?	Created separate tables for each category. Document will be uploaded.
268	Attachment I -	Labor Categories Price Worksheet	If we respond and seek award to both the PASS and ITRAC work, will we be awarded one if our response is not adequate for the other?	Evaluation and award will be per Attachment C RFP Evaluation Plan.

Ques. #	Document	Document Section	Vendor Questions	State's Response
269	Attachment I -	Labor Categories Price Worksheet	Attachment H (page 1 of 7, Submission Requirements) indicates we need to submit a cover letter as one of the required documents; and the Request for Proposal, (page 10 of 12, B. Required Submission, item 1) also indicates that a Cover Letter must be submitted with our proposal. It also indicates we need to submit Attachment H which appears to include the same required information as the cover letter. Is a separate vendor-created cover letter required in addition to all of the attachments?	Yes.
270	Attachment I -	Labor Categories Price Worksheet	If a separate vendor-created cover letter is required, is it to be included as a part of the submission files (attachments) or as part of the "additional documents?"	The Cover Letter is to be uploaded under Section 6 Offeror Response within the Sourcing Event.
271	Attachment I -	Labor Categories Price Worksheet	What is the historical workload for the IT RAC portion of this work (number of licenses, number of subscriptions, type of research requested, number of research-related calls per day/week/month etc. )?	There is no available information for this. It varies on a case-by-case basis upon the needs of Purchasing Entities.
272	Attachment I -	Labor Categories Price Worksheet	Can you please provide historical workload data to answer the following five questions? If this data is not available at the IDIQ level, can they be answered at the order level?: 1. Regarding ITRAC (Attachment 02— Scope of work, Category 2) What about hardware and infrastructure, i.e. Cisco Networks, and cybersecurity for a new offsite locations or temp locations? 2. General question: Is there a requirement for the client to be onsite? 3. Regarding ITRAC (Attachment 02— Scope of work, Category 2): What about training regarding IT services? Is it always virtual? 4. General question: Do the nearshore or Offshore SMEs need to be specified? 5. General question: Is there a requirement for after-hours support at any time in the future.	Depends. The intent for this solicitation is for Consulting Services, not IT Services.
273	Attachment I -	Labor Categories Price Worksheet	Would you consider breaking up scope #2 to have the subscription be its own section in order to increase competition and vendor pools?	No.

Ques. #	Document	Document Section	Vendor Questions	State's Response
274	Attachment I -	Labor Categories Price Worksheet	Can a firm be awarded only in one category even if it applies for both?	Yes.
275	Attachment I -	Labor Categories Price Worksheet	For Participating Entities that currently have an active Participating Addendum under the existing NASPO ValuePoint portfolio, will those agreements be required to be re-executed under the new Master Agreement resulting from this RFP, or will any be eligible for grandfathering or automatic continuation under the new contract?	New Participating Addendums (PA) will need to be signed by any Participating Entity seeking to use the new portfolio. How a Participating Entity selects which supplier to sign a PA with would be determined by the Participating Entity.
276	Attachment I -	Labor Categories Price Worksheet	In the pricing worksheet under the 'IT RAC' tab, there do not appear to be designated spaces for itemizing license prices by license type. Additionally, could you confirm whether the government has expressed interest in including optional add-ons—such as event tickets and training certification—as separately purchasable items?	No specific use is guaranteed under this contract. Attachment I Labor Categories Price Worksheet The pricing worksheet is not asking for itemized prices by license type. Please complete the pricing worksheet with the information requested.
277	Attachment I -	Labor Categories Price Worksheet	Will the government consider revisions to the labor category definitions?	No.

Ques. #	Document	Document Section	Vendor Questions	State's Response
278	Attachment I -	Labor Categories Price Worksheet  Section 5, Subsection 3 (page 5)	Section 5, Subsection 3 of Attachment B: Statement of Work states, "The task order(s) document must include but not be limited to: a breakdown of labor categories and hours. If requested, resumes of personnel assigned to the task order". Offerors will be required to submit fixed price bids for task orders issued off of the PASS contract. Since proposals will be fixed price, can Offerors provide just a total, firm fixed price and not include a breakdown of hours by labor category?	<p>"Task Orders would be done at an order level by a Purchasing Entity. When a Task Order is created in the future, the breakdown of the costs for the labor rates will need to be tied to the costs at the Master Agreement level. Vendor should complete all labor rate categories.</p> <p>See Addendum Section 2, Line 3. A new document with cells no longer protected has been uploaded.</p> <p>The labor rates for IT RAC would apply to any type of IT consulting services sought under the award category. The Labor Categories Worksheet is meant to account for both any consulting rates as well as license/subscription rates. IT Consulting is not covered under Category 1. The labor rates for IT RAC would apply to any type of IT consulting services sought under award Category 2, IT RAC. The Labor Categories Worksheet is meant to account for both any consulting rates as well as license/subscription rates.</p> <p>There has been a big push for specific IT Consulting within the framework of the current IT Research &amp; Advisory Services, this inclusion within this category is seeking to capture that.</p>
279	Attachment I -	Labor Categories Price Worksheet	In both Sheet "1 - PASS" and Sheet "2 - IT RAC" of Attachment I: Labor Categories Worksheet, the green boxes in row 8 for Sections 2, 3 and 4 cannot be completed because these cells are protected. Please provide a revised version of Attachment I: Labor Categories Worksheet with these cells unprotected so that Offerors are able to enter a value within each cell, as instructed.	See Addendum Section 2, Line 3. The revised document with unprotected cells has been uploaded to Sourcing Event.

Ques. #	Document	Document Section	Vendor Questions	State's Response						
280	Attachment I -	Labor Categories Price Worksheet	<p>Sheet "2 - IT RAC" of Attachment I: Labor Categories Worksheet instructs Offerors to provide: (1) hourly pricing per labor category, (2) maximum annual percentage increase request on labor rates, (3) discount off license/subscription rates and (4) maximum annual percentage increase request on subscription rates. As it pertains to Research and Advisory Subscription/License rates, there is currently no area designated in Attachment I for Offerors to provide a complete listing of their subscription/license products and rates.</p> <p>Please confirm that it is NC's expectation that Offerors provide their Research and Advisory Subscriptions/Licenses' rates within a secondary pricing document.</p> <p>If it is not, NC will need to amend Attachment I to include a new sheet (or provide a different document) that is specifically for Research and Advisory Subscription Licenses, as these products are delivered via firm fixed-rate annually priced subscriptions (i.e., the labor categories and labor rates in Sections 1 and 2 are not applicable to Research and Advisory Subscription Licenses). Please advise.</p>	<p>Discount off of License/Subscription rates shall be provided in applicable section with Attachment I.</p> <table><tr><th colspan="2">SECTION 3</th></tr><tr><th colspan="2">DISCOUNT OFF LICENSE/SUBSCRIPTION RATES</th></tr><tr><td>Percentage Discount Offered on Subscription/Licenses</td><td></td></tr></table> <p>.</p> <p>The labor rates for IT RAC would apply to any type of IT consulting services sought under the award category. The Labor Categories Worksheet is meant to account for both any consulting rates as well as license/subscription rates.</p>	SECTION 3		DISCOUNT OFF LICENSE/SUBSCRIPTION RATES		Percentage Discount Offered on Subscription/Licenses	
SECTION 3										
DISCOUNT OFF LICENSE/SUBSCRIPTION RATES										
Percentage Discount Offered on Subscription/Licenses										

Ques. #	Document	Document Section	Vendor Questions	State's Response
281	Attachment I - Labor Categories Price Worksheet	Attachment I: Labor Categories Worksheet; Attachment A: Scope of Work (pages 21; 36-38)	<p>This Offeror respectfully suggests that NC consider amending Category 2. IT RAC to include only IT Research and Advisory Subscriptions. Page 21 of Attachment A: Scope of Work describes requirements for IT RAC. These requirements can be met through Research and Advisory Subscription Licenses, which are commercial off the shelf (COTS) products offered through a firm fixed-rate annual subscription model. However, the defined labor categories for IT RAC on pages 36-38 of Attachment A apply only to Consulting Services (they do not apply to Research and Advisory Subscription Licenses). Considering Consulting Services are part of Category 1. PASS, will NC please consider amending the RFP so that Category 2. is for IT Research and Advisory Subscriptions (rather than IT Research and Advisory Subscriptions and Consulting Services)? This change would be more consistent with the existing NASPO Master Agreement for IT Research &amp; Advisory Services, and we believe it would benefit purchasing entities to have a clearer distinction between Category 1 (Services) and Category 2 (Subscriptions). If NC is amenable to this change:</p> <p>A.) Pages 36-38 of Attachment A: Scope of Work are not applicable to Research and Advisory Subscriptions. Please delete or move under Category 1. PASS.</p> <p>B.) Sheet "2 – IT RAC" of Attachment I will need to be amended to remove the labor categories and labor rates (i.e., Section 1 and Section 2), because these do not apply. Alternatively, we request that NC create a new pricing document for Category 2. IT Research and Advisory Subscriptions or allow Offerors to submit their own pricing table.</p>	IT Consulting is not covered under Category 1. The labor rates for IT RAC would apply to any type of IT consulting services sought under award Category 2, IT RAC. The Labor Categories Worksheet is meant to account for both any consulting rates as well as license/subscription rates.

Ques. #	Document	Document Section	Vendor Questions	State's Response
282	Attachment I -	Labor Categories Price Worksheet	Are resumes required only for Key Personnel or also for support staff? Is there a maximum number of resumes or page limit for the entire submission?	Yes. Resumes are only requested for Key Personnel. All other information may be summarized under a team-based approach. There are two (2) Key Personnel identified in PASS and one (1) identified in IT RAC.
283	Attachment I - Labor Categories Price Worksheet	Category 2	Are Offerors expected to propose staff for all eight IT RAC labor categories listed, or is it acceptable to propose only those roles relevant to the services being offered?	Yes, all labor rate categories in award category should be complete. For all eight (8) labor categories listed, whether it may be completed it be as the Prime Contractor, or via a subcontractor.
284	Attachment I - Labor Categories Price Worksheet	Category 2	Can the State confirm whether professional certifications (e.g., AWS, CISSP) listed as "Preferred Qualifications" are mandatory for compliance, or whether equivalent experience may be accepted?	Equivalent experience may be acceptable with supporting documentation/justification.
285	Attachment I -	Labor Categories Price Worksheet	Please note that cell G8 (Annual Percentage Increase) is locked.	Updated document with cells not protected.
286	Attachment I -	Labor Categories Price Worksheet	Can we add a tab to the sheet for our current products and pricing, or are you looking for a standard discount against our commercial rate as per tab 2 (IT RAC)- section 3 Discount off License/subscription rates?	Yes. You may add a tab, however, at a minimum, each cell would need to be completed with a category to be marked as complete. The cost sheet for that category should NOT be altered.
287	Attachment I -	Labor Categories Price Worksheet	We update our products with a new portfolio each year to meet the changing tech landscape. May we add an appendix annually as it becomes available each year.	This would be done following the process to update the contract described in Attachment D Sample Master Agreement.
288	Attachment I -	Labor Categories Price Worksheet	Row 8 in the spreadsheets for both PASS and IT RAC is protected so we are unable to enter data into section 2 (PASS) & sections 2-4 (IT RAC) Tabs.	See Addendum Section 2, Line 3. Updated document with cells not protected.
289	Attachment I -	Labor Categories Price Worksheet	What is the typical duration of a project or task order within each category? This will influence labor costs and project management expenses.	The State is unable to determine this information, as each Participating Entity manages for their own projects.
290	Attachment I -	Labor Categories Price Worksheet	What is the mix of on-site vs. off-site work expected for each role? On-site work may incur higher travel and living expenses.	The State is unable to determine this information, as each Participating Entity manages for their own projects.  Travel Costs would be handled on a case-by-case basis and negotiated within a State's PA and any applicable travel policies in place, e.g. a State's per diem travel rates.



Ques. #	Document	Document Section	Vendor Questions	State's Response
291	Attachment I -	Labor Categories Price Worksheet	What are the required levels of expertise and certifications for each role within each category? Higher expertise and specialized certifications will command higher rates.	Levels of expertise for each labor category are listed within Attachment B Scope of Work.
292	Attachment I -	Labor Categories Price Worksheet	What are the typical deliverables or outputs expected for each role? This will help determine the effort and time required for each role	Expected deliverables for each category are listed within Attachment B Scope of Work
293	Attachment I -	Labor Categories Price Worksheet	What level of involvement is required for each role in areas like solicitation development, contract negotiation, and vendor performance evaluation	The State is unable to determine this information, as each Participating Entity manages for their own projects. This would be discussed at the time a Purchasing Entity is looking to utilize the contract and the nature of the Purchasing Entities needs.
294	Attachment I -	Labor Categories Price Worksheet	What is the expected complexity of IT projects or inquiries that each role will handle? This will influence the required skill level and corresponding rates	The State is unable to determine this information, as each Participating Entity manages for their own projects.
295	Attachment I -	Labor Categories Price Worksheet	For the IT Consulting pricing, if an offeror does not have a tool with 1,000+ research articles, could an offeror only propose labor category pricing and still be acceptable?	No. A vendor will need to be able to provide all services listed for IT RAC and complete all the cost information requested for IT RAC.
296	Attachment I -	Labor Categories Price Worksheet	How many vendors are estimated to receive an award?	No set number of awards described. For award the award methodology, see Attachment C RFP Evaluation Plan.
297	Attachment I -	Labor Categories Price Worksheet	Are there any set-asides or evaluation preferences/points for small businesses, socioeconomic status', etc.?	No.
298	Attachment I -	Labor Categories Price Worksheet	Are resumes required for all key personnel?	For all Key Personnel designated in the solicitation.
299	Attachment I -	Labor Categories Price Worksheet	Are there any preferences on response page count and respective formatting of the documents?	There are no preferences on page count or document formatting. Only need to submit three (3) references total, regardless of responding to Category 1 and/or Category 2.
300	Attachment I -	Labor Categories Price Worksheet	How should bidders demonstrate qualification and obtain the maximum number of points; do bidders need to demonstrate capabilities for all subcategories as well as value added components?	Vendors should respond to the evaluation criteria with the information they feel best demonstrates their experience/quality for that criteria.

Ques. #	Document	Document Section	Vendor Questions	State's Response
301	Attachment I -	Labor Categories Price Worksheet	Are there designated key personnel labor categories for IT-RAC?	See Addendum Section 2, Line 1. Yes, document updated to show Key Personnel.
302	Attachment I -	Labor Categories Price Worksheet	Are we to assume that the Value-Added Service categories for PASS should be considered to follow the same approach for hourly rates in the Labor Categories? Section 1 on the PASS Cost Sections refers to "The PASS Labor Categories (16) shown in this solicitation for both PASS and" so it appears that reference is missing?	Sentence has been updated and corrected. New document uploaded.
303	Attachment I -	Labor Categories Price Worksheet	26. Page 36, Attachment B, Scope of Work IT Research, Advisory and Consulting Labor Categories, Project Manager, states "...with a high school diploma or G.E.D." Why does this Labor Category list a GED equivalent and some do not? Procurement Expertise is often experience based, as there has been a limited higher education focus on supply chain management. Please confirm a work equivalency for all education levels.	Those items are listed as "preferred" and not as a must have.
304	Attachment I -	Labor Categories Price Worksheet	Supplier Involvement: Will suppliers be providing resources for these projects, or will the entire project be executed solely by the one company team and its partners?	The State is unable to determine question. Awarded vendors will be expected to provide services to Purchasing Entities. Any specific resources would be discussed at a later date, however, additional resources does not include laptops or any other good.
305	Attachment I -	Labor Categories Price Worksheet	Project Oversight: Who will be responsible for overseeing and ensuring the successful completion of the project	Vendor is to designate would be responsible for project oversight at this time. Additionally, any additional project oversight would be determined on a case by case-by-case basis when a Purchasing Entity is seeking to utilize the contract.
306	Attachment I -	Labor Categories Price Worksheet	How will the success of the project be measured? Are there specific KPIs or benchmarks?	This would be discussed with a Purchasing Entity that is looking to hire a Contractor to create a Task Order.
307	Attachment I -	Labor Categories Price Worksheet	What are the key deadlines, and are there any critical dependencies that might impact the timeline?	All deadlines are listed in the solicitation.

Ques. #	Document	Document Section	Vendor Questions	State's Response
308	Attachment I - Labor Categories Price Worksheet	1-PASS	Can Offerors add labor categories that are not pre-populated in the list (e.g., positions unique to our service delivery), as long as the format and structure of the worksheet are not changed?	No. Do not adjust the Labor Categories Price worksheet as this is used for evaluation and awarding purposes. Complete the required boxes.  You may add additional cost information on another tab, document, , however, the Labor Categories Price Worksheet needs to be completed.
309	Attachment I - Labor Categories Price Worksheet	1-PASS	Question: Given the project covers multiple states, can the State please provide clarification on pricing as each location's cost differs?	There is no defined project at this time currently. This would be the rates you would provide, regardless of region.
310	Attachment I - Labor Categories Price Worksheet	2-IT RAC	Question: Can the State confirm whether the labor rates submitted under PASS and IT RAC will be evaluated independently, or if pricing from one category may influence award in the other?	See Overview in Attachment I Labor Categories Price Worksheet and Attachment C RFP Evaluation Plan for a description on how cost will be scored.
311	Attachment I -	Labor Categories Price Worksheet	Question: Will proposals be deemed non-responsive if the Offeror only submits pricing for one category (e.g., PASS only), leaving the other worksheet blank?	No. You may submit for either PASS, IT RAC, or both.
312	Attachment I -	Labor Categories Price Worksheet	I was wondering if NC developed a standard financial proposal form for this RFP that vendors are supposed to use to submit their pricing?	See Attachment I Labor Categories Price Sheet.
313	Attachment I -	Labor Categories Price Worksheet	Is there an anticipated volume of task orders for each category or spend per year for each participating state?	See Attachment E Participation Information
314	Attachment I -	Labor Categories Price Worksheet	Must all labor categories within the service category be bid upon?	Yes
315	Attachment J - Claim of Business Confidentiality	Pg. 1;	Question: If an Offeror is not claiming any part of the proposal as confidential, is it acceptable to submit the form with only the top checkbox selected and signature completed, or must the full table also be submitted blank?	Attachment J, Claim of Business Confidentiality, informs the vendor what actions to take if it is not claiming any part of the submission as confidential.

Ques. #	Document	Document Section	Vendor Questions	State's Response
316	Attachment J - Claim of Business Confidentiality	Pg. 1;	Excerpt: "Offeror may not mark pricing or Offeror's entire proposal as confidential..." Question: If individual labor rates in Attachment I are derived from proprietary pricing models or commercial rate cards, can an Offeror claim the rate calculation methodology (but not the rates themselves) as confidential?	The Labor Categories Price Sheet is only asking for the hourly rate at this time currently.
317	Attachment K -	eVP Registration	Regarding Attachment K: Is the "Vendor VP #" requested on Attachment K eVP registration document the same as the 7-digit "Customer #" found on the eVP site's Company Information page?	Yes. The 7-digit Number provided to you by eVP is your Customer ID/Number.
318	Attachment K -	eVP Registration	We are not based in North Carolina and are registered as a vendor in the eVA system. Do we need to register our business as a foreign entity to respond to this RFP?	The State is unable to determine the question.  The State of NC utilizes eVP. If you are not registered with the NC eVP System, you must. If you are not registered to do business in the State of NC, you must register with the Secretary of State.
319	Attachment L -	North Carolina Execution Page	Attachment L, NC Proposal Certification contains a reference to "Instruction to Vendors", which can be accessed from the Ariba Sourcing Tool. But no file titled, "Instruction to Vendors", was provided as part of the solicitation documents within the Ariba listing for this solicitation. Can you please provide a link to this file?	NC Instructions to Vendors are located within Attachment A RFP Terms and Conditions
320	Attachment L - North Carolina Execution Page	Pg. 1; Questions	Question: Can the State confirm whether a digital signature is acceptable for submission via the Ariba Sourcing Tool, or must the form be physically signed and scanned?	Yes. An authorized digital signature is acceptable.
321	Attachment L - North Carolina Execution Page	Pg. 2	Question: Can the Offeror include assumptions or clarifications with its signed execution page to conditionally qualify acceptance of certain terms, or would that invalidate the proposal?	Please refer to Attachment 00 RFP Overview, Section II, G.

Ques. #	Document	Document Section	Vendor Questions	State's Response
322	Attachment M - HUB Supplemental Vendor Info	HUB Supplemental Vendor Info	Our firm often hires small, minority-owned, and women-owned businesses to serve as subcontractors on client engagements. Because we engage our subcontractor partners based on the specific needs of each client and engagement, would it be acceptable to include a sample representative list of current subcontractor partners on this form, with the understanding that we might need to engage additional subcontractors depending on the specific qualifications required for each project resulting from this contract? Or is the list of subcontractors we include on this form binding (e.g., we will be unable to engage subcontractors not listed on this form for any resulting work under this contract)?	Not all subcontractors need to be listed at the time of submission, only the ones that you have access to now and which may be utilized at this time, or that are providing at least 50% of the work under the Master Agreement (see Attachment G). A Master Agreement holder (primary contractor) would be able to adjust its subcontractors during the administration of the contract as the primary contractor is responsible for overseeing any subcontractors work in the performance of this contract.
323	Attachment M - HUB Supplemental Vendor Info	Part II	Does Attachment M Part II (Goods) apply to the RFP?	No, this is a service agreement.
324	Attachment M - HUB Supplemental Vendor Info	Part II	If Attachment M Part II (Goods) does apply to the RFP but does not apply to our firm, how are we to indicate that on the attachment?	Select No.
325	Attachment M - HUB Supplemental Vendor Info	PART II: PROCUREMENT OF GOODS - SUPPLIERS	Please confirm that offerors should respond "No" if they do not procure goods at all.	If offeror does not procure goods, then select "No".
326	Attachment M - HUB Supplemental Vendor Info	Pg. 2 Part III Procurement of Services - Subcontractors:	The table asks for "Percent of total bid price." Since we are not submitting a total price, per se (we are submitting hourly rates), how do we fill out this column? (Since work is unknown under this contract, we do not know how to predict a subcontractor's "percent of total bid price.")	Mark as unknown at this time.
327	Attachment M - HUB Supplemental Vendor Info	Pg 2	Part III Procurement of Services - Subcontractors: The table asks for "Percent of total bid price." Since we are not submitting a total price, per se (we are submitting hourly rates), how do we fill out this column? (Since work is unknown under this contract, we do not know how to predict a subcontractor's "percent of total bid price.")	Mark as unknown at this time.

Ques. #	Document	Document Section	Vendor Questions	State's Response
328	Attachment N -	Customer Reference Form	If we are bidding for both the categories, Do we need to submit ATTACHMENT N: CUSTOMER REFERENCE TEMPLATE separately for each category	No, Only need to submit three (3) references total, regardless of responding to one or both categories.
329	Attachment N -	Customer Reference Form	Attachment N: Customer Reference Template, are we to submit 3 customer references for PASS and another 3 customer references for IT RAC?	No, Only need to submit three (3) references total, regardless of responding to one or both categories.
330	Attachment N -	Customer Reference Form	Attachment N instructions state, "Vendor shall use this template to submit three (3) customer references with its offer."  For Offerors responding for both PASS and IT RAC service categories, are Offerors to submit three references per service category (e.g., three references for Category 1. PASS and three references for Category 2. IT RAC)?	No, Only need to submit three (3) references total, regardless of responding to one or both categories
331	Attachment N -	Customer Reference Form	Document: Attachment N, Customer Reference Form Question: Are bidders required to submit 3 references per task (3 for PASS and 3 for IT RAC), or 3 references total?	No, Only need to submit three (3) references total, regardless of responding to one or both categories
332	Attachment N -	Customer Reference Form	Please confirm that the 3 required customer references are across both categories? There is no need to create 3 references for each category.	No, Only need to submit three (3) references total, regardless of responding to one or both categories
333	Attachment N -	Customer Reference Form	Can customer references include references from Subcontractors? Or are the 3 references required specifically for the Prime Contractor? May the references exceed the 3 requested to include references for both the Prime Contractor and Subcontractor(s)?	References for the Prime Contractor. Only need to submit three (3) references total, regardless of responding to one or both categories
334	Attachment N - Customer Reference Form	Pg. 1;	Excerpt: "Explanation of contract, service agreement, or type of products and quantity provided to the organization" Question: Is there a preferred level of detail or word limit for the explanation section? Question: Can Offerors attach supplemental documentation (e.g., past performance reports) to support each reference?	There is no specific 'level of detail' or word limit required. Offerors should ensure their proposals are complete and concise, following the guidance in the solicitation documents.

Ques. #	Document	Document Section	Vendor Questions	State's Response
335	Attachment N - Customer Reference Form	Pg. 1;	<p>The response sections under "Explanation of Contract, Service Agreement..." are restricted by fixed fonts and formatting. This structure significantly limits the vendor's ability to provide a detailed response. The current format does not support text wrapping, and in its present layout, vendors can only input approximately 50 characters before the font becomes unreadably small.</p> <p>Question: Can the State revise the response sections to address this formatting issue and allow for more comprehensive responses?</p>	Vendors may submit additional pages, clearly labeled with the appropriate document title, to support this as needed.
336	Attachment O -	Location of Workers	For filling the Form "LOCATION OF WORKERS UTILIZED BY VENDOR", Please let us know if the agency is looking for particular locations for fulfilling the scope of work.	No particular locations; just need to know which locations
337	Attachment O - Location of Workers	Location of Workers	Please confirm this form only requires offerors to enumerate the location of personnel who will support the NASPO Master Agreement rather than future work.	Respondents should address any known or likely locations where work may be performed outside the U.S., if applicable. If specific locations cannot be determined at this time, respondents should explain why the location is unknown and describe the factors that will influence where work is ultimately performed if awarded an engagement.
338	Attachment O -	Location of Workers	Our team (including our subs) is large. Do you want us to list the home state of all team members and subs? Our services are often provided virtually, and the home state is where the work is potentially performed.	Offerors are only required to list the locations that are outside of the U.S that work under the contract/MA is performed.
339	Attachment O -	Location of Workers	Given this contract may result in work outside of the US, however, that will not be known until such time as a potential engagement is awarded, how should respondents answer the question about work performed outside the US and specifically how and where that work will be performed?	Respondents should address any known or likely locations where work may be performed outside the U.S., if applicable. If specific locations cannot be determined at this time, respondents should explain why the location is unknown and describe the factors that will influence where work is ultimately performed if awarded an engagement.

Ques. #	Document	Document Section	Vendor Questions	State's Response
340	Attachment O -	Location of Workers	Where within the United States will work be performed." Our team (including our subs) is large. Do you want us to list the home state of all team members and subs? Our services are often provided virtually, and the home state is where the work is potentially performed.	Offerors are only required to list the locations that are outside of the U.S that work under the contract/MA is performed.
341	Exhibits - State Terms	Exhibit 7: NC Terms and conditions / Section 16 General Indemnity	Will the Lead State consider mutual indemnification terms, to be agreed upon at a later time?	Any requested modifications requested to the Master Agreement should be submitted per Attachment A RFP Terms and Conditions. The State reserves the right to negotiate terms and conditions prior to award.
342	Exhibits - State Terms	Exhibit 7: NC Terms and conditions / Section 16 General Indemnity	Will the Lead State consider the addition of limitation of liability terms, as is commonly applied in similar contracts (e.g., liability limited to the underlying contract value)?	Any requested modifications requested to the Master Agreement should be submitted per Attachment A RFP Terms and Conditions. The State reserves the right to negotiate terms and conditions prior to award.

**ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME**

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**VENDOR SIGNATURE**

Vendor Name:	
Authorized Signature:	
Name & Title:	
Date:	