



## **SOLCITATION ADDENDUM**

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Issuing Agency:	Department of Administration – State Property Office
Solicitation Number:	13-DOA1275192343
Solicitation Description:	Real Property Portfolio Solution and Reservation Software
Solicitation Opening Date and Time:	October 8, 2025 @ 2:00PM
Addendum Number:	1
Addendum Date:	September 10, 2025
Purchasing Agent:	Meredith Swartz

### **FAILURE TO RETURN THIS ADDENDUM MAY SUBJECT YOUR RESPONSE TO REJECTION.**

Check **ONLY ONE** of the following options and return one properly executed copy of this Addendum prior to the Solicitation opening time and date.

- A response was submitted prior to this Addendum. An updated response has been submitted to address the changes resulting from this Addendum.
- A response was submitted prior to this Addendum. **NO CHANGES have resulted** from this Addendum.
- A response was **not** submitted prior to this Addendum. **ANY CHANGES resulting** from this Addendum are included in our response.

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

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Authorized Signature

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Date

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Printed Name

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Title

1. The Solicitation is hereby modified as follows:

Modification #	Solicitation Section	Updated Solicitation Language
1	ATTACHMENT G: LOCATION OF WORKERS UTILIZED BY VENDOR	<p><b>For Security purposes, the State is requesting that all scope in this solicitation be sourced in the US or its territories.</b></p> <p>Notwithstanding the statement above, in order to comply with N.C.G.S. §143B-1361(b), the Vendor must detail in its offer, the manner in which it is proposing to utilize resources or workers located outside the U.S. The State of North Carolina will evaluate the additional risks, costs, and other factors associated with such utilization prior to making an award for any such Vendor’s offer. The Vendor shall provide the following for any offer or actual utilization or contract performance:</p> <ul style="list-style-type: none"> <li>A) The location of work performed under a state contract by the Vendor, any subcontractors, employees, or other persons performing the contract and whether any of this work will be performed outside the United States.</li> <li>B) The corporate structure and location of corporate employees and activities of the Vendors, its affiliates or any other subcontractors.</li> <li>C) Notice of the relocation of the Vendor, employees of the Vendor, subcontractors of the Vendor, or other persons performing Services under a state contract outside of the United States.</li> <li>D) Any Vendor or subcontractor providing call or contact center Services to the State of North Carolina shall disclose to inbound callers the location from which the call or contact center Services are being provided.</li> </ul> <p><b>Vendor to complete:</b></p> <p>Will any work under this contract be performed outside the United States or its territories?</p> <p>_____ YES      _____ NO</p>

2. The following are questions received about the Solicitation and the State’s response to those questions:

Question #	Document Section	Vendor Question	State’s Response
1	SECTION 3.4 BUSINESS AND TECHNICAL REQUIREMENTS  3.4.1 GENERAL REQUIREMENTS	<p>Several sub-sections within 3.4.1 are labeled incorrectly due to an error in numbering/lettering. There are two "c" sub-sections; and the numerical numbering is inconsistent.</p> <p>Sub-section 3.4.3 has an error in numbering as well. There is no sub-section "a".</p> <p>Will these errors be corrected with an Addendum, so that we can properly address these items in our response with each corresponding section letter &amp; number?</p>	<p>See number section corrects below. These sections now read as:            3.4.1.1 Real Property Solution</p> <p>c.Asset Maintenance and Operations:            4.1. Tracking of maintenance schedules, work orders, and maintenance history.            5-2. Condition assessment management and reporting.            6-3. Space management and allocation features.            e-Z. Reporting and Analytics:            1. Pre-built and customizable reports on various aspects of the real property portfolio.            2. Dashboard visualizations to provide real-time insights into key performance indicators (KPIs).            3. Ad-hoc reporting capabilities to analyze data and generate custom reports.            4. Data export functionality in various formats (e.g., CSV, Excel, PDF).</p> <p>3.4.3 GIS            b-a. The Vendor must provide GIS REST endpoint(s) and assist the State Property Office staff in recreating/replicating the applications on the State Property Office’s current SB747 Hub site <a href="https://sb747-ncdoa.hub.arcgis.com">https://sb747-ncdoa.hub.arcgis.com</a>            e-b. The Vendor must provide GIS REST endpoint(s) and recreate/replicate the State Property Office’s current external search application:</p>
2		Does the state wish the solution to be completely based on Esri products?	Esri products should be the core solution but additional software that provides complementary functionality that extends Esri’s capabilities is acceptable.

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3		Is there an allocated budget for this project?	The State is looking for a solution that meets the requirements as listed in the RFP and conforms best the specifications needed to meet the objectives of this project. There is not a definitive budget for this project at this time, however cost will be a factor in the evaluation of award per the RFP.
4		Does DoA desire to make it the vendor's responsibility to coordinate and collaborate with NC Government Data Analytics Center (GDAC) to provide any required data, metadata, or similar for data governance purposes?	No
5		It is understood that there are approximately 28 that are leveraging the existing business processes and the staff's responsibilities within the system? Does DoA see the number of internal users significantly changing in the next 3-5 years?	<p>The RFP does <b>not explicitly state</b> whether the number of internal users is expected to significantly increase over the next 3–5 years. However, given the State's emphasis on:</p> <ul style="list-style-type: none"> <li>• Expanding GIS integration,</li> <li>• Enhancing data exchange with other agencies (e.g., State Construction, Department of Insurance),</li> <li>• And offering optional workspace reservation functionality,</li> </ul> <p>It is reasonable to anticipate <b>moderate growth</b> in user base, especially as more agencies adopt or interact with the platform.</p> <p>Vendors are encouraged to propose solutions that are <b>scalable</b> and can accommodate future growth in both internal and external users without significant reconfiguration or cost escalation.</p>
6		Does the existing internal solution utilize the NC Identity Management Service, or does it have its own security model?	Yes, uses NCID.
7		To confirm what is stated in the RFP, the existing physical data schema for the current solution is located at: <a href="#">LINK</a>	Yes, but there are approximately 38 supporting pick lists (internal libraries) which are not visible through the link.

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8		It is understood that the State Property Office currently creates a unique file number and the associated placeholder geometry using Cartegraph OMS. (3.4.4.a p.11). Is the unique file number a business-driven unique ID, or is it tied to the existing solution (system generated for internal software support purposes)?	<p>It is a business-driven unique ID.</p> <p>Vendors should treat the unique file number as a <b>business-critical identifier</b> that must be preserved and supported in the new system. The new solution should:</p> <ul style="list-style-type: none"> <li>• Allow for the creation and management of these identifiers.</li> <li>• Maintain their association with spatial data (geometry).</li> <li>• Support integration with GIS and other systems that rely on this ID.</li> </ul>
9		Flexible and customizable data structure: does this mean the ability to add/remove fields from an admin interface inside the application? (If this data is linked directly from ArcGIS systems there may need to be coordination with the GIS team to update the service)	No, the state wants the autonomy to have the vendor add/customize the data structure (add or remove additional fields).
10		Workflows: how complex are they? What types of special functionality do they need?	Workflows are not complex. Most workflows consist of adding an asset or disposition record including the geometry to the database.
11		Is there a list of all not allowed technology or the inverse, a list of allowed technology?	Solutions must meet the security protocols as listed in the RFP. Vendor's VRAR, architecture diagrams, and other technology associated with the proposed solution will be evaluated.
12		What types of features are expected for space management and allocation?	Department, Division, Square footage, Date and time stamped attributes are expected. Geometry features is nice to have but not a requirement.
13		What types of GIS exports are expected? (shapefiles only?)	shapefile, CSV, or GeoJSON
14		What type of functionality is expected on imported GIS data? Is it expected to be available to all users?	Functionality – editing, enforce business rules (quality control), spatial analysis, visualization. Yes, it is expected to be available to all users once it is published.
15		Would GIS data in an enterprise database need to be Esri versioned?	Yes, unless another comparable data management (custom solution) has been developed by the vendor.

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Question #	Document Section	Vendor Question	State's Response
16		Do all users come through NCID? Does the role data come from NCID or does there need to be user administration for setting user's roles?	All users come through NCID to update the attributes in Cartegraph FMS (InVision). Final geometry updates are created through ArcGIS Pro connection to ArcGIS Online. There will have to be user administration for setting the user's role at the application level.
17		What state agencies will participate in this project and what roles will the different agencies have?	Department of Administration-State Property Office (product owner), Department of Information Technology (Project Manager, Security Review, NCID implementation), Department of Administration-State Construction Office (Application Intergration stakeholder), Department of Insurance (Application Integration stakeholder)
18		Do you expect this to be a product offering (COTS), or can it be a solution that we build specifically for the District's requirements?	(Real Property Portfolio Solution) Custom application built according to the requirements.
19		Who is the incumbent vendor currently supporting the Cartegraph OMS/FMS implementation?	Patrick Engineering Inc. (RINA)
20		Will the incumbent vendor be allowed to participate in this RFP?	Yes, the incumbent vendor is eligible to participate in this RFP. There are no restrictions in the solicitation that prohibit the incumbent from submitting a proposal. All vendors, including the incumbent, will be evaluated equally based on the criteria outlined in the RFP.
21		Can you describe the pain points & challenges it is facing with the current Cartegraph OMS/FMS (OpenGov) system?	Cartegraph OMS's limited digitizing capabilities. FMS has limited search/filter data functionality.
22		What business processes or workflows in the current solution are most inefficient or time-consuming that DOA would like the new system to improve?	Creating assets, search capabilities, Assigning closed file numbers.
23		Do you expect the vendor to perform data cleansing and validation, or will DOA resources assist?	Yes, the vendor is expected to perform cleansing and validation but DOA staff will assist in the process.
24		Does DOA require migration of historical/archived data, or only active assets and leases?	Yes, DOA does require migration of historical/archived data.
25		How critical is the workspace reservation software component to the overall procurement? Will a vendor be penalized if its reservation module is less mature than its real property solution?	The workspace reservation software is not considered a critical component of the Real Property Solution but a complementary solution. No, the vendor will not be penalized for a less mature reservation module.

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26		Which calendar/email platforms must the reservation system integrate with (e.g., Microsoft Outlook/Exchange, Google Workspace)?	Microsoft Outlook/Exchange
27		Will DOA require integration with enterprise BI platforms such as Power BI or Tableau?	No, the State does not require integration with enterprise BI platforms such as Power BI or Tableau as part of this RFP. While robust reporting and dashboard capabilities are required within the proposed solution, integration with external BI tools is not a mandatory requirement. However, vendors may highlight such capabilities as value-added features if available.
28		How many users do you have? Please provide the internal and external users who utilize this system.	For the Real Property Portfolio Solution (28 internal, 40 +/- external (other state agencies, legislative staff, general public (run queries and reports)))
29		What hosting provider is currently being used for the State Property Office's real property portfolio system, and will the awarded vendor be expected to continue with this provider or propose and manage a new hosting environment?	The current real property portfolio system is hosted by the incumbent vendor in <b>Amazon Web Services (AWS)</b> . However, the awarded vendor will be expected to propose and manage a new hosting environment as part of their solution. The State requires a cloud-based solution that complies with all applicable security, availability, and data classification standards outlined in the RFP. Vendors should include details about their proposed hosting model, including infrastructure, security certifications, and data residency, in their response.
30		What is your preferred hosting service provider (AWS or Azure)?	The State does <b>not have a preference</b> for a specific cloud hosting provider. Vendors are free to propose a hosting environment that best meets the requirements outlined in the RFP, including compliance with the State's security, availability, and data classification standards. Whether your solution is hosted on <b>AWS, Azure, or another compliant cloud platform</b> , it will be evaluated based on how well it aligns with the State's technical, security, and operational needs.
31		Do you have any preference in terms of front/backend technologies to develop a system?	For the Real Property Portfolio Solution : ArcGIS and complementary technologies.

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32		<p>Will DOA give preference to vendors who already have FedRAMP/SOC 2 Type II/ISO 27001 certifications at the time of proposal submission, versus those who will achieve certification within 365 days?</p>	<p>As outlined in <b>Section 3.2.2</b> of the RFP, the State of North Carolina encourages vendors to submit a current independent third-party security assessment report—such as <b>FedRAMP, SOC 2 Type II, ISO 27001, or HITRUST</b>—at the time of proposal submission. These certifications are considered <b>preferred</b> and demonstrate immediate compliance with the State's security standards for handling Medium Risk (Restricted) or High Risk (Highly Restricted) data.</p> <p>However, vendors who do not currently hold one of the preferred certifications may still be considered for award if they:</p> <ul style="list-style-type: none"> <li>• Submit an alternative assessment (e.g., SOC 2 Type I) with an explanation, and</li> <li>• Commit to obtaining one of the preferred certifications <b>within 365 days</b> of the contract's effective date.</li> </ul> <p>This certification requirement is a <b>material condition</b> of the contract. While the RFP does not explicitly state that preference will be given to vendors with existing certifications, proposals are evaluated based on how well they conform to the specifications, including compliance with security standards (see <b>Section 5.2 – Evaluation Criteria</b>). Therefore, vendors with current certifications may be viewed more favorably during evaluation due to reduced implementation risk and faster time to compliance.</p> <p>We encourage all vendors to clearly state their current certification status and, if applicable, provide a timeline and plan for achieving the required certification within the 365-day window.</p>

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33		Is it mandatory to submit the FedRAMP/SOC 2 Type II/ISO 27001 certifications at the time of the proposal, or can it be submitted at the time of award?	<p>Yes, it is mandatory at the time of proposal submission.</p> <p>However, if a vendor does not currently hold one of these preferred certifications, they may:</p> <ul style="list-style-type: none"> <li>• Submit an alternative assessment (e.g., SOC 2 Type I) with an explanation, and</li> <li>• Commit to obtaining one of the preferred certifications within 365 days of the contract's effective date.</li> </ul> <p>This 12-month certification timeline is a material requirement of the contract. Vendors who cannot meet this requirement may be deemed non-compliant.</p>
34		Who are the primary stakeholders collaborating with the vendor, and what are their roles?	See question 17
35		Beyond Esri ArcGIS, are there other GIS tools or datasets that must integrate with the new solution?	Yes, see RFP 3.4.4 Data Exchange c and d.
36		For the purpose of integrating the solution with other tools and software, can we assume that the DOA provides an API for Integrations?	Yes

37		What are the expectations and timeline for ongoing support and maintenance after the system is implemented?	<h2>Core Expectations</h2> <h3>1. Issue Resolution</h3> <ul style="list-style-type: none"><li>• Timely fixes for bugs, crashes, and errors.</li><li>• Clear escalation paths for critical problems.</li><li>• Transparent communication about resolution timelines.</li></ul> <h3>2. Regular Updates &amp; Maintenance</h3> <ul style="list-style-type: none"><li>• Security patches to protect against vulnerabilities.</li><li>• Performance optimizations to keep systems running smoothly.</li><li>• Compatibility updates for new hardware or operating systems.</li></ul> <h3>3. User Assistance</h3> <ul style="list-style-type: none"><li>• Help desk or live chat support for troubleshooting.</li><li>• Documentation and training resources for self-service.</li><li>• Responsive customer service that understands user needs.</li></ul> <h3>4. Proactive Monitoring</h3> <ul style="list-style-type: none"><li>• Early detection of potential issues before they affect users.</li><li>• Preventive maintenance to reduce downtime.</li><li>• System health checks and performance audits.</li></ul> <h3>5. Adaptability &amp; Scalability</h3> <ul style="list-style-type: none"><li>• Support for evolving business needs and user demands.</li></ul>
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			<p><b>6. Security &amp; Compliance</b></p> <ul style="list-style-type: none"> <li>• Regular audits and updates to meet industry standards.</li> <li>• Data protection and privacy safeguards.</li> <li>• Secure handling of user credentials and sensitive information.</li> </ul> <p><b>Timeline-</b> Support Monday through Friday 8:00 am – 5:30 pm (EST)</p> <p>Timeline for Support:</p> <p><b>Implementation Completion:</b> The solution must be fully implemented by <b>December 1, 2026</b>, at which point monthly service fees begin.</p> <p><b>Support Duration:</b> Ongoing support and maintenance are expected for <b>five years</b>, starting from the implementation date.</p>
38		Do you have an estimated project start date and desired go-live date? Please mention in months.	Estimated Project Start Date = Mar/Apr 2026 Estimated Project Go-Live Date = Nov 2026
39		Do you expect the vendor to perform any tasks on-site, or can all work be performed remotely?	Vendors may propose a primarily remote delivery model but should: <ul style="list-style-type: none"> <li>• Indicate willingness to attend key meetings or perform tasks on-site if requested.</li> <li>• Include any assumptions or limitations regarding travel in their proposal.</li> <li>• Ensure that remote collaboration tools and communication plans are clearly defined.</li> </ul>
40		Do you accept off-shore resources?	For Security purposes, the State is requesting that all scope in the solicitation be sourced in the US or its territories.  Please refer modification #1 of this addendum.
41		What is the approved budget or range allocated for this project?	See Question 3

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42		Per Section 3.4.1.1 (1c) Asset Maintenance and Operations, can you describe the specific real property assets for which work history is actively being maintained?	Track/maintain history on all assets. Specifically for Building Assets – track square footage changes (history) and pull in FCAP (Facility Condition) cost from the State Construction database. No work orders are maintained in the system. Land, Buildings, Structures, Leases which are disposed of are kept as an archived record. Office/Warehouse leases – previous leases are maintained.
43		Section 7.16 includes AI Terms and Conditions, and Attachments I and J require vendors to disclose AI usage, but Section 3.5.4 lists AI querying capabilities as "optional." Can you clarify the State's expectations regarding AI functionality in the solution?	AI is an optional capability. The State is open to leveraging AI in improving its software solutions capabilities where feasible. One possible solution would be in adding a query function (for internal or external use) if viable (cost etc.).
44		Do you have a set of criteria for the items in Section 3.3.5 Disaster Recovery and Business Continuity?	<p>The State does not provide a separate scoring rubric or checklist for Section 3.3.5 Disaster Recovery and Business Continuity.</p> <p>However, vendors are expected to address each of the listed subcomponents in detail as part of their proposal. These include:</p> <ul style="list-style-type: none"> <li>• Disaster recovery processes and protocols</li> <li>• Platform availability during emergencies</li> <li>• System failover, data backup, and real-time synchronization</li> <li>• SLAs for uptime, including RTO and RPO metrics</li> <li>• Backup plan capabilities</li> <li>• Disaster recovery testing frequency and procedures</li> <li>• Business continuity planning and incident response support</li> </ul> <p>Proposals should demonstrate how the solution meets or exceeds these expectations, and responses will be evaluated based on how well they align with the State's criticality requirements for this "Statewide Critical" application</p>
45		Section 3.5.1.1 (6.d) mentions "canned reports" that need to be replicated in the new system. Will the State provide examples or templates of these reports to ensure accurate replication?	Yes

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46		The RFP mentions that the State prefers a cloud-based solution which would replicate the existing system using Esri's software suite. Is the use of Esri's software suite mandatory for all application requirements, or would the State consider alternative platforms that can't be achieved solely through Esri?	See Question 2 Esri products should be the core solution but additional software that provides complementary functionality that extends Esri's capabilities is acceptable. The use of Esri's software suite is not mandatory for all application requirements.
47		Per Section 3.5.1.1. Business and Technical Specifications, The State currently has twenty-eight (28) users. How many end-users do you anticipate submitting work requests and/or reserving rooms?	The Real Property Portfolio Solution currently has 28 users.  The number of end-users reserving rooms is unknown.
48	General Requirements:	Is the State seeking strictly a Commercial Off-the-Shelf (COTS) solution? Which certifications (SOC 2 Type II, FedRAMP, ISO 27001, etc.) are mandatory at submission, and which may be provided within 12 months of award?	The Real Property Portfolio Solution must be a customized solution to meet business need. A cybersecurity review with applicable certification is required during evaluation and before award. A VRAR is mandatory as part of the submission.
49	Minimum Qualification:	Are there any minimum qualifications required to bid on this RFP?	Vendor must meet the requirement listed under 3.4 of the RFP
50	Evaluation Criteria:	Please confirm how the evaluation criteria are weighted.	A trade-off/ranking method of source selection will be utilized in this procurement to allow the State to award this RFP to the Vendor providing the Best Value and recognizing that Best Value may result in award other than the lowest price or highest technically qualified offer. The evaluation team will review each offer noting strengths and weaknesses in the criteria listed in 5.2 of the RFP to document the award. This procurement does not have a weighted point scale or percentage attached to the criteria.
51	Cost	Should vendors propose separate pricing for the Real Property Solution and the Reservation Software even if they share the same platform?	Yes. If the Vendors solution includes the reservation software in the same platform, Vendor shall include any additional pricing for licensing or fees that are associated to the reservation system.
52	Subcontractor:	Are subcontractors allowed for this project?	See ATTACHMENT B: DEPARTMENT OF INFORMATION TECHNOLOGY TERMS AND CONDITIONS #4 SUBCONTRACTING:
53	Proposal submission:	Do offerors need to submit the actual product along with the proposal?	The name of the product(s) being used and the underlying technologies.
54	3.4 Business and Technical Requirements 3.4.1.1	Should Space Management capabilities include move management (move request intake, approvals, space planning, move execution, and reporting)?	Yes

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55	3.5 Business and Technical Specifications 3.5.1.1	What is the volume of data for conversion for the following data set: 1. Asset master data records 2. Room & Floor records 3. Historical / in-flight work orders / service requests 4. Historical / in-flight reservation requests 5. Historical lease records	46 +/- GB geodatabase for all records, 24 GB for attachments  There is no data for reservation request.
56	3.5 Business and Technical Specifications 3.5.1.1	How many active users for each following areas are expected to be using the new system? 1. Self-service users (service request, reservation request, move request, work orders, etc.) 2. Operation users (lease administration, space planner, portfolio manager, service technician, service manager, asset management, etc.) 3. Power users (reports/metrics and approvals) 4. System administration users (workflow configuration, custom field configuration, report setup/maintenance, portal setup/maintenance, etc.)	<b><u>Real Property Portfolio Solution</u></b>  1. 40 self-service ( public facing customers) 2. 28 operation users 3. 8 Power users 4. 2 system administration users
57	3.4 Business and Technical Requirements 3.4.2	How many CAD drawings are in scope for conversion?	Approximately 17 (CAD drawings) floors.  3.4.2 refers to any document, drawing, or CAD drawing associated with an asset. There is no CAD conversion expected in the data migration. All data must remain in its native format i.e. Adobe PDF, .DWG etc.
58	3.5 Business and Technical Specifications 3.5.1.2	Should Reservation Management capabilities include wayfinding/indoor map functionality?	Not required
59	3.5 Business and Technical Specifications 3.5.1.2	Is NCDOA currently equipped with sensors/IoT devices that are required to integrate with the new systems to track usage of space?	No
60	3.4 Business and Technical Requirements 3.4.1.1	Is NCDOA currently equipped with sensors / IoT devices that are required to integrate with the new systems to track asset conditions as part of condition assessment?	No

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Question #	Document Section	Vendor Question	State's Response
61	3.4 Business and Technical Requirements 3.4.1.1	Should the system derive chargeback from assignment records (seat/space, cost center), apply shared-space rules specific to NCDOA's policy and generate monthly proration to post to Financial system?	No
62	3.4 Business and Technical Requirements 3.4.1.1	How many leases (asset leases and real estate leases) are expected to be managed on the new systems? And is 'Lease Accounting' in scope?	Currently – 1,260 +/- office/warehouse leases, 1,287 +/- land leases. Yes, Lease Accounting is in the scope. Lease Accounting meaning – managing lease agreements, terms, renewals, options, critical dates. Rent tracking but not payment tracking.
63	3.5 Business and Technical Specifications 3.5.1.2	Does the State use room reservation panels, and if so, how many are anticipated to be connected to the reservation system?	None in use, considering for future expansion.
64	3.5 Business and Technical Specifications 3.5.1.1	Can NCDOA provide a brief description of the following reports: 1. Inside-Outside Report 2. Complex County Summary	<ol style="list-style-type: none"> <li>1. Inside-Outside Report: shows the lease cost, changes, trends inside and outside (statewide) of Wake County.</li> <li>2. A summary of the property (complex) by county. Example – A break down of all the property owned or leased by NCSU within a contiguous area.</li> </ol>
65	3.4 Business and Technical Requirements 3.4.3	Beyond geocoding data points, which specific data elements does the State expect to exchange bi-directionally between ArcGIS and the new system?	All of the attributes and geometry (points, lines, polygons) associated with the property and the attributes associated with the property.
66	3.5.1.2	<p>The RFP does not specifically call it out but is NC DoA interested in space management functionality for space assignments and scenario planning and potentially move management? With the reservations scope assumption that floor plans are needed to be maintained and system understanding of available desks and conference rooms for booking, will space data be fed for reservations to be enabled or do you want the functionality enabled within the delivered solution?</p> <p>Does the state anticipate leveraging a real time AutoCAD or plugin in order to deliver reservation functionality within the delivered solution?</p>	<p>Yes, NC DoA is interested in space management functionality for space assignments and scenario planning and potentially move management.</p> <p>Functionality enabled within the delivered solution.</p>

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67	3.4.1.1	What financial system is currently in place for the NC DoA that would be critical in the payment management as part of requirement b.3. Lease Management?	N/A - The State Property Office does not make or track lease payments, just the cost associated with the lease.
68	3.5.1.1	Is the NC DoA looking for identity authentication via SSO?	Yes
69	3.5.2.2	We assume that spatial information, if not associated with geometry, is associated to CAD drawings (per 3.4.2). What standard are CAD drawings polylined to today (e.g. BOMA, IFMA), and what is their quality?	<p>There is currently no enforced policy standard for the CAD drawings. The quality of the CAD drawings are good. But some of them will need to be updated due to changes (walls, cubicle locations etc.)</p> <p>3.4.2 Data and Data Conversion refers to documents, CAD drawings etc (building or surveys) associated with an asset. These attachments are associated with a specific asset. When the attachments are transferred to a new solution DoA expects the association with the asset is maintained.</p>
70	3.4.1.1 c	It is noted that there will only be 28 users of the system, and maintenance/work orders is in scope. Is the intent to have NC DoA staff create work orders and technicians manage them in the system, or simply use the system as a repository?	<p><b><u>Real Property Portfolio Solution</u></b></p> <p>No work orders are maintained in the system. The system only tracks FCAP (Facility Condition) cost which is pulled from the State Construction database.</p>
71	3.5.2	Does the NC DoA have any internal change management resources, or would they like the selected vendor to provide full change management services?	Not required.
72	4.2	Contract award is currently slated for 4/1/2026, with implementation completed by 12/1/2026. What is the driving factor of this go-live timeline? If more than 8 months to implement is required, is the go-live date able to be pushed?	The tentative date listed in the RFP allow time to complete procurement process and a successful implementation.

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73	3.5.2	Is all training expected to be on site, regardless of modality, or is the NC DoA open to a hybrid training model (part remote, part on site)?	<p>The North Carolina Department of Administration (DoA) is open to a <b>hybrid training model</b> that includes both onsite and remote components. While the RFP requests vendors to describe their onsite training approach—including train-the-trainer models and differentiated training for administrative/technical and agency users—it does not mandate that all training be conducted in person.</p> <p>Vendors are encouraged to propose the most effective and accessible training delivery method, provided it meets the State's functional, operational, and accessibility requirements.</p>
74		Does DoA have a complete and standardized data set of property information of all 12,000 buildings? How often is this data set updated? When was this data last updated?	Not complete, but standardized. The building data is updated almost every workday. Most of the changes are new buildings.
75	3.5.1.2	How many employees will require access to reserve space through the system? Will this include state employees from different departments or divisions requiring access? Will there be any external reservation requests or users?	This will include state employees from different departments and agencies. Some may be considered external. The current reservation form is accessible to anyone is state government and does not require license to reserve. Current state employees are 77,000 but we cannot provide a number how many will be using the reservation system.
76		Has the State created a requirements matrix to outlined stack ranked functional needs? If so, would the State please share this requirements document?	No
77	3.4.1	GIS Integration item 3: "Spatial Analysis Capabilities" can the state expand on this functional request for "spatial analysis"? Can the state provide some use cases for what they are looking for spatial analysis?	Combine multiple property data layers in one view ( state owned land, conservation easements, state wide parcel layer ) to identify potential problems when acquiring an adjacent property.
78	3.5.1.1.10	Does the state envision the awarded vendor to provide ArcGIS managed support services for maintaining the States' ArcGIS database? Or will the State leverage existing in-house resources to maintain the ArcGIS database?	The vendor will be expected to provide support for the ArcGIS database. The State does have an enterprise license agreement with ESRI which can be leveraged to assist.
79	3.5.1.1	Does the State intend to have the desired property management solution as system of record OR does the State intend to maintain this data within the existing Esri database?	The property management solution is the system of record.

Question #	Document Section	Vendor Question	State's Response
80	6.2.9	Does the state intend to award directly from bid response, or will the state follow the anticipated procurement schedule that identifies "Negotiations with Finalist" and "BAFO Deadline" stages?	The timeline is a tentative timeline that includes those stages on an as needed basis.
81	3.4.1	Will the State provide further details around business and technical requirements through a requirements matrix?	<p>The State does <b>not provide a separate requirements matrix</b> beyond what is outlined in <b>Section 3.4 (Business and Technical Requirements)</b> and <b>Section 3.5 (Business and Technical Specifications)</b> of the RFP. These sections serve as the authoritative source for all functional and non-functional requirements.</p> <p>Vendors are expected to:</p> <ul style="list-style-type: none"> <li>• Address each requirement and specification directly in their proposal.</li> <li>• Clearly explain how their solution meets or exceeds each item listed.</li> <li>• Use the structure and numbering provided in the RFP to organize their responses for clarity and alignment.</li> </ul> <p>If a vendor wishes to submit a self-created requirements matrix as part of their response to improve clarity, they are welcome to do so, but it must be cross-referenced to the RFP's original structure.</p>
82	3.5.1.1.5	Would the State please provide further information regarding the desired system integrations points and level of integration between desired systems?	<p>The Real Property Portfolio Solution pulls specific fields from The State Construction's Application (Interscope). The State Construction Application Intergration stakeholder for the application (the applications system manger) will be available to assist with the system integration. The State Construction's Application pulls data exposed through DoA's basic ArcGIS rest service endpoint.</p> <p>The Department of Insurance application pulls data from DoA's ArcGIS rest service endpoint also. The Department of Insurance has their own application system specialist to test the system integration.</p>

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83	6.2.9	Would the State accept language referencing "Negotiations with Finalist" stage as acceptable language for intent to further discussion with the State to understand functional requirements as they impact service delivery expectations and timeline?	<p>No.</p> <p>Per section 6.2.9 of the RFP: Vendor offers will be deemed non-responsive by the State and will be rejected without further consideration or evaluation if statements such as the following are included:</p> <ul style="list-style-type: none"> <li>• "This offer does not constitute a binding offer",</li> <li>• "This offer will be valid only if this offer is selected as a finalist or in the competitive range",</li> <li>• "The Vendor does not commit or bind itself to any terms and conditions by this submission",</li> <li>• "This document and all associated documents are non-binding and shall be used for discussion purposes only",</li> <li>• "This offer will not be binding on either party until incorporated in a definitive agreement signed by authorized representatives of both parties", or</li> <li>• A statement of similar intent</li> </ul>
84	4.2	Deliverable-Based Payments: Could you provide more detail on what constitutes "acceptance of one or more Deliverables"? Specifically: What is the formal acceptance process and timeline?	The vendor should provide a detailed timeline which will be evaluated (3.5.2.1 g). Based upon the awarded vendor's timeline, the completion of deliverables, approval of invoices will be submitted through DOA Fiscal as acceptance.
85	4.2	Are there predefined deliverable milestones, or should we propose our own?	Please refer 3.5.2.1 g section of the RFP.

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86	4.2	What documentation is required for deliverable acceptance?	<p>The documentation required for deliverable acceptance is not prescribed as a fixed list in the RFP. However, vendors are expected to provide documentation that clearly demonstrates that each deliverable meets the functional and performance specifications outlined in the RFP.</p> <p>As stated in Section <b>3.5.1.12(c)</b>, vendors should describe the documentation that verifies a deliverable (or the solution) meets the required specifications. This includes:</p> <ul style="list-style-type: none"> <li>• The purpose of the documentation</li> <li>• How it demonstrates compliance with the requirements</li> <li>• How and when it will be delivered to the State</li> </ul> <p>Additionally, Section <b>5.1 and 5.2</b> emphasize that deliverables will be evaluated based on how well they conform to the specifications, and acceptance will be contingent on that evaluation.</p> <p>We recommend that vendors include, at a minimum:</p> <ul style="list-style-type: none"> <li>• Test results or validation reports</li> <li>• User acceptance testing (UAT) documentation</li> <li>• System configuration and setup documentation</li> <li>• Any relevant certifications or compliance evidence</li> <li>• A signed acceptance form or checklist aligned with the deliverables</li> </ul>

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87	4.2	<p>Implementation Payment Timing: The RFP states "Costs for Implementation shall be invoiced at the completion of service." Could you clarify: Should ALL implementation costs be invoiced as a single payment upon completion, or can implementation be broken into phases with corresponding payments?</p>	<p>As stated in <b>Section 4.2 – Payment Schedule</b>, "Costs for Implementation shall be invoiced at the completion of service." This means that implementation costs must be tied to the <b>acceptance of deliverables</b>, not simply time elapsed or partial work</p> <p>However, the RFP does allow flexibility in how vendors structure their proposals. If your implementation plan includes <b>phased milestones</b> (e.g., data migration, configuration, UAT, go-live), you may propose <b>corresponding payment points</b> tied to the <b>successful completion and acceptance</b> of each phase.</p> <p>To do this:</p> <ul style="list-style-type: none"> <li>Clearly define each implementation phase and its associated deliverables in your proposal.</li> <li>Align each payment request with the State's acceptance of those deliverables.</li> <li>Ensure that your proposed payment schedule is included in <b>Attachment D: Cost Form</b> and reflects milestone-based billing.</li> </ul> <p>Please note that all payments must still comply with the State's acceptance process as outlined in <b>Attachment B, Section 9</b>, and are subject to approval.</p>
88	4.2	<p>What defines "completion of service" for implementation purposes?</p>	<p>"Completion of Service" would be a successful go-live with any outstanding issue resolved in 30-day monitoring period after go-live.</p>
89	4.2	<p>Timeline Alignment: With monthly service fees beginning December 1, 2026: When do you expect implementation to begin and be completed? Should we assume implementation must be finished before December 1, 2026?</p>	<p>Tentative Implementation should start by April 2026 and should be completed by December 1, 2026.</p>

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90	4.2	Payment Terms: What are the standard payment terms (e.g., Net 30, Net 60) for both implementation and ongoing service payments?	Net 30 See ATTACHMENT B: DEPARTMENT OF INFORMATION TECHNOLOGY TERMS AND CONDITIONS #10 PAYMENT TERMS
91		The RFP creates unlimited liability through multiple exceptions to the stated liability cap. Will the State accept a comprehensive liability limitation with exceptions for gross negligence and willful misconduct?	The State will not consider changes to the North Carolina standard terms and conditions issued with the RFP with this addendum. Vendor shall submit any exceptions or errata with its proposal per section 6.2.5 VENDOR ERRATA AND EXCEPTIONS
92		The RFP requires perpetual, royalty-free licenses to vendor. Will the State limit IP grants to project-specific deliverables only, excluding vendor's platform/background IP, with licenses terminating at contract end?	<p>The State does not seek ownership of a vendor's pre-existing intellectual property, proprietary platforms, or background technology. However, the State does require a <b>perpetual, royalty-free, non-exclusive license</b> to use any deliverables, including derivative works, that are created specifically for the State under this contract. This includes any customizations, configurations, or documentation developed as part of the project</p> <p>As stated in Attachment B, Section 39(a), vendors retain ownership of their proprietary technology, but grant the State a license to use it as part of the deliverables</p> <p>The license to use vendor-developed deliverables does <b>not terminate</b> at the end of the contract, as the State must retain the ability to use the solution for continuity of operations, especially given the "Statewide Critical" designation of this system. If a vendor wishes to propose alternate licensing terms, they may do so under the "Vendor Errata and Exceptions" section of their proposal (Section 6.2.5), but such exceptions are subject to review and may affect the evaluation of the offer.</p>
93		The 1.75% transaction fee plus extended acceptance testing creates unfavorable payment terms. Will the State eliminate this fee for service contracts or allow it as a separate line item, and agree to 15-day deemed acceptance?	The 1.75% e-Procurement fee only applies to goods purchases. This procurement is for services and therefore the fee will not be applied.

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