



Solicitation Addendum

Issuing Agency:	State of North Carolina – Division of Purchase and Contract
Solicitation Number:	DPC-1472182913-MT
Solicitation Description:	Small Package Delivery Services
Bid Opening Date & Time:	January 14, 2026, at 2:00 PM EST
Addendum Number:	01
Addendum Date:	December 10, 2025
Procurement Lead:	Melinda Tomlinson

Addendum 1 has been posted to provide the following:

1. Slide deck from the pre-proposal conference held on Wednesday, December 10, 2025.
2. Word version of the RFP Attachment D – Sample Master Agreement for ease of use and documenting potential redlines. Offerors do not need to extract their own Word version.

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME

Pre-Proposal Conference

Small Package Delivery Services (SPDS) Solicitation #: DPC-1472182913-MT

Procurement Lead: Melinda Tomlinson

Date: December 10, 2025

Time: 1:00 PM



Regarding Questions...

Solicitation-Specific Questions

Please submit any solicitation-related questions in writing via the sourcing tool by the due date.

General Process Questions

Questions regarding the solicitation submission process or the NASPO process may be asked at this time

*ANY VERBAL RESPONSES ARE NOT BINDING.
For official responses Offerors must follow the Q&A process.*

DPC-1472182913-MT Small Package Delivery Services (SPDS)

Agenda

- Welcome & Introductions
- Overview of Solicitation and Contract Term
- RFP Schedule/Key Dates
- RFP Required Submittals and Selections
- Evaluation Criteria
- Vendor Questions & Responses
- Solicitation Response Reminders
- Question/Answer Session

Welcome & Introductions

- **DOA, Division of P&C Participants**
 - Melinda Tomlinson, Procurement Lead/Contract Administrator
 - Sandy Anderson, Procurement Co-Lead
 - Abbi Chittenden, NASPO Cooperative Portfolio Manager
 - Anna Tetzke, NASPO Cooperative Portfolio Coordinator
 - David O'Neal, State CPO
 - Nicole Hunter, DSPO – Strategic Sourcing
 - Melissa Pressley, DSPO – Contract Management
 - Ian Fox-Castro, Contract Manager
 - Lauren King, Training/Communications Manager
 - Jeff Singer, Training Communications Team

★ Attending Prospective Offerors ★
Please add your Company Name and email address to the chat.

Overview of SPDS Solicitation

Purpose & Background

What is currently being done: The *State of North Carolina (“Lead State”)*, in collaboration with the *NASPO ValuePoint Cooperative Purchasing Program*, has issued an RFP to establish one or more Master Agreements with qualified Carriers to provide door-to-door delivery services, whereby Participating Entities can select services based on their established shipping needs.

Who: Contract will serve state departments, institutions, agencies, political subdivisions, federally recognized tribes, and other eligible public and nonprofit entities in the 50 states, the District of Columbia, and U.S. territories, with no membership or registration required.

Small package delivery: Refers to shipping individual, small parcels that are not palletized and are handled individually by Contractors. Small package orders are retrieved from the pick-up or drop-off location determined by the Purchasing Entity and are then sorted, prepared for transit, and delivered.

Note: LTL and FTL are outside of the scope of this RFP and resulting Master Agreement.

- **Contract Term:** Five (5) years

DPC-1472182913-MT Small Package Delivery Services (SPDS)

Intended Solicitation Schedule

Action	Time Period
Issued Solicitation RFP	December 5, 2025
Pre-Proposal Conference	December 10, 2025
Written Question Submission	December 12, 2025
Response to Vendor Questions	December 19, 2025
Proposal Opening	January 14, 2025
Contract Award (Anticipated)	<i>TBD</i>

RFP Schedule is subject to change. For most up to date changes, please refer to the Sourcing Tool.

DPC-1472182913-MT Small Package Delivery Services (SPDS)

Home / Solicitations / DPC-1472182913-MT NASPO Small Package Delivery Services

DPC-1472182913-MT NASPO Small Package Delivery Services

Please log in. Only Vendors registered for eProcurement with the State of North Carolina's Electronic Vendor Portal can respond to this type of Solicitation. Please sign in to respond to this Solicitation.

[Return to Search](#) [Intends To Participate](#)

Solicitation Number	Department	Status Reason
Doc1472182939	STATE OF NC - DIVISION OF PURCHASE & CONTRACT	Open
Opening Date *	Posted Date	Commodity Code *
1/14/2026 2:00 PM	12/5/2025	Mail and cargo transport - 781000
Special Instructions	Solicitation Type *	
—	RFP	
Owner *		
Melinda Tomlinson		
Description *		
Nationwide contract, through NASPO ValuePoint, for small package delivery services. Vendors must log in or register at Sign in or Register - eVP 1) Once logged into eVP, vendors must click the "Intends to Participate" button at the top of the page. 2) Clicking the participation button will prompt vendors to log into their Ariba accounts. 3) If not already registered in Ariba, vendors must complete the registration process. 4) Once logged into Ariba, vendors can access the Sourcing Event, where they can view all solicitation documents and attachments. ***For additional guidance, please refer to the job aid Responding to an Ariba Sourcing Event.***		
Attachments		
4 days ago	_RFP Overview.pdf (414.99 KB)	
4 days ago	Att. A - RFP Terms and Conditions.pdf (366.79 KB)	
4 days ago	Att. B - Scope of Work.pdf (290.60 KB)	

Offerors will need to click "Intends to Participate" to log in to Ariba and access the sourcing event.

Offerors will be able to view some RFP attachments on the Electronic Vendor Portal (eVP).

DPC-1472182913-MT Small Package Delivery Services (SPDS)

RFP Requirements - Vendor Forms *(All forms are available via the Sourcing Tool)*

Attachment	Description
_RFP Overview	Contains general instructions to vendors for responding to solicitation
A – RFP Terms and Conditions	Contains the RFP Terms and Conditions.
B – Scope of Work	Provides Scope of Services to be provided.
C – RFP Evaluation Plan	Provides evaluation and award selection process.
D – Sample Master Agreement	Provides a sample of the Future Master Agreement that is the foundation of all contractual agreements with the State, for non-IT contracts incorporated into agreements.
D1 – Sample Master Agreement Cover Page	Provides a sample of the Future Master Agreement Cover Page.
E – Participation Information	Provides historical usage and interested States.
F – Protest Information	Contains an overview of Lead States protest procedures.
G – Offeror Information, Acknowledgements, and Certs.	MUST BE RETURNED – Certifies that the vendor agrees to comply with all terms, conditions, and requirements of the solicitation.
H – Offeror Response Worksheet	MUST BE RETURNED – Offeror must provide complete and succinct responses to each question.
I – Cost Proposal	MUST BE RETURNED – Cost Proposal Worksheet.
J – Proposed Modifications to Sample Master Agreement	MUST BE RETURNED – Provide offeror-specific modifications to Sample Master Agreement. <i>Note: A redlined copy of Attachment D – Sample Master Agreement, must be submitted if proposing modifications.</i>
K – Claim of Business Confidentiality	MUST BE RETURNED – Certifies Offeror’s claim of business confidentiality. <i>Note: A redacted copy of proposal, clearly marked as such, must be submitted if claiming confidential, proprietary, or protected information.</i>
L – eVP Registration	MUST BE RETURNED – Confirms vendors eVP Registration and assigned number.
M – NC Execution Page	MUST BE RETURNED – This shall become the signatory page for the Master Agreement.
	Any response required to be submitted directly through the Ariba Sourcing Event.
N – Detailed Sales Reporting Template	Provides the template that Contractors shall use to report all detailed spend to NASPO ValuePoint.
Solicitation Addendum Certification	Addenda will be posted in the Sourcing Tool to address any modifications to the RFP. If an addendum is required to be signed and returned, the document shall indicate as such.
Appendix A – I Additional State Terms and Conditions	Terms and Conditions of States that expressed interest in utilizing this agreement. <i>(Available in Attachment E)</i>

DPC-1472182913-MT Small Package Delivery Services (SPDS)

RFP Required Submittals and Selections

Attachment H – Offeror Response Worksheet

REGIONS

Indicate which Region(s) your company is submitting a proposal for (check all that apply):



Nationwide – Includes all States and U.S. Territories

OR



Region 1 – Idaho, Montana, Wyoming, Utah, Colorado

Region 2 – Washington, Oregon, California

Region 3 – Nevada, Arizona, New Mexico, Kansas

Region 4 – Texas, Arkansas, Louisiana, Oklahoma, Missouri

Region 5 – North Dakota, South Dakota, Nebraska, Minnesota, Iowa, Wisconsin, Illinois

Region 6 – Michigan, Indiana, Ohio, Kentucky

Region 7 – Mississippi, Alabama, Georgia, Florida, Tennessee

Region 8 – North Carolina, South Carolina, West Virginia, Virginia

Region 9 – Maryland, Delaware, Pennsylvania, New Jersey, D.C.

Region 10 – New York, Connecticut, Rhode Island, Massachusetts, New Hampshire, Vermont, Maine

Region 11 – Alaska, Hawaii, American Samoa, Guam, Northern Mariana Islands, Puerto Rico, U.S. Virgin Islands

NOTE: Offerors should not interpret the Scope of Work to be associated with or limited to any specific purchase, implementation, project, need, or program within the Lead State or any other state or eligible entity. Proposals should be generally applicable to all potential Participating Entities and Purchasing Entities, except where specificity is requested.

DPC-1472182913-MT Small Package Delivery Services (SPDS)

Evaluation Criteria RFP – Evaluation Criteria

Attachment C - Evaluation Plan – Points	Evaluation Method																																							
Two – Step	Proposals will be evaluated in two (2) stages – (1) the Technical Proposal and (2) the Cost Proposal.																																							
Stage 1. Initial Responsiveness Evaluation (Mandatory/Minimum Requirements)	<p>Proposals will be reviewed for completeness and initial responsiveness</p> <p>Mandatory Requirements:</p> <table border="1" data-bbox="894 525 1671 1239"> <thead> <tr> <th>Criteria</th> <th>Evaluation</th> <th>Result</th> </tr> </thead> <tbody> <tr> <td>Offeror must submit a completed and signed Offeror Information, Acknowledgements, and Certifications - Attachment G as outlined in the RFP.</td> <td>Pass/fail</td> <td></td> </tr> <tr> <td>Offeror must submit a completed Offeror Response Worksheet - Attachment H as outlined in the RFP.</td> <td>Pass/fail</td> <td></td> </tr> <tr> <td>Offeror must submit a completed Cost Proposal – Attachment I as outlined in the RFP.</td> <td>Pass/fail</td> <td></td> </tr> <tr> <td>Offeror must submit a completed Proposed Modifications to Sample Master Agreement – Attachment J as outlined in the RFP. If proposing modifications, a redlined copy of the Sample Master Agreement – Attachment D must also be submitted as outlined in the RFP.</td> <td>Pass/fail</td> <td></td> </tr> <tr> <td>Offeror must submit a completed Claim of Business Confidentiality – Attachment K. If claiming confidential, proprietary, or protected information, a redacted copy of the Proposal clearly marked as such must also be submitted as outlined in the RFP.</td> <td>Pass/fail</td> <td></td> </tr> <tr> <td>Offeror confirms that they have firm fixed rates. The Offeror must request any increase to the Lead State. The Lead State will review each rate increase submission and may utilize the PPI and CPI to reject, approve, or negotiate rate increases. The awarded Offeror will be required to submit firm rate sheets prior to the finalization of contracts. All prices and rates must be guaranteed for one year. Following the initial one-year period, any request for price or rate adjustment must be for an equal guarantee period and must be made at least sixty (60) days prior to the effective date. Requests for price or rate adjustments must include sufficient documentation to support the request. Any adjustment or amendment to the Master Agreement shall not be effective unless approved by the Lead State. No retroactive adjustments to prices or rates will be allowed.</td> <td>Pass/Fail</td> <td>Firm Rates</td> </tr> </tbody> </table> <p>Minimum Requirements:</p> <table border="1" data-bbox="1689 511 2474 1239"> <thead> <tr> <th>Criteria</th> <th>Evaluation</th> <th>Result</th> </tr> </thead> <tbody> <tr> <td>Cover Letter: Offeror certifies they have uploaded a Cover Letter include the following: (i) a statement that confirms that the Vendor has read the RFP in its entirety, including all links, and all Addenda released in conjunction with the RFP; (ii) a statement that Vendor agrees to perform in accordance with the scope of work, requirements, and specifications contained herein; and (iii) Vendor's agreement to comply with all instructions, terms and conditions, and attachments</td> <td>Preferred</td> <td></td> </tr> <tr> <td>Offeror confirms that if a fuel surcharge will be applied, an express (air) and ground cap cannot exceed 7% for the full term of the Master Agreement. Offerors must further certify that, if applicable, a fuel surcharge will be published on their website, allowing all Authorized Users to verify the accuracy of invoices. Offeror must further certify that its website shall also provide historical fuel surcharge information. This section is only to be used to certify that the Offeror will not exceed the 7% cap for the full term of the Master Agreement, that it will publish the fuel surcharge, if any, on its website, and will provide historical fuel surcharge information on its website.</td> <td>Pass/Fail</td> <td>Fuel Surcharge Cap (7%)</td> </tr> <tr> <td>Offeror confirms the following regarding the exclusion of listed charges. A. The Offeror shall not propose or apply pick-up charges or weekly service in addition to the contracted rates due to aggregate NASPO ValuePoint volume anticipated. B. The Offeror shall not require a minimum number of packages per trip, per day, per week, or per month.</td> <td>Pass/Fail</td> <td>Exclusion of Listed Charges</td> </tr> <tr> <td>Offeror must submit the Offeror's Carrier's Service Guide that would be in effect at the time of the Master Agreement contract start date and be in effect for the first year of the Master Agreement with no changes in rates or charges during that time without the prior written approval of the Lead State.</td> <td>Pass/Fail</td> <td>Submission of Services Guide</td> </tr> <tr> <td colspan="2" style="text-align: right;">Stage 1 Result:</td> <td>Pass/Fail</td> </tr> </tbody> </table>	Criteria	Evaluation	Result	Offeror must submit a completed and signed Offeror Information, Acknowledgements, and Certifications - Attachment G as outlined in the RFP.	Pass/fail		Offeror must submit a completed Offeror Response Worksheet - Attachment H as outlined in the RFP.	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DPC-1472182913-MT Small Package Delivery Services (SPDS)

Evaluation Criteria RFP – Evaluation Criteria (continued)

Attachment C - Evaluation Plan – Points

Stage 2. Technical Criteria Evaluation

Stage 2: Technical Criteria Evaluation. Proposals meeting or exceeding the Mandatory Minimum Requirements will be evaluated against the following Technical Criteria:

Attachment	Criteria	Technical Points Possible	Offeror's Technical Points Earned
Att. H	Qualification of Carriers & Prior Experience	230	
	Ability to Meet Scope of Work	270	
	Customer Service and Ordering	370	
	Money Back Guarantee	75	
	Handling State or National Emergencies	165	
	Technology and Data Security	200	
	Performance Demonstration Scenarios	140	
	Implementation and Promotion of the NASPO ValuePoint Master Agreement	100	
Att. J	Acceptance of Sample Master Agreement Terms & Conditions with no Redlines (as indicated in Attachment J)	50	
Stage 2 Total:		1600	

At the discretion of the Lead State, points earned in the Technical Criteria Evaluation may be normalized and scaled to award the Offeror earning the highest total technical score the maximum number of technical points possible.

DPC-1472182913-MT Small Package Delivery Services (SPDS)

Evaluation Criteria RFP – Evaluation Criteria

Attachment C - Evaluation Plan – Points

Stage 3. Cost Evaluation

Cost proposals that pass the Technical Criteria evaluation will be assessed. The contents of Attachment I – Cost Proposal will be evaluated as follows:

Suppliers submitting Cost Proposals for Nationwide coverage (all regions) will be evaluated against other suppliers bidding on all regions. Suppliers submitting Cost Proposals for ten or fewer regions will be evaluated against other suppliers bidding on the same respective region(s).

Nationwide Coverage

Proposals bidding on all regions will have a maximum of **400 points** available for the whole Cost Proposal. Points assigned to each Offeror's Cost Proposal will be based on the lowest cumulative proposal price for all regions.

Regional Coverage

For Proposals bidding on ten or fewer regions, each region will have a maximum of **400 points**, to be evaluated individually against the respective region. Points assigned to each Offeror's proposed region(s) will be based on the lowest proposal price for each respective region where an Offeror submits a Cost Proposal.

The Offeror with the lowest Proposed Price will receive 100% of the price points for that region, or for the full Cost Proposal if bidding Nationwide Coverage. All other Offerors will receive a portion of the total cost points based on the percentage by which their Proposed Price is higher than the Lowest Proposed Price.

PROPOSED COSTS EXAMPLE

Cost Region	Lowest Cost	Offeror's Cost	Cost Points Possible	Offeror's Cost Points Earned per Region
Region #1	\$794.25	\$2059.58	400	154
Region #2	\$800	\$800	400	400
Region #3	\$754	\$767.15	400	393
Region #4	\$903.78	\$3134.03	400	115
Region #5	\$699.47	\$800	400	350

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Evaluation Criteria RFP – Evaluation Criteria

Attachment C - Evaluation Plan – Points

Evaluation Summary

Evaluation Summary

The technical criteria and cost evaluations will be combined for each region or nationally, as applicable, to get a final score.

Nationwide Coverage

Stage	Total Points Possible
Technical Criteria Evaluation	1600
Cost Evaluation for Nationwide (all 11 Regions)	400
Total:	2000

OR

Regional Coverage

Stage	Total Points Possible
Technical Criteria Evaluation	1600
Cost Evaluation per Region	400
Total:	2000

Award Selection

Methods used to make this determination may include, but are not limited to, one or more of the following:

- Identification of a natural break in total scores
- Consideration of the optimal number of Suppliers required to supply Deliverables to Participating Entities and Purchasing Entities successfully.

Questions & Addenda Process

- **Submitting Questions:** All questions must be formally submitted through the Sourcing Tool to receive an official response.
- **Responses:** Answers will be provided in an **Addendum**, posted via the Sourcing Tool.
- **Addenda Types:**
 - **Informational Addenda** – Is not required to be returned.
 - **Required Addenda** – Must be signed and returned with the response.
- **Important:** Failure to return required **executed addenda** may result in a **non-responsive** submission.

DPC-1472182913-MT Small Package Delivery Services (SPDS)

eVP View

Created On ↑	Name	Addendum / Change Description
12/5/2025 4:54 PM	DPC-1472182913-MT NASPO Small Package Delivery Services Addendum - 1	This solicitation has been modified in Ariba and posted as an addendum. Please log in to Ariba and review for any updates.



When an addendum is posted, Offerors will be notified.

Addendum Example

NC DOA
Department of Administration

Solicitation Addendum

Issuing Agency:	
Solicitation Number:	
Solicitation Description:	
Bid Opening Date & Time:	
Addendum Number:	
Addendum Date:	
Procurement Lead:	

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

1. The Solicitation is hereby modified as follows:

Modification #	Solicitation Section	Current Solicitation Language	Updated Solicitation Language
1			
2			
3			
4			
5			

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

Question #	Document Section	Vendor Question	State's Response
1			
2			
3			
4			

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME

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

North Carolina STC Addendum
Version Date: 5/2024
Page | 1



Sourcing Tool/Addendum

3 Solicitation Document and Details

This section contains the details of the Solicitation, including details on the intent, use, duration, and scope of the goods and / or services being requested, information on the Solicitation process and instructions on how to respond, and State's terms and conditions. Any issued Addenda to this Solicitation will be posted in this section.

3.1 SOLICITATION OVERVIEW

This document includes details on the solicitation, scope of work summary, NASPO ValuePoint, historical information, lead state, information on the solicitation process and instructions on how to respond, and the RFP's terms and conditions. [RFP Overview.pdf](#)

3.2 OFFEROR QUESTIONS

Offerors shall submit any questions they have regarding the Solicitation or the Solicitation Process via the Sourcing Tool's Event Message page. Offerors shall refer to section "E - How to Ask Questions" of the "RFP Overview".

3.3 ATTACHMENT A: RFP TERMS AND CONDITIONS [Att. A - RFP Terms and Conditions.pdf](#)

3.4 ATTACHMENT B: SCOPE OF WORK [Att. B - Scope of Work.pdf](#)

3.5 ATTACHMENTS C, D, D1, F and N

The following attachments are provided (combined into one PDF document) for informational purposes and does not require completion. By completing Attachment M: Execution Page, Offeror certifies that it has read the following attachments.

[Attachment C - RFP Evaluation Plan](#)
[Attachment D - Sample Master Agreement](#)
[Attachment D1 - Sample Master Agreement Cover Page](#)
[Attachment F - Protest Information](#)
[Attachment N - Detailed Sales Reporting Template \(View Att. N excel spreadsheet by clicking on References at the end of this item\)](#) [Atts. C, D, D1, F.pdf](#) [References](#)

3.6 ATTACHMENT E: PARTICIPATION INFORMATION

This section contains the current Terms and Conditions of states that have expressed interest in this solicitation.

The following attachments are provided (combined into one PDF document) for informational purposes and does not require completion. [Att. E - Participation Information.pdf](#)



The addendum will be attached in section 3.0 of the Sourcing Event.

DPC-1472182913-MT Small Package Delivery Services (SPDS)

▼ 6 Offeror Response ▼


This section contains the information that the State is asking the Offerors to provide responses. ***Any response outside of the Sourcing Event Content Offerors Response section will NOT be accepted.**

6.1 COVER LETTER


Offeror should include the following (i) a statement that confirms that the Offeror has read the RFP in its entirety including all links and all Addenda released in conjunction with the RFP; (ii) a statement that the scope of work, requirements, and specifications contained herein, and (iii) Offeror's agreement to comply with all instructions, terms and conditions, and attachments. ▼

More... ▼

6.2 ATTACHMENT G: OFFEROR INFORMATION, ACKNOWLEDGEMENTS, and CERTIFICATIONS


Offeror shall provide complete responses to each item listed on the attached worksheet available by clicking on Reference at the end of this item. ▼  References ▼

6.3 ATTACHMENT H: OFFEROR RESPONSE WORKSHEET

Offeror shall download, complete, and upload the completed template by clicking References at the end of this item. ▼  References ▼


6.4 ATTACHMENT J: PROPOSED MODIFICATIONS TO SAMPLE MASTER AGREEMENT

Offeror shall download, complete, and upload the completed template by clicking on References at the end of this item.


Note: Offeror shall indicate on the attached form if they DO NOT have any proposed modifications. ▼  References ▼

6.5 ATTACHMENT K: CLAIM OF BUSINESS CONFIDENTIALITY


Offeror shall download, complete, and upload the completed template by clicking on References at the end of this item.

Note: Offeror shall indicate on the attached form if they DO NOT have any claims. ▼  References ▼

6.6 ATTACHMENT L: ELECTRONIC VENDOR PORTAL (eVP) NUMBER

Offeror should download, complete, and upload the completed template by clicking on References at the end of this item. ▼  References ▼

6.7 ATTACHMENT M: EXECUTION PAGE

Offeror shall download, complete, and upload the completed template by clicking on References at the end of this item. ▼  References ▼

6.8 REQUIRED ADDENDUM

Offeror shall complete, sign and upload any addendum that is designated as REQUIRED TO BE RETURNED for this Solicitation. Offeror may upload a compressed file (e.g. WinZip) with one or more documents.

6.9 ADDITIONAL DOCUMENTATION

Offeror may submit any additional documentation needed for this Solicitation. Offeror may upload a compressed file (e.g. WinZip) with one or more documents by selecting "Attach a file." ▼

Section 6: Offeror Response

This is where you will upload all required documents.

6.12 ADDITIONAL DOCUMENTS

If you need to upload additional documents, please note that only one file can be submitted in this section. If you have multiple documents, combine them into a ZIP file before uploading.

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Solicitation Response Reminders

- Read the entire solicitation, to include all attachments
- Submit any questions, for State response – No verbal response will validate.
- Review your response for
 - Completed execution page of solicitation (Non-Responsive, if not signed)
 - All boxes checked
 - Information provided in all fillable spaces
 - All execution/signature places signed
- **Submit all required documentation**
 - Listed in Attachment RFP Overview – Section IV. A, Required Submissions.
 - Signature on required Addenda
- Communication – Only provide contact/communication through Ariba Sourcing Tool.

 **IMPORTANT REMINDER: DO NOT WAIT UNTIL THE LAST MINUTE TO SUBMIT YOUR PROPOSAL!!!!**

Questions and Answers



- **Solicitation-Specific Questions:** Please submit any solicitation-related questions in writing via the sourcing tool by the due date.
- **General Process Questions:** Questions regarding the solicitation submission process or the NASPO process may be asked at this time

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Help Desk: Vendor@nc.gov

888-211-7440, select option 2

Vendor Training Provided at:

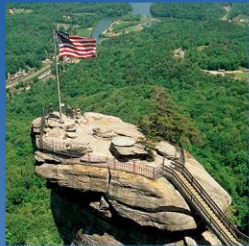
<https://eprocurement.nc.gov/training/vendor-training>

Vendor Viewing and Responding to Solicitations:

<https://eprocurement.nc.gov/training/vendor-training/viewing-and-responding-solicitations-emp>

Video Demo: <https://youtu.be/ARO2hPpiX0o?t=1059>

Thank You!



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