

REQUEST FOR PROPOSALS
for
Small Package Delivery Services
Issued by the
STATE OF NORTH CAROLINA



In collaboration with



SOLICITATION NUMBER DPC-1472182913-MT

RFP WEBSITE: <https://evp.nc.gov/solicitations/>

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RFP OVERVIEW

I. INTRODUCTION

This Request for Proposals (RFP) is being issued by the State of North Carolina (“Lead State”) in collaboration with the NASPO ValuePoint cooperative purchasing program. The purpose of this RFP is to establish one or more Master Agreements for **Small Package Delivery Services** with qualified Carriers to provide door-to-door delivery services, whereby Participating Entities can select services based on their established shipping needs.

Small package delivery refers to shipping individual, smaller 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.

Less-than-truckload (LTL) and full truckload (FTL) are outside of the scope of this RFP and resulting Master Agreement(s).

About NASPO ValuePoint

NASPO ValuePoint is a division of the National Association of State Procurement Officials (NASPO), a non-profit association dedicated to advancing public procurement through leadership, excellence, and integrity. In accordance with NASPO ValuePoint’s Lead State Model™, the Lead State is issuing this RFP, evaluating responses, and establishing Master Agreements with the support and assistance of a Multistate Sourcing Team™ composed of individuals from other member states, representing a broad range of perspectives that ensure the RFP incorporates best practices recognized by public entities across the country.

Participation in NASPO ValuePoint Master Agreements is convenient and cost-effective for eligible entities—including state departments, institutions, agencies, and political subdivisions, federally recognized tribes, and other eligible public and nonprofit entities in the 50 states, the District of Columbia, and U.S. territories—and suppliers, with no membership or registration required. In 2024, contractors reported a combined **\$20.83 billion** in sales through NASPO ValuePoint Master Agreements awarded through cooperative solicitations like this RFP, including a combined **\$254.9 million** in sales through the current Small Package Delivery Services portfolio.

More information about NASPO, NASPO ValuePoint, and the NASPO ValuePoint Lead State Model can be found at www.naspo.org and www.naspovaluepoint.org and in Attachment E – Participation Information.

II. GENERAL INFORMATION AND INSTRUCTIONS

A. RFP Contact. The following individual is the sole contact for this RFP:

Melinda Tomlinson
State Procurement Manager
State of North Carolina
melinda.tomlinson@doa.nc.gov

B. RFP Website. [North Carolina Electronic Vendor Portal](#)

The State has established the North Carolina Electronic Vendor Portal (eVP) to promote an open and transparent system for Offerors to compete for state contracts electronically. Offerors interested in responding to this solicitation must be registered. **Registration information is available at the following website:** <https://evp.nc.gov/>

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The State will use eVP to issue the RFP and issue addenda. The State of North Carolina uses the Ariba Sourcing Tool (Sourcing Tool) to submit proposals. The State is not responsible for any delay or failure of any Offeror to receive any materials updated through the RFP process on a timely basis.

As part of this procurement process, Offerors are informed that awards made for this solicitation, if any, shall be done through the eVP.

Sourcing Tool Instructions

1. What is the Ariba Network?

The Ariba Network is a web-based platform that serves as a connection point for buyers and Offerors. Offerors can log in to the Ariba Network to participate in Sourcing Events and collaborate with the State on contract documents.

2. Proposal Submittal

Offeror shall review all special instructions located in eVP. Offerors are responsible for ensuring that all necessary files are attached to their offer and uploaded into the Sourcing Tool prior to the proposal deadline.

Offerors are advised that they should not wait until the last minute to submit their proposal in the Sourcing Tool. Offerors should allow ample time to review their submitted proposal, including attachments, prior to the proposal deadline.

Questions or issues related to using the Sourcing Tool itself can be directed to the North Carolina eProcurement Help Desk at 888-211-7440, Option 2. Help Desk representatives are available Monday through Friday from 7:30 AM ET to 5:00 PM EST

Supplier's Proposals for this procurement must be submitted through the Sourcing Tool. For training on how to use the Sourcing Tool to view solicitations, submit questions, develop responses, upload documents, and submit offers to the Lead State, Suppliers should go to the following site: <https://eprocurement.nc.gov/training/vendor-training>.

Questions or issues related to using the Sourcing Tool itself can be directed to the [North Carolina eProcurement Help Desk](#) at 888-211-7440, Option 2. Help Desk representatives are available Monday through Friday from 7:30 AM ET to 5:00 PM ET.

3. Tips for Using the Sourcing Tool

- a. Suppliers should review available training and confirm that they are able to access the Sourcing Event, enter responses, and upload files well in advance of the date and time responses are due to allow sufficient time to seek assistance from the North Carolina eProcurement Help Desk.
- b. Suppliers may submit their responses early to make sure there are no issues and then submit a revised response anytime prior to the response due date and time. The Lead State will only review the most recent response.
- c. Suppliers should respond to all relevant sections of the Sourcing Event. Certain questions or items are required in order to submit a response and are denoted with an asterisk. The

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Sourcing Tool will not allow a response to be submitted unless all required items are completed. The Sourcing Tool will provide error messages to help identify any required information that is missing when response is submitted.

- d. Simply saving your response in the Sourcing Tool is not the same as submitting your response to the Lead State. Suppliers should make sure they complete the submission process and receive a message that their response was successfully submitted.
- e. **Only Proposals submitted through the Content Section of the Ariba Sourcing Event will be considered. Proposals submitted through the Message Board will not be accepted or considered for award.**

C. RFP Documents. This RFP consists of this RFP Overview, the following attachments, and any information or materials posted by the Lead State to the RFP Website, as amended:

1. Attachment A – RFP Terms and Conditions
2. Attachment B – Scope of Work
3. Attachment C – RFP Evaluation Plan
4. Attachment D – Sample Master Agreement
5. Attachment D1 – Sample Master Agreement Cover Page
6. Attachment E – Participation Information
7. Attachment F – Protest Information
8. Attachment G – Offeror Information, Acknowledgements, and Certifications
9. Attachment H – Offeror Response Worksheet
10. Attachment I – Cost Proposal
11. Attachment J – Proposed Modifications to Sample Master Agreement
12. Attachment K – Claim of Business Confidentiality
13. Attachment L – eVP Number
14. Attachment M – Execution Page
15. Attachment N – Detailed Sales Reporting Template

D. Important Dates.

1. **RFP Issued:** December 05, 2025
2. **RFP Pre-proposal Conference:** December 10, 2025 at 01:00 p.m. EST
3. **RFP Q&A Questions Deadline:** December 12, 2025 at 02:00 p.m. EST
4. **Provide Responses to Written Questions:** December 19, 2025
5. **RFP Close Date:** January 14, 2026 at 02:00 p.m. EST
6. **Public Bid Opening:** January 14, 2026 at 02:00 p.m. EST

Attendance at the RFP Pre-proposal Conference is optional, and registration is not required.

LINK TO PRE-PROPOSAL CONFERENCE:

[Pre-Proposal Conference - NASPO ValuePoint Small Package Delivery Services | Meeting-Join | Microsoft Teams](#)

Meeting ID: 274 979 936 534 58

Passcode: Vq68Ym2P

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LINK TO PUBLIC BID OPENING:

[Small Package Delivery Service Bid Opening](#)

Meeting ID: 280 698 380 751 36

Passcode: Ck2tE6kW

Dates and deadlines are subject to change. Offerors should continue checking the RFP Website for the most up-to-date information.

E. How to Ask Questions.

- 1. Read and review this RFP, including all attachments, exhibits, and amendments.**
2. Questions about the content of this RFP or the procurement process should be directed to the RFP Contact (Section II.A above) and must be submitted via the Sourcing Tool's message board by the date and time specified in the Important Dates section of this RFP Overview (Section II.D). Suppliers will enter "**RFP # DPC-1472182913-MT – Questions**" as the subject of the message. Questions must reference the specific section of the RFP to which the question relates. This is the only manner in which questions will be received.
3. Questions or issues related to using the Sourcing Tool itself can be directed to the North Carolina eProcurement Help Desk at 888-211-7440, Option 2. Help Desk representatives are available Monday through Friday from 7:30 AM ET to 5:00 PM EST.
4. Questions received prior to the submission deadline date, the State's response, and any additional terms deemed necessary by the State will be posted in the Sourcing Tool in the form of an addendum and shall become an Addendum to this RFP. No information, instruction, or advice provided orally or informally by any State personnel, whether made in response to a question or otherwise in connection with this RFP, shall be considered authoritative or binding. Vendors shall rely *only* on written material contained in an Addendum to this RFP.
5. **For assistance with technical issues associated with the RFP Website**, contact the North Carolina eProcurement Help Desk at 888-211-7440, Option 2. Help Desk representatives are available Monday through Friday from 7:30 AM ET to 5:00 PM EST.

F. How to Respond.

- 1. Read and review this RFP, including all attachments, exhibits, and amendments.**
2. Prepare a proposal that:
 - a. Follows the requested format;
 - b. Includes the Solicitation Number on all materials making up the proposal;
 - c. Addresses each question and request for a response in this RFP, including all questions in Attachment H – Offeror Response Worksheet;
 - d. Clearly demonstrates your ability to meet the Scope of Work described in Section III and Attachment B; and
 - e. Includes all required submissions identified in Section IV.A.
3. Submit your proposal by the RFP Close Date through the RFP Website. See Section II.B of this Overview document. **Only Proposals submitted through the Content Section of the Ariba Sourcing Event will be considered. Proposals submitted through the Message Board will not be accepted or considered for award.**

III. SCOPE OF WORK

A detailed description of the Deliverables being sought through this RFP is attached as Attachment B – Scope of Work.

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The scope of this RFP and its resulting Master Agreement(s) is intended to benefit all state departments, institutions, agencies, and political subdivisions and other eligible public and nonprofit entities in the 50 states, the District of Columbia, and U.S. territories. Therefore, **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.

The initial term of the Master Agreement(s) resulting from this RFP is anticipated to be five (5) years.

IV. OFFEROR RESPONSE

A. Required Submissions. The following must be submitted with your proposal:

1. Any response required to be submitted directly through the RFP Website;
2. Completed and signed Attachment G – Offeror Information, Acknowledgements, and Certifications
3. Completed Attachment H – Offeror Response Worksheet
4. Completed Attachment I – Cost Proposal, submitted as an Excel document using the template provided
5. Completed Attachment J – Proposed Modifications to Sample Master Agreement
6. Redlined copy of Attachment D – Sample Master Agreement, if proposing modifications
7. Completed and signed Attachment K – Claim of Business Confidentiality
8. Redacted copy of proposal clearly marked as such, if claiming confidential, proprietary, or protected information
9. Completed Attachment L – eVP Number
10. Completed Attachment M – Execution Page

B. Other Documents. The following are informational only and do **not** need to be submitted with your proposal:

1. This RFP Overview
2. Attachment A – RFP Terms and Conditions
3. Attachment B – Scope of Work
4. Attachment C – RFP Evaluation Plan
5. Attachment D – Sample Master Agreement
6. Attachment D1 – Sample Master Agreement Cover Page
7. Attachment E – Participation Information
8. Attachment F – Protest Information
9. Attachment N – Detailed Sales Reporting Template

V. EVALUATION AND AWARD PROCESS

A. Proposals will be sealed until the RFP Close Date. After opening, proposals will be evaluated in stages as set forth in this section and further detailed in Attachment C – RFP Evaluation Plan.

1. **Stage 1: Initial Responsiveness Evaluation.** The Lead State will review Proposals for completeness, initial responsiveness, and compliance with all mandatory requirements. Proposals omitting required documents or responses or failing to meet all Mandatory Requirements identified in Attachment C – RFP Evaluation Plan may be rejected in accordance with Attachment A – RFP Terms and Conditions.

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2. **Stage 2: Technical Criteria Evaluation.** Proposals meeting or exceeding the Mandatory and Minimum Requirements will be evaluated against the Technical Criteria set forth in Attachment C – RFP Evaluation Plan. The Lead State and Multistate Sourcing Team will then determine which proposals will proceed to Stage 3: Cost Evaluation.
3. **Stage 3: Cost Evaluation.** Cost Proposals for proposals not rejected following evaluation of Technical Criteria will be evaluated as set forth in Attachment C – Evaluation Plan. Cost will be evaluated on either a Nationwide or Regional basis, consistent with each Offeror’s proposal. Cost Proposals may also be subject to an independent review for reasonableness and best value by the Lead State. Costs determined not to be reasonable or best-value by the Lead State may result in all or part of Offeror’s proposal being rejected, notwithstanding the results of the Cost Proposal evaluation.
4. **Evaluation Summary.** The technical criteria and cost evaluations will be combined for each region or nationally, as applicable, to get a final score.

Regional awards will evaluate cost separately against the Technical Criteria Evaluation Score. Each region will have a total of 2000 points possible, with the Offeror’s Technical Score remaining the same for each region in which they are being evaluated.

- B. **Award Selection.** After evaluations are completed, the Lead State and Multistate Sourcing Team will determine which proposals are most advantageous to the Lead State and potential Participating Entities and Purchasing Entities.¹
- C. Prior to announcement of awards and execution of Master Agreements, the Lead State will present an award recommendation to NASPO ValuePoint for approval of the proposed awards.
- D. Following the approval of NASPO ValuePoint and any other approvals required by the Lead State, the Lead State reserves the right to negotiate with one or more Offeror, or to reject all original offers and negotiate with one or more sources of supply that may be capable of satisfying the requirement, and in either case to require Offeror to submit a Best and Final Offer (BAFO) based on discussions and negotiations with the Lead State.
- E. If the Lead State chooses to negotiate with Offeror(s), they will reach out to the selected Offeror(s), identified by the evaluation process, through the Lead State’s Sourcing Tool to begin negotiations (as necessary). Additional communication outside of the Sourcing Tool may also be utilized, depending on what needs to be negotiated.
- F. Once negotiations are completed, the Lead State and Multistate Sourcing Team may choose to issue a Best and Final Offer (BAFO)² to successful suppliers. Suppliers must sign the BAFO before returning it to the Lead State. Once the Lead State signs the BAFO, they will send the complete contract packet to the awarded Supplier with a Notice of Award via email. Once all Master Agreements are executed, then a Public Notice of Award will be posted to North Carolina’s website at: <https://evp.nc.gov/solicitations/>.

¹ Award of a Master Agreement to one or more Supplier does not mean that the other proposals lacked merit, but that, all factors considered, the selected proposal(s) was deemed most advantageous and represented the best value to the Lead State and potential Participating Entities and Purchasing Entities.

² Offerors should note that BAFOs are not included in the evaluation scoring. When submitting a Cost Proposal, the initial pricing provided should be competitive.