



Solicitation Addendum

Solicitation Number: 30-26058-ITD
Solicitation Description: Atlassian JIRA software subscription renewals
Solicitation Opening Date and Time: Monday, November 24, 2025, at 02:00 PM ET
Addendum Number: 1
Addendum Date: November 20, 2025
Purchasing Specialist: Katrina Smith

1. THIS ADDENDUM DOES NOT NEED TO BE RETURNED.
2. THE SOLICITATION IS HEREBY MODIFIED AS FOLLOWS:

M1. Title Page, Page 1 and Section 2.3 Offer Submittal, Page 4:

The bid opening/offer submittal is changed to **November 26, 2025, at 2:00 PM Eastern Time**

*Please note that the Microsoft Teams information remains the same.

FOLLOWING ARE QUESTIONS RECEIVED FOR THE SOLICITATION AND THE STATE’S RESPONSE TO THE QUESTIONS.

Q #	DOCUMENT SECTION	VENDOR QUESTION	RESPONSE
1	Section 2.8	This section states "This is NOT an E-Procurement solicitation" but there are a few other places through out the RFP that make it seem as if it is. Is this an E-procurement solicitation? And if not, how will the RFP and corresponding purchase be submitted?	This is not an e-Procurement solicitation, meaning this request is for services (maintenance/support). A purchase order will be issued from the State's third party agent (Please see Paragraph #34 of Section 7.0 DEPARTMENT OF INFORMATION TECHNOLOGY SaaS TERMS AND CONDITIONS).
2	Section 3.9	Contract Term is requesting one base year and two optional one year renewals. The vendor, Atlassian, does not offer option year pricing or quotes. Will a bid be insufficient or rejected, if it does not include the two option years, and is for the one base year only?	The bid will not be rejected if only base year pricing is submitted. Contract award will be based on base year (Year 1) pricing only.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

3	Section 4 Furnish and Deliver	The RFQ that you requests 1 base year and 2 option years. Where Option years are must be approved by the vendor, Atlassian , and go through their legal team. Where our distributor can do 2-years paid up front but 3-years up front must also be approved by Atlassian. Also working on the standard 1 year quote now. Do you choose to pursue option years or a 3-year up front quote?	One year only with the renewal options. The State cannot pay for more than one (1) year at a time.
4	General Information	Is the current Atlassian software subscription deployed as Atlassian Cloud or Data Center (or a combination of both)?	As specified in Section 4.0 Furnish and Deliver, the list of all items states that licenses are CLOUD.
5	General Information	Which Atlassian products are currently in use (e.g., Jira Software, Jira Service Management, Confluence, Bitbucket, etc.)?	As specified in section 4.0 Furnish and Deliver, all existing products in use are listed by name in items 1 through 8. If not specified in listing of items, then it is not in use at DHHS.
6	General Information	Approximately how many licensed users are associated with each product?	As specified in section 4.0 Furnish and Deliver, each item names the product and number of licenses in use to be renewed, currently at 1800.
7	Section 4 Furnish and Deliver	<p>The RFQ includes 1 base year and 2 option years; however, Atlassian requires additional approval for option-year renewals or multi-year (3-year) terms.</p> <p>At this time, the following options are available:</p> <ul style="list-style-type: none"> *Standard 1-Year Term (no additional approval needed) *2-Year Term Paid Up Front (allowed without additional approval) *3-Year Term Paid Up Front (requires Atlassian approval through their legal team) *1 Base Year + 2 Option Years (option years would require approval from Atlassian) <p>Could you confirm which option you would like us to proceed with?</p>	As specified in Section 4.0 Furnish and Deliver, pricing is for one (1) base year + two (2) optional renewal years