

STATE OF NORTH CAROLINA

Request for Proposal #: 09-ManagementServices-20231109B

**NC INTERPRETOR AND TRANSLITERATOR LICENSING BOARD
REQUEST FOR BOARD MANAGEMENT SERVICES**

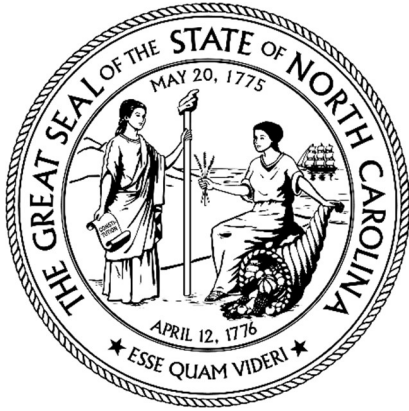
Date of Issue: February 7, 2024

Proposal Opening Date: March 14, 2024 at 2:00 PM ET

MEMO: THIS SOLICITATION IS A REISSUE OF 09-ManagementServices-20231109. AN INCORRECT OPENING DATE WAS ENTERED AND NO BIDS WERE RECEIVED FROM SOLICITATION 09-ManagementServices-20231109

Direct all inquiries concerning this RFP to:

Benjamin D. Busch
Department of Justice
PO BOX 629
Raleigh, NC 27602
bbusch@ncdoj.org
919-716-0079



STATE OF NORTH CAROLINA

Request for Proposal

09-ManagementServices-20231109B

For internal State agency processing, including tabulation of proposals, provide your company's eVP (Electronic Vendor Portal) Number. Pursuant to G.S. 132-1.10(b) this identification number shall not be released to the public. **This page will be removed and shredded, or otherwise kept confidential**, before the procurement file is made available for public inspection.

**This page shall be filled out and returned with your proposal.
Failure to do so may subject your proposal to rejection.**

Vendor Name

Vendor eVP#

Note: For a contract to be awarded to you, your company (you) must be a North Carolina registered vendor in good standing. You must enter the vendor number assigned through eVP (Electronic Vendor Portal). If you do not have a vendor number, register at <https://vendor.ncgov.com/vendor/login>

Electronic responses ONLY will be accepted for this solicitation.

STATE OF NORTH CAROLINA
N.C. Interpreter and Transliterater Licensing Board

Refer <u>ALL</u> Inquiries regarding this RFP to the procurement lead through the Message Board in the Sourcing Tool. See section 2.5 for details:	Request for Proposal #: 09-ManagementServices-20231109B
	Proposals will be publicly opened: March 14, 2024 at 2:00 PM ET
Using Agency: Department of Justice - NC INTERPRETER AND TRANSLITERATOR LICENSING BOARD	Commodity No. and Description: 801000 – Management Advisory Services
Requisition No.: TBD	

EXECUTION

In compliance with this Request for Proposals (RFP), and subject to all the conditions herein, the undersigned Vendor offers and agrees to furnish and deliver any or all items upon which prices are bid, at the prices set opposite each item within the time specified herein.

By executing this proposal, the undersigned Vendor understands that false certification is a Class I felony and certifies that:

- this proposal is submitted competitively and without collusion (G.S. 143-54),
- Pursuant to G.S. 143-59.2(b), none of its officers, directors, or owners of an unincorporated business entity has been convicted of any violations of Chapter 78A of the General Statutes, the Securities Act of 1933, or the Securities Exchange Act of 1934 (G.S. 143-59.2) within 10 years immediately prior to the date of the bid solicitation, and
- Pursuant to G.S. 143.59.1(b), it is not an ineligible Vendor as set forth in G.S. 143-59.1.

Furthermore, by executing this proposal, the undersigned certifies to the best of Vendor’s knowledge and belief, that:

- it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal or State department or agency.

As required by G.S. 143-48.5, the undersigned Vendor certifies that it, and each of its sub-Contractors for any Contract awarded as a result of this RFP, complies with the requirements of Article 2 of Chapter 64 of the NC General Statutes, including the requirement for each employer with more than 25 employees in North Carolina to verify the work authorization of its employees through the federal E-Verify system. E-Verify System Link: www.uscis.gov.

As required by Executive Order 24 (2017), the undersigned vendor certifies will comply with all Federal and State requirements concerning fair employment and that it does not and will not discriminate, harass, or retaliate against any employee in connection with performance of any Contract arising from this solicitation. The Provider certifies that it will comply with all Federal statutes relating to nondiscrimination. These include but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U.S.C. §§1681-1683, and 1685-1686), which prohibits discrimination on the basis of sex; (c) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. §794), which prohibits discrimination on the basis of handicaps; (d) the Age Discrimination Act of 1975, as amended (42 U.S.C. §§6101-6107), which prohibits discrimination on the basis of age; (e) the Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255), as amended, relating to nondiscrimination on the basis of drug abuse; (f) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91-616), as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (g) Title VIII of the Civil Rights Act of 1968 (42 U.S.C. §§3601 et seq.), as amended, relating to nondiscrimination in the sale, rental or financing of housing; (h) the Food Stamp Act and USDA policy, which prohibit discrimination on the basis of religion and political beliefs; and (i) the requirements of any other nondiscrimination statutes which may apply to this Agreement.

Pursuant to G.S. 133-32 and Executive Order 24 (2009) prohibit the offer to, or acceptance by, any State Employee associated with the preparing plans, specifications, estimates for public contracts; or awarding or administering public contracts; or inspecting or supervising delivery of the public contract of any gift from anyone with a contract with the State, or from any person seeking to do business with the State. By execution of this response to the RFP, the undersigned certifies, for Vendor’s entire organization and its employees or agents, that Vendor is not aware that any such gift has been offered, accepted, or promised by any employees of your organization.

By executing this bid, Vendor certifies that it has read and agreed to the **INSTRUCTION TO VENDORS** and the **NORTH CAROLINA GENERAL TERMS AND CONDITIONS incorporated herein**. These documents can be accessed from the Ariba Sourcing Tool.

Failure to execute/sign proposal prior to submittal may render proposal invalid and it MAY BE REJECTED. Late proposals shall not be accepted.

COMPLETE/FORMAL NAME OF VENDOR:		
STREET ADDRESS:	P.O. BOX:	ZIP:
CITY & STATE & ZIP:	TELEPHONE NUMBER:	TOLL FREE TEL. NO:
PRINCIPAL PLACE OF BUSINESS ADDRESS IF DIFFERENT FROM ABOVE (SEE INSTRUCTIONS TO VENDORS ITEM #21):		
PRINT NAME & TITLE OF PERSON SIGNING ON BEHALF OF VENDOR:		FAX NUMBER:
VENDOR'S AUTHORIZED SIGNATURE*:	DATE:	EMAIL:

VALIDITY PERIOD

Offer shall be valid for at least sixty (60) days from date of bid opening or if extended by mutual agreement of the parties in writing. Any withdrawal of this offer shall be made in writing, effective upon receipt by the agency issuing this RFP.

ACCEPTANCE OF PROPOSAL

If your proposal is accepted, all provisions of this RFP, along with the written results of any negotiations, shall constitute the written agreement between the parties ("Contract"). The NORTH CAROLINA GENERAL TERMS AND CONDITIONS are incorporated herein and shall apply. Depending upon the Goods or Services being offered, other terms and conditions may apply, as mutually agreed.

<p>FOR STATE USE ONLY: Offer accepted and Contract awarded this _____ day of _____, 20____, as indicated on</p> <p>The attached certification, by _____.</p> <p style="text-align: center;">(Authorized Representative of North Carolina Interpreter and Transliterators Licensing Board)</p>

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1.0 PURPOSE AND BACKGROUND

This Request for Proposals (RFP) advertises the North Carolina Interpreter and Transliterator Licensing Board's (Board or State) need for services pursuant to the terms of the RFP, which seek turnkey Licensing Board Management Services. The Board is responsible for credentialing North Carolina Interpreters and Transliterators. The Board members live across the state and rely heavily upon a competent administrator for the day-to-day operations of the Board within the confines of the law. The Board is searching for detail-oriented, personalized management services, with staff knowledgeable about the Board's operations. All proposals received shall be treated as offers to contract. If the Board decides to accept an offer, an authorized representative of the Board will sign the Vendor's proposal. Acceptance shall create a contract that is effective as of the date of acceptance. Proposals shall be submitted in accordance with the terms and conditions of this RFP and any addenda issued hereto. The Board reserves the right to negotiate a final agreement as provided by law or rule.

The intent of this solicitation is to award an Agency Specific Contract.

1.1 CONTRACT TERM

The Contract shall have an initial term of one (1) year, beginning on the date of contract award or the "Effective Date" in Section 2.3 above, whichever is later. At the end of the Contract's current term, the State shall have the option, in its sole discretion, to renew the Contract on the same terms and conditions for up to a total of two (2) additional one-year terms. The State will give the Vendor written notice of its intent to exercise each option no later than thirty (30) days before the end of the Contract's then-current term. In addition, the State reserves the right to extend a contract term for a period of up to 180 days in 90-day-or-less increments.

Proposals shall be submitted in accordance with the terms and conditions of this RFP and any addenda issued hereto.

2.0 GENERAL INFORMATION

Background: The North Carolina Interpreter and Transliterator Licensing Board was created by the enactment of the Interpreter and Transliterator Licensure Act ("Licensure Act") by the North Carolina General Assembly in October, 2002. The Board began to issue licenses after its licensing rules became effective on March 21, 2005. The Licensure Act is codified at Chapter 90D of the North Carolina General Statutes and can be found online at: <http://www.ncga.state.nc.us/gascripts/statutes/statutelookup.pl?statute=90d>.

The licensing rules are codified at Chapter 25 of Title 21 of the North Carolina Administrative Code and can be found online at: <http://reports.oah.state.nc.us/ncac.asp> (click on "Title 21" then on "Chapter 25"). The Board consists of nine members. Three members are appointed by the Governor, three are appointed by the President Pro Tempore of the Senate, and three are appointed by the Speaker of the House of Representatives. The Board elects four of its members to serve as officers, including a chairperson, vice-chair, secretary, and treasurer, respectively. The full Board meets at least four times a year. A standing Licensure Committee meets more frequently, usually in person at the end of a Board meeting and via conference call more frequently, as needed. The Board has the power and duty to adopt administrative rules; to set licensure fees; to determine the qualifications and fitness of applicants for licensure; to issue, renew, deny, suspend, or revoke licenses; and to carry out any disciplinary actions authorized by the Licensure Act.

An interpreter and transliterator license is valid for no more than one year, from the later of October 1 or the date the license was issued, through the following September 30. More than five hundred interpreters and transliterators are currently licensed by the Board. Thus, the Board's management company must process over 500 license applications every September and October. The Board's management company is authorized to approve or disapprove a license application without Board review when the application clearly demonstrates that the applicant either is or is not eligible for a license. The management company forwards all questionable applications to the Board's Licensure Committee ("LRC") for the committee to review and approve or deny. Additionally, provisional licenses may be extended a certain number of times, with the last possible extensions being subject to LRC approval.

The Board's management company coordinates those files and presents them to the LRC, usually via one or more conference calls, with the files being sent via email. The Board has a website that can be viewed at: <http://www.ncitlb.org>.

2.1 REQUEST FOR PROPOSAL DOCUMENT

This RFP is comprised of the base RFP document, any attachments, and any addenda released before Contract award, which are incorporated herein by reference.

2.2 E-PROCUREMENT FEE

ATTENTION: The E-Procurement fee may apply to this solicitation. See the paragraph entitled ELECTRONIC PROCUREMENT of the North Carolina General Terms and Conditions.

General information on the E-Procurement Services can be found at: <http://eprocurement.nc.gov/>.

2.3 NOTICE TO VENDORS REGARDING RFP TERMS AND CONDITIONS

It shall be the Vendor’s responsibility to read the Instructions to Vendors, the North Carolina General Terms and Conditions, all relevant exhibits and attachments, and any other components made a part of this RFP and comply with all requirements and specifications herein. Vendors are also responsible for obtaining and complying with all Addenda and other changes that may be issued in connection with this RFP.

If Vendors have questions or issues regarding any component of this RFP, those must be submitted as questions in accordance with the instructions in the PROPOSAL QUESTIONS Section. If the State determines that any changes will be made as a result of the questions asked, then such decisions will be communicated in the form of an RFP addendum. The State may also elect to leave open the possibility for later negotiation of specific provisions of the Contract that have been addressed during the question-and-answer period, prior to contract award.

Other than through the process of negotiation under 01 NCAC 05B.0503, the State rejects and will not be required to evaluate or consider any additional or modified terms and conditions submitted with Vendor’s proposal or otherwise. This applies to any language appearing in or attached to the document as part of the Vendor’s proposal that purports to vary any terms and conditions or Vendors’ instructions herein or to render the proposal non-binding or subject to further negotiation. Vendor’s proposal shall constitute a firm offer that shall be held open for the period required herein (“Validity Period” above).

The State may exercise its discretion to consider Vendor proposed modifications. By execution and delivery of this RFP Response, the Vendor agrees that any additional or modified terms and conditions, whether submitted purposely or inadvertently, shall have no force or effect, and will be disregarded unless expressly agreed upon through negotiation and incorporated by way of a Best and Final Offer (BAFO). Noncompliance with, or any attempt to alter or delete, this paragraph shall constitute sufficient grounds to reject Vendor’s proposal as nonresponsive.

2.4 RFP SCHEDULE

The table below shows the *intended* schedule for this RFP. The State will make every effort to adhere to this schedule.

Event	Responsibility	Date and Time
Issue RFP	State	February 7, 2024 at 4:00 PM
Submit Written Questions	Vendor	February 16, 2024 at 5:00 PM
Provide Response to Questions	State	February 28, 2024 at 5:00 PM
Submit Proposals	Vendor	March 14, 2024 at 2:00 PM
Contract Award	State	May 1, 2024 at 12 noon
Effective Date		June 1, 2024 at 9:00 AM

2.5 PROPOSAL QUESTIONS

Upon review of the RFP documents, Vendors may have questions to clarify or interpret the RFP in order to submit the best proposal possible. To accommodate the Proposal Questions process, Vendors shall submit any such questions by the “Submit Written Questions” date and time provided in the RFP SCHEDULE Section above, unless modified by Addendum.

Written questions shall be emailed to bbusch@ncdoj.gov by the date and time specified above. Vendors should enter "RFP # 09-ManagementServices-20231109B: Questions" as the subject for the email. Question submittals should include a reference to the applicable RFP section and be submitted in the format shown below:

Reference	Vendor Question
RFP Section, Page Number	Vendor question ...?

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 form of an addendum to *the electronic Vendor Portal (eVP)*, <https://evp.nc.gov>, 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 the RFP and an addendum to this RFP.

2.6 PROPOSAL SUBMITTAL

IMPORTANT NOTE: This is an absolute requirement. Late bids, regardless of cause, will not be opened or considered, and will be automatically disqualified from further consideration. Vendor shall bear the sole risk of late submission due to unintended or unanticipated delay. It is the Vendor’s sole responsibility to ensure its proposal has been received as described in this RFP by the specified time and date of opening. The time and date of receipt will be marked on each proposal when received. Any proposal or portion thereof received after the proposal deadline will be rejected.

If applicable to this RFP and using eVP, all proposal responses shall be submitted electronically via the electronic Vendor Portal (eVP). Additional information can be found at the eVP updates for Vendors link: <https://eprocurement.nc.gov/news-events/evp-updates-vendors>.

If confidential and proprietary information is included in the proposal, also submit one (1) signed, REDACTED copy of the proposal. Such information may include trade secrets defined by N.C. Gen. Stat. § 66-152 and other information exempted from the Public Records Act pursuant to N.C. Gen. Stat. §132- 1.2. Vendor may designate information, Products, Services or appropriate portions of its response as confidential, consistent with and to the extent permitted under the statutes and rules set forth above. By so redacting any page, or portion of a page, the Vendor warrants that it has formed a good faith opinion, having received such necessary or proper review by counsel and other knowledgeable advisors, that the portions determined to be confidential and proprietary and redacted as such, meet the requirements of the Rules and Statutes set forth above. However, under no circumstances shall price information be designated as confidential.

If the Vendor does not provide a redacted version of the proposal with its proposal submission, the Department may release an unredacted version if a record request is received.

Failure to submit a proposal in strict accordance with these instructions shall constitute sufficient cause to reject a Vendor’s proposal(s). Vendors are strongly encouraged to allow sufficient time to upload proposals.

Critical updated information may be included in Addenda to this RFP. It is important that all Vendors responding to this RFP periodically check the State’s eVP website for any Addenda that may be issued prior to the bid opening date. All Vendors shall be deemed to have read and understood all information in this RFP and all Addenda thereto.

2.7 PROPOSAL CONTENTS

Vendors shall populate all attachments of this RFP that require the Vendor to provide information and include an authorized signature where requested. Failure to provide all required items, or Vendor’s submission of incomplete items, may result in the State rejecting Vendor’s proposal, in the State’s sole discretion.

Vendor RFP responses shall include the following items and attachments, which shall be arranged in the following order:

- a) Cover Letter, which must contain the following: (i) a statement that confirms that the proposer has read the RFP in its entirety, including all links, and all Addenda released in conjunction with the RFP, (ii) a statement that the 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.

- b) Completed and signed version of all EXECUTION PAGES, along with the body of the RFP.
- c) Signed receipt pages of any addenda released in conjunction with this RFP, if required to be returned.
- d) Vendor's Proposal addressing all Specifications of this RFP.
- e) Completed version of ATTACHMENT A: PRICING
- f) Completed version of ATTACHMENT B: INSTRUCTIONS TO VENDOR
- g) Completed and signed version of ATTACHEMENT C: NORTH CAROLINA GENERAL TERMS AND CONDITIONS
- h) Completed and signed version of ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION FORM
Complete and signed version of ATTACHMENT E: CUSTOMER REFERENCE FORM
- i) Completed and signed version of ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR
- j) Completed and signed version of ATTACHMENT G: CERTIFICATION OF FINANICAL CONDITION

2.8 ALTERNATE PROPOSALS

Unless provided otherwise in this RFP, Vendor may submit alternate proposals for comparable Goods, various methods or levels of Service(s), or that propose different options. Alternate proposals must specifically identify the RFP requirements and advantage(s) addressed by the alternate proposal. Any alternate proposal, in addition to the marking described above, must be clearly marked with the legend: "Alternate Proposal #09-ManagementServices-20231109B". Each proposal must be for a specific set of Goods and Services and must include specific pricing. If a Vendor chooses to respond with various offerings, each must be offered with a separate price and be contained in a separate proposal document. Each proposal must be complete and independent of other proposals offered.

2.9 DEFINITIONS, ACRONYMS, AND ABBREVIATIONS

Relevant definitions for this RFP are provided in 01 NCAC 05A .0112 and in the Instructions to Vendors found below which are incorporated herein by this reference.

The following definitions, acronyms, and abbreviations are also relevant to this RFP:

- a) BOARD: The North Carolina Interpreter and Transliterater Licensing Board.
- b) KEY PERSONNEL: Those individuals identified by Vendor to perform the staff roles described herein.

3.0 METHOD OF AWARD AND PROPOSAL EVALUATION PROCESS

3.1 METHOD OF AWARD

North Carolina G.S. 143-52 provides a general list of criteria the State shall use to award contracts, as supplemented by the additional criteria herein. The Goods or Services being procured shall dictate the application and order of criteria; however, all award decisions shall be in the State's best interest. All qualified proposals will be evaluated, and awards will be made to the Vendor(s) meeting the specific RFP Specifications and achieving the highest and best final evaluation, based on the criteria described below.

While the intent of this RFP is to award a Contract(s) to a single vendor, the State reserves the right to make separate awards to different Vendors for one or more line items, to not award one or more line items or to cancel this RFP in its entirety without awarding a Contract, if it is considered to be most advantageous to the State to do so.

The State reserves the right to waive any minor informality or technicality in proposals received.

3.2 CONFIDENTIALITY AND PROHIBITED COMMUNICATIONS DURING EVALUATION

While this RFP is under evaluation, the responding Vendor, including any subcontractors and suppliers, is prohibited from engaging in conversations intended to influence the outcome of the evaluation. See the Paragraph 29 of the Instructions to Vendors entitled COMMUNICATIONS BY VENDORS.

Each Vendor submitting a proposal to this RFP, including its employees, agents, subcontractors, suppliers, subsidiaries and affiliates, is prohibited from having any communications with any person inside or outside the using agency; issuing agency; other government agency office or body (including the purchaser named above, any department secretary, agency head, members of the General Assembly and Governor's office); or private entity, if the communication refers to the content of Vendor's proposal or qualifications, the content of another Vendor's proposal, another Vendor's qualifications or ability to perform a resulting contract, and/or the transmittal of any other communication of information that could be reasonably considered to have the effect of directly or indirectly influencing the evaluation of proposals, the award of a contract, or both.

Any Vendor not in compliance with this provision shall be disqualified from evaluation and award. A Vendor's proposal may be disqualified if its subcontractor and/or supplier engage in any of the foregoing communications during the time that the procurement is active (*i.e.*, the issuance date of the procurement until the date of contract award or cancellation of the procurement). Only those discussions, communications or transmittals of information authorized or initiated by the issuing agency for this RFP or inquiries directed to the purchaser named in this RFP regarding requirements of the RFP (prior to proposal submission) or the status of the award (after submission) are excepted from this provision.

3.3 PROPOSAL EVALUATION PROCESS

Only responsive submissions will be evaluated.

The State will conduct a One-Step evaluation of Proposals:

Proposals will be received according to the method stated in the Proposal Submittal Section above.

All proposals must be received by the issuing agency not later than the date and time specified in the RFP SCHEDULE Section above, unless modified by Addendum. Vendors are cautioned that this is a request for offers, not an offer or request to contract, and the State reserves the unqualified right to reject any and all offers at any time if such rejection is deemed to be in the best interest of the State.

At the date and time provided in the RFP SCHEDULE Section above, unless modified by Addendum, the proposal from each responding Vendor will be opened publicly and all offers (except those that have been previously withdrawn, or voided bids) will be tabulated. The tabulation shall be made public at the time it is created. When negotiations after receipt of bids are authorized pursuant to G.S. 143-49 and 01 NCAC 05B.0503, only the names of offerors and the Goods and Services offered shall be tabulated at the time of opening. If negotiation is anticipated, cost and price shall become available for public inspection at the time of the award. Interested parties are cautioned that these costs and their components are subject to further evaluation for completeness and correctness and therefore may not be an exact indicator of a Vendor's pricing position.

At their option, the Board may request oral presentations or discussions with any or all Vendors for clarification or to amplify the materials presented in any part of the proposal. Vendors are cautioned, however, that the evaluators are not required to request presentations or other clarification—and often do not. Therefore, all proposals should be complete and reflect the most favorable terms available from the Vendor.

Proposals will generally be evaluated according to completeness, content, experience with similar projects, ability of the Vendor and its staff, and cost. Specific evaluation criteria are listed in 3.4 EVALUATION CRITERIA, below.

a) The State reserves the right to reject all original offers and request one or more of the Vendors submitting proposals within a competitive range to submit a best and final offer (BAFO), based on discussions and negotiations with the State, if the initial responses to the RFP have been evaluated and determined to be unsatisfactory.

b) Upon completion of the evaluation process, the Board will make Award(s) based on the evaluation and post the award(s) to IPS under the RFP number for this solicitation. Award of a Contract to one Vendor does not mean that the other proposals lacked merit, but that, all factors considered, the selected proposal was deemed most advantageous and represented the best value to the State.

c) More specifically, an Evaluation Committee comprised of at least three Board members will read and evaluate the proposals and conduct corporate reference checks. The members of the Evaluation Committee will rank the proposals by consensus. The Evaluation Committee may modify its ranking of proposals after its consideration of oral presentations, clarifications, and Best and Final Offers, if any. The Evaluation Committee will make a written recommendation to the full Board, which will make the final decision.

Upon completion of the evaluation, the State will make award(s) based on the final decision of the full Board and post the award(s) to the *electronic Vendor Portal (eVP)*, <https://evp.nc.gov>, under the RFP number for this solicitation. Award of a Contract to one Vendor does not mean that the other proposals lacked merit, but that, all factors considered, the selected proposal was deemed most advantageous and represented the best value to the State.

3.4 EVALUATION CRITERIA

In addition to the general criteria in G.S. 143-52 which may or may not be relevant to this RFP, all qualified proposals will be evaluated, and award made based on considering the following criteria, to result in an award most advantageous to the State:

BEST VALUE: "Best Value" procurement methods are authorized by N.C.G.S. §§143-135.9 and 143B-1350(h). The award decision is made based on multiple factors, including: total cost of ownership, meaning the cost of acquiring, operating, maintaining, and supporting a product or service over its projected lifetime; the evaluated technical merit of the Vendor's offer; the Vendor's past performance; and the evaluated probability of performing the specifications stated in the solicitation on time, with high quality, and in a manner that accomplishes the stated business objectives and maintains industry standards compliance. The intent of "Best Value" procurement is to enable Vendors to offer and the Board to select the most appropriate solution to meet the business objectives defined in the solicitation and to keep all parties focused on the desired outcome of a procurement.

A ranking method of source selection will be utilized in this procurement using evaluation criteria listed in order of importance in the Evaluation Criteria section below to allow the State to award this RFP to the Vendor(s) providing the Best Value and recognizing that Best Value may result in award other than the lowest price or highest technically qualified offer. By using this method, the overall ranking may be adjusted up or down when considered with, or traded-off against, other non-price factors.

EVALUTION METHOD: Narrative and by consensus of the evaluating committee, explaining the strengths and weaknesses of each proposal and why the recommended awardee(s) provide the best value to the State.

All qualified proposals will be evaluated, and award made by consensus of the Board based on and considering the following criteria, to result in an award most advantageous to the State.

A. Technical:

1. Vendor Experience, Qualifications, and References (to include the following). See Sections 4.5 and 4.6 for additional details.
2. Project Organization and Technical Approach (to include the following). See Sections 5.1 and 5.2 for additional details.

B. Financial Stability (See section 4.3 for additional details)

C. Cost: Total Monthly/Annual Cost (see ATTACHMENT A PRICING)

3.5 PERFORMANCE OUTSIDE THE UNITED STATES

Vendor shall complete ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR. In addition to any other evaluation criteria identified in this RFP, the State may also consider, for purposes of evaluating proposed or actual contract performance outside of

the United States, how that performance may affect the following factors to ensure that any award will be in the best interest of the State:

- a) Total cost to the State
- b) Level of quality provided by the Vendor
- c) Process and performance capability across multiple jurisdictions
- d) Protection of the State's information and intellectual property
- e) Availability of pertinent skills
- f) Ability to understand the State's business requirements and internal operational culture
- g) Particular risk factors such as the security of the State's information technology
- h) Relations with citizens and employees
- i) Contract enforcement jurisdictional issues

3.6 INTERPRETATION OF TERMS AND PHRASES

This RFP serves two functions: (1) to advise potential Vendors of the parameters of the solution being sought by the State; and (2) to provide (together with other specified documents) the terms of the Contract resulting from this procurement. The use of phrases such as "shall," "must," and "requirements" are intended to create enforceable contract conditions. In determining whether proposals should be evaluated or rejected, the State will take into consideration the degree to which Vendors have proposed or failed to propose solutions that will satisfy the State's needs as described in the RFP. Except as specifically stated in the RFP, no one requirement shall automatically disqualify a Vendor from consideration. However, failure to comply with any single requirement may result in the State exercising its discretion to reject a proposal in its entirety.

4.0 REQUIREMENTS

This Section lists the requirements related to this RFP. By submitting a proposal, the Vendor agrees to meet all stated requirements in this Section as well as any other specifications, requirements, and terms and conditions stated in this RFP. If a Vendor is unclear about a requirement or specification, or believes a change to a requirement would allow for the State to receive a better proposal, the Vendor is urged to submit these items in the form of a question during the question and answer period in accordance with the Proposal Questions Section above.

4.1 PRICING

Proposal price shall constitute the total cost to the State for complete performance in accordance with the requirements and specifications herein, including all applicable charges for handling, transportation, administrative and other similar fees. Complete ATTACHMENT C: PRICING FORM and include in Vendor's proposal. The pricing provided in ATTACHMENT A, or resulting from any negotiations, is incorporated herein and shall become part of any resulting Contract.

4.2 INVOICES

Vendor shall invoice the Purchasing Agency. The standard format for invoicing shall be Single Invoices meaning that the Vendor shall provide the Purchasing Agency with an invoice for each order. Invoices shall include detailed information to allow Purchasing Agency to verify pricing at point of receipt matches the correct price from the original date of order. The following fields shall be included on all invoices, as relevant:

Vendor's Billing Address, Customer Account Number, NC Contract Number, Order Date, Buyer's Order Number, Manufacturer Part Numbers, Vendor Part Numbers, Item Descriptions, Price, Quantity, and Unit of Measure.

INVOICES MAY NOT BE PAID UNTIL AN INSPECTION HAS OCCURRED AND THE GOODS OR SERVICES ACCEPTED.

4.3 FINANCIAL STABILITY

As a condition of contract award, the Vendor must certify that it has the financial capacity to perform and to continue to perform its obligations under the Contract; that Vendor has no constructive or actual knowledge of an actual or potential legal proceeding being brought against Vendor that could materially adversely affect performance of this Contract; and that entering into this Contract is not prohibited by any contract, or order by any court of competent jurisdiction.

Each Vendor shall certify it is financially stable by completing ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION. The State is requiring this certification to minimize potential issues from contracting with a Vendor that is financially unstable. From the date of the Certification to the expiration of the Contract, the Vendor shall notify the State within thirty (30) days of any occurrence or condition that materially alters the truth of any statement made in this Certification. The Contract Manager may require annual recertification of the Vendor's financial stability.

4.4 HUB PARTICIPATION

Pursuant to North Carolina General Statute G.S. 143-48, it is State policy to encourage and promote the use of small, minority, physically handicapped, and women contractors in purchasing Goods and Services. As such, this RFP will serve to identify those Vendors that are minority owned or have a strategic plan to support the State's Historically Underutilized Business program by meeting or exceeding the goal of 10% utilization of diverse firms as 1st or 2nd tier subcontractors. Vendor shall complete ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION.

4.5 VENDOR EXPERIENCE

In its Proposal, Vendor shall demonstrate experience with public and/or private sector clients with similar or greater size and complexity to the Board within the last five (5) years. Vendor shall provide information as to the qualifications and experience of all executive, managerial, legal, and professional personnel to be assigned to this project, including resumes citing experience with similar projects and the responsibilities to be assigned to each person.

The Board will also consider Vendor's experience based on the following:

- a. Vendor's experience and performance managing state licensing boards;
- b. Vendor's experience with accounts of comparable size and scope to this RFP, including issuing licenses and answering licensing questions;
- c. The Vendor's experience and performance working with committees of state licensing boards that impose penalties and/or other discipline upon licensees;
- d. The Vendor's experience and performance interacting with deaf and hard of hearing consumers;
- e. The qualifications and experience of the person(s) who will be assigned to provide services under this Contract;
- f. Other relevant professional and technical information as described in Section 4.6 of this RFP;

4.6 REFERENCES

Vendor shall upload to the Sourcing Tool at least three (3) references, using ATTACHMENT E: CUSTOMER REFERENCE FORM, for which it has provided Services of similar size and scope to those proposed herein. The State may contact these users to determine whether the Services provided are substantially similar in scope to those proposed herein and whether Vendor's performance has been satisfactory. The information obtained may be considered in the evaluation of the Proposal.

4.7 BACKGROUND CHECKS

Any personnel or agent of Vendor performing Services under any Contract arising from this RFP may be required to undergo a background check at the expense of the Vendor, if so requested by the State.

4.8 PERSONNEL

Vendor warrants that qualified personnel shall provide Services under this Contract in a professional manner. "Professional manner" means that the personnel performing the Services will possess the skill and competence consistent with the prevailing business standards in the industry. Vendor will serve as the prime contractor under this Contract and shall be responsible for the performance and payment of all subcontractor(s) that may be approved by the State. Names of any third-party Vendors or subcontractors of Vendor may appear for purposes of convenience in Contract documents; and shall not limit Vendor's obligations

hereunder. Vendor will retain executive representation for functional and technical expertise as needed to incorporate any work by third party subcontractor(s).

Should the Vendor’s proposal result in an award, the Vendor shall be required to agree that it will not substitute key personnel assigned to the performance of the Contract without prior written approval by the Contract Lead. Vendor shall further agree that it will notify the Contract Lead of any desired substitution, including the name(s) and references of Vendor’s recommended substitute personnel. The State will approve or disapprove the requested substitution in a timely manner. The State may, in its sole discretion, terminate the Services of any person providing Services under this Contract. Upon such termination, the State may request acceptable substitute personnel or terminate the contract Services provided by such personnel.

4.9 VENDOR’S REPRESENTATIONS

If Vendor’s Proposal results in an award, Vendor agrees that it will not enter any agreement with a third party that may abridge any rights of the State under the Contract. If any Services, deliverables, functions, or responsibilities not specifically described in this solicitation are required for Vendor’s proper performance, provision and delivery of the Service and deliverables under a resulting Contract, or are an inherent part of or necessary sub-task included within such Service, they will be deemed to be implied by and included within the scope of the Contract to the same extent and in the same manner as if specifically described in the Contract. Unless otherwise expressly provided herein, Vendor will furnish all of its own necessary management, supervision, labor, facilities, furniture, computer and telecommunications equipment, software, supplies and materials necessary for the Vendor to provide and deliver the Services and/or other Deliverables.

If any services, deliverables, functions, or responsibilities not specifically described in this Contract are required for Vendor’s proper performance, provision and delivery of the Services and other deliverables under this Contract, or are an inherent part of or necessary sub-task included within such service, they will be deemed to be implied by and included within the scope of the Contract to the same extent and in the same manner as if specifically described in the Contract. Unless otherwise expressly provided herein, Vendor will furnish all of its own necessary management, supervision, labor, facilities, furniture, computer and telecommunications equipment, software, supplies and materials necessary for the Vendor to provide and deliver the Services and other deliverables.

Vendor warrants that it has the financial capacity to perform and to continue performing its obligations under the Contract; that Vendor has no constructive or actual knowledge of an actual or potential legal proceeding being brought against Vendor that could materially adversely affect performance of this Contract; and that entering into this Contract is not prohibited by any contract, or order by any court of competent jurisdiction.

4.10 AGENCY INSURANCE REQUIREMENTS MODIFICATION

A. Default Insurance Coverage from the General Terms and Conditions applicable to this Solicitation:

- Small Purchases
- Contract value in excess of the Small Purchase threshold, but up to \$1,000,000.00
- Contract value in excess of \$1,000,000.00

5.0 SPECIFICATIONS AND SCOPE OF WORK

The Vendor's Responsibilities:

The Vendor shall:

- (a) Maintain an office in Wake County that is open to the public;
- (b) Staff the office from 8:00 AM through 5:00 PM each State Business Day. With the Board's approval, the office may open as early as 7:00 AM or as late as 9:00 AM so long as the office remains open for nine (9) hours each State Business Day;
- (c) Provide the standard office equipment needed by the staff assigned to the Contract, including personal computers, a suite of software applications compatible with Microsoft Office, laser printers, photocopiers, scanners, facsimile machines, and telephones;
- (d) Assign one (1) principal account manager to this Contract. The principal account manager is hereby identified as one of the Vendor's "key personnel," as that term is defined in RFP Section 2.9, above. Other "key personnel" will be identified by the Vendor in the Vendor's proposal and may be changed according to the procedure contained in section RFP Section 4.8, above.
- (e) Assign one (1) principal bookkeeper to this Contract. One person may be assigned to serve as both the principal account manager and the principal bookkeeper. The principal bookkeeper is hereby identified as one of the Vendor's "key personnel", as that term is defined in RFP Section 2.9, above. Other "key personnel" may be identified by the Vendor in the Vendor's proposal and may be changed according to the procedure contained in section RFP Section 4.8, above.
- (f) Assign other staff to work on this Contract in the discretion of the vendor as needed ;
- (g) Obtain and maintain, at the Board's expense, dedicated telephone and facsimile lines and internet accounts in the Board's name that may be transferred at the option of the Board.
- (h) Obtain and maintain, at the Board's expense, a post office box in the Board's name that may be transferred at the option of the Board.
- (i) Retrieve the Board's mail from the Board's post office box at least once each State Business Day on which mail is delivered;
- (j) Stamp all incoming mail with the date and time of receipt;
- (k) Obtain and maintain, at the Board's expense, an email address in the Board's name that may be transferred at the option of the Board;
- (l) Maintain, update, and modify the Board's licensure database as directed by the Board;
- (m) Maintain the electronic and paper records of the Board in accordance with the Public Records Act, codified at Chapter 132 of the North Carolina General Statutes;
- (n) Protect the Board's electronic and paper records from unauthorized access and disclosure;
- (o) Comply with the requirements of the North Carolina Identity Theft Protection Act, found at G.S. 75-60, et. seq.;
- (p) Open and maintain checking and savings accounts in financial institutions as directed by the Board;
- (q) Deposit receipts in the Board's checking and savings accounts as directed by the Board;
- (r) Prepare checks for the Board Treasurer's approval and signature;
- (s) Prepare and submit to the Board Treasurer monthly, quarterly, and annual financial reports;
- (t) Prepare and file all reports required by G.S. 93B-2, the State Controller, the Director of the Office of State Budget and Management, other State officers, and other applicable State laws;
- (u) Provide the Board's auditor with all information needed for the Board's annual audit; and
- (v) Provide any other similar Services reasonably necessary to help the Board perform its statutory duties.

The Principal Account Manager's Responsibilities:

The Vendor's Account Manager shall:

- (a). Schedule Board and Committee meetings at the direction of the Board and committee chairpersons
- (b). Post notice of all public meetings as required by G.S. 143-318.12;
- (c). Prepare written meeting agendas at the direction of the Board;

- (d). Attend all meetings of the full Board;
- (e). Attend all meetings of the Board's Licensure Committee;
- (f). Attend other meetings as requested by the Board;
- (g). Arrange for, and attend by telephone, conference calls of the Board and Committees;
- (h). Make periodic oral and written reports to the Board as directed by the Board;
- (i). Obtain criminal record checks from the SBI and from the various clerks of court in North Carolina and all other states of the United States (i.e., nationwide criminal records checks);
- (j). Secure all criminal records in a locked file when not in use;
- (k). Disclose SBI criminal records only to those members of the Board who are listed with the SBI as being authorized to view the SBI's criminal records. Any violation of this duty is grounds for immediate termination of this Contract for cause;
- (l). Approve or disapprove a license application without Board review when the application clearly demonstrates that the applicant either is or is not eligible for a license;
- (m). Forward applications requiring further review to the Board's Licensure Committee for committee action;
- (n). Answer simple, non-confidential questions posed by the public by telephone, email, and letter; and
- (o). Forward all complex questions to the Board's chairperson;

The Principal Bookkeeper's Responsibilities:

The Vendor's Principal Bookkeeper shall:

- (a). Create and maintain the Board's financial records, subject to the oversight and direction of the North Carolina State Auditor, the North Carolina Office of State Budget and Management, and the Board's auditor;
- (b). Prepare and submit monthly, quarterly, and annual financial reports to the Board's Treasurer;
- (c). Prepare and file the annual financial report required by G.S. § 93B 2(b); Cooperate with the State Auditor, or the independent auditor hired by the State Auditor, during the performance of audits authorized by G.S. § 93B-4(a); and
- (d). Provide the Board's auditor with the information needed by the auditor to prepare an annual financial audit of the Board's operations pursuant to G.S. §93B 4(b).

Performance Standards

- (a). Telephone calls to the Board's telephone line shall roll over to an answering machine if the calls are not answered by the fourth ring. The Vendor's staff shall return all unanswered calls within two (2) business hours. If a telephone message is recorded outside of business hours, the Vendor's staff shall return the call during the first two (2) hours of the next business day.
- (b). The Vendor's staff shall respond to all email correspondence within eight (8) business hours.
- (c). The Vendor's staff shall respond to all postal correspondence within sixteen (16) business hours.
- (d). If the Vendor's staff cannot provide a substantive response to email or postal correspondence by the deadlines specified in subsections (b) and (c) above, the Vendor's staff shall send a response acknowledging receipt of the email or postal correspondence and specifying when a substantive response can be expected.
- (e). The Vendor shall acknowledge receipt of a license application by placing a written acknowledgment addressed to the applicant into the custody of the United States Postal Service within five (5) business days after the Vendor received the application.
- (f). If the Vendor fails to meet any one or more of these performance standards, the Vendor shall, upon the Board's request, develop and implement a plan of correction acceptable to the Board. If the Vendor does not cure the defective performance within thirty (30) days after the Vendor receives written notice that the Board has accepted the plan of correction, the Board may terminate the Contract for cause. In its sole discretion, the Board may give the Vendor more than thirty (30) days to cure the defective performance.

The Board's Responsibilities

The Board will:

- (a). Pay the Vendor the monthly management fee quoted in the Vendor's Proposal or as determined finally in any negotiations;
- (b). Reimburse the Vendor for authorized travel within the United States;
- (c). Reimburse the Vendor for the Vendor's actual expenditures for routine office expenses and supplies, such as postage, registered and certified mail, overnight express, process servers, letterhead paper, plain paper, copy paper, envelopes, mailers, labels, and paper clips;
- (d). Reimburse the Vendor for any other expenses incurred by the Vendor on the Board's behalf with the Board's prior approval;
- (e). Pay all expenses billed directly to the Board, such as the telephone bill;
- (f). Specify the types of license applications that must be forwarded to the Board's Licensure Committee for Committee action;
- (g). Specify the types of questions that must be forwarded to the Board's chairperson instead of being answered by the Vendor or the Vendor's account manager; and,
- (h). Monitor the Vendor's performance.

5.1 PROJECT ORGANIZATION

Vendor shall describe the organizational and operational structure it proposes to utilize for the work described in this RFP, and identify the responsibilities to be assigned to each person Vendor proposes to staff the work. Also, Vendor shall state its hours of operation and response times. Vendor shall state the location of its offices from which it will fulfill this Contract and whether it presently intends to move during the Contract Term.

5.2 TECHNICAL APPROACH

Vendor's proposal shall include, in narrative, outline, and/or graph form the Vendor's approach to accomplishing the tasks outlined in the Scope of Work section of this RFP. A description of each task and deliverable and the schedule for accomplishing each shall be included.

6.0 CONTRACT ADMINISTRATION

All Contract Administration requirements are conditioned on an award resulting from this solicitation. This information is provided for the Vendor's planning purposes.

6.1 CONTRACT MANAGER AND CUSTOMER SERVICE

The Vendor shall be required to designate and make available to the State a contract manager. The contract manager shall be the State's point of contact for Contract related issues and issues concerning performance, progress review, scheduling, and service.

Contract Manager Point of Contact	
Name:	
Office Phone #:	
Mobile Phone #:	
Email:	

The Vendor shall be required to designate and make available to the State for customer service. The customer service point of contact shall be the State's point of contact for customer service-related issues (define roles and responsibilities).

Customer Service Point of Contact	
Name:	
Office Phone #:	
Mobile Phone #:	
Email:	

6.2 POST AWARD PROJECT REVIEW MEETINGS

The Vendor, at the request of the State, shall be required to meet semi-annually with the State for Project Review meetings. The purpose of these meetings will be to review project progress reports, discuss Vendor and State performance, address outstanding issues, review problem resolution, provide direction, evaluate continuous improvement and cost saving ideas, and discuss any other pertinent topics.

6.3 CONTINUOUS IMPROVEMENT

The State encourages the Vendor to identify opportunities to reduce the total cost the State. A continuous improvement effort consists of various ways to enhance business efficiencies as performance progresses.

6.4 PERIODIC QUARTERLY STATUS REPORTS

The Vendor shall provide Quarterly Management Reports to the designated Contract Lead during each Board meeting, which is generally one per quarter. This report shall include, at a minimum, information concerning the number of permanent and provisional licenses renewed, the number of permanent and provisional licenses denied, the number of complaints against licenses received by the Board, the number of complaints against licensees decided by the LRC, the number of complaints outstanding without LRC resolution, and a summary of the Board’s financials to supplement or compliment the Treasurer’s Report at each Board meeting. These reports shall be well organized and easy to read. The Vendor shall submit these reports electronically using Microsoft Excel and, as needed, either Microsoft PowerPoint or Microsoft Word. The Vendor shall submit the reports in a timely manner and on a regular schedule as agreed by the parties.

Within fifteen (15) business days of the award of the Contract, the Vendor shall submit a final work plan and a sample report to the designated Contract Lead for approval.

6.5 ACCEPTANCE OF WORK

In the event acceptance criteria for any work or deliverables is not described in Contract documents or work orders hereunder, the State shall have the obligation to notify Vendor, in writing ten (10) calendar days following completion of such work or deliverable described in the Contract, that it is not acceptable. The notice shall specify in reasonable detail the reason(s) it is unacceptable. Acceptance by the State shall not be unreasonably withheld; but may be conditioned or delayed as required for reasonable review, evaluation, installation or testing, as applicable to the work or deliverable. Final acceptance is expressly conditioned upon completion of all applicable assessment procedures. Should the work or deliverables fail to meet any Contract requirements, acceptance criteria, or otherwise fail to conform to the Contract, the State may exercise any and all rights hereunder, including, for deliverables, such rights provided by the Uniform Commercial Code as adopted in North Carolina.

6.7 TRANSITION ASSISTANCE

If a Contract results from this solicitation, and the Contract is not renewed at the end of the last active term, or is canceled prior to its expiration, for any reason, Vendor shall provide transition assistance to the State, at the option of the State, for up to three (3) months to allow for the expired or canceled portion of the Services to continue without interruption or adverse effect, and to facilitate the orderly transfer of such Services to the State or its designees. If the State exercises this option, the Parties agree that

such transition assistance shall be governed by the terms and conditions of the Contract (notwithstanding this expiration or cancellation), except for those Contract terms or conditions that do not reasonably apply to such transition assistance. The State shall agree to pay Vendor for any resources utilized in performing such transition assistance at the most current rates provided by the Contract for performance of the Services or other resources utilized.

6.8 DISPUTE RESOLUTION

During the performance of the Contract, the parties agree that it is in their mutual interest to resolve disputes informally. Any claims by the Vendor shall be submitted in writing to the State’s Contract Manager for resolution. Any claims by the State shall be submitted in writing to the Vendor’s Project Manager for resolution. The Parties shall agree to negotiate in good faith and use all reasonable efforts to resolve such dispute(s).

During the time the Parties are attempting to resolve any dispute, each shall proceed diligently to perform their respective duties and responsibilities under this Contract. The Parties will agree on a reasonable amount of time to resolve a dispute. If a dispute cannot be resolved between the Parties within the agreed upon period, either Party may elect to exercise any other remedies available under the Contract, or at law. This provision, when agreed in the Contract, shall not constitute an agreement by either party to mediate or arbitrate any dispute.

6.9 CONTRACT CHANGES

Contract changes, if any, over the life of the Contract shall be implemented by contract amendments agreed to in writing by the State and Vendor. Amendments to the contract can only be through the contract administrator.

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7.0 ATTACHMENTS

****IMPORTANT NOTICE****

RETURN THE REQUIRED ATTACHMENTS WITH YOUR RESPONSE
FOLLOW THE LINKS TO ACCESS EACH ATTACHMENT

ATTACHMENT A: PRICING

Complete and return the Pricing associated with this RFP in the table below:

Vendors shall provide the pricing for the request for proposal in the space below. The costs to the Board offered by the Vendor must cover all of the Vendor’s costs. The monthly management fee must be firm and fixed for the full term of the contract, including any extension periods of time. Vendors should account for all such periods of time. No other payments will be made by the Board for services rendered.

Monthly Management Fee: \$ _____

Total Annual Cost: \$ _____

ATTACHMENT B: INSTRUCTIONS TO VENDORS

The Instructions to Vendors, which are incorporated herein by this reference, may be found here:

https://files.nc.gov/ncdoa/pandc/OnlineForms/Form_North-Carolina-Instructions-to-Vendors_09.2020.pdf

<https://ncadmin.nc.gov/formnorth-carolina-instructions-vendors032023/download?attachment>

ATTACHMENT C: NORTH CAROLINA GENERAL TERMS & CONDITIONS

The North Carolina General Terms and Conditions, which are incorporated herein by this reference, may be found here:

<https://www.doa.nc.gov/form-north-carolina-general-terms-and-conditions-11-2023/open>

ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION

Complete and return the Historically Underutilized Businesses (HUB) Vendor Information form, which can be found at the following link:

https://files.nc.gov/ncdoa/pandc/OnlineForms/Form_HUB-Supplemental-Vendor-Information_9.2021.pdf

ATTACHMENT E: CUSTOMER REFERENCE FORM

Complete and return the Customer Reference Form, which can be found at the following link:

https://files.nc.gov/ncdoa/pandc/OnlineForms/Form_Customer_Reference_Template_09.2021.pdf

ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR

Complete and return the Location of Workers Utilized by Vendor, which can be found at the following link:

https://files.nc.gov/ncdoa/pandc/OnlineForms/Form_Location-of-Workers_09.2021.pdf

ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION

Complete, sign, and return the Certification of Financial Condition, which can be found at the following link:

https://files.nc.gov/ncdoa/pandc/OnlineForms/Form_Certification-of-Financial-Condition_09.2021.pdf

***** Failure to Return the Required Attachments May Eliminate
Your Response from Further Consideration *****