


<p>STATE OF NORTH CAROLINA</p>  <p>DEPARTMENT OF ADMINISTRATION</p> <p>Refer ALL Inquiries to: Meredith Swartz, Purchasing Officer Telephone No. 984-236-0083 E-Mail: Meredith.swartz@doa.nc.gov</p>	<p>REQUEST FOR INFORMATION NO. 13-DOA 1653549996</p> <p>Issue Date: September 2, 2025 Questions Due Date: September 11, 2025 @ 2:00PM ET State to post Addendum with Answers: September 17, 2025 Responses Due Date: October 2, 2025 @ 2:00PM</p> <p>Commodity: 811620 - Cloud-based software as a service Using Agency Name: State Surplus Property</p>
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SUBMITTAL INSTRUCTIONS

Responses to this Request for Information (RFI) 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 State, Vendors 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 EST to 5:00 PM EST.

QUESTIONS

Questions related to the content of the solicitation should be sent via the Sourcing Tool's message board by the date and time specified in the RFI SCHEDULE Section of this RFI. Vendors will enter “**RFI # 13-DOA1653549996 – Questions**” as the subject of the message. Question submittals should include a reference to the applicable RFI section. This is the only manner in which questions will be received.

EXECUTION

VENDOR NAME:	E-MAIL:	
STREET ADDRESS:	P.O. BOX:	ZIP:
CITY & STATE:	TELEPHONE NUMBER:	TOLL FREE TEL. NO:
TYPE OR PRINT NAME & TITLE OF PERSON SIGNING:	FAX NUMBER:	
AUTHORIZED SIGNATURE:	DATE:	

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1.0 EXECUTIVE SUMMARY

The State of North Carolina Department of Administration, State Surplus Property Division is in the process of developing plans to replace its current inventory and auctioning management system.

This Request for Information (RFI) is intended to collect information and recommendations regarding available cloud-based solutions to meet the Scope of System objectives listed in Section 3.2 of this RFI.

The State requests detailed point-by-point responses showing how your firm would address the items and areas of Section 4.0 Solution Functions.

2.0 RFI PROCEDURES

2.1. Schedule

Respondents will have four weeks to prepare their submissions to this RFI. Responses must be received by the date, time and the location specified on the cover sheet of this RFI. Respondents may be required to come to Raleigh, NC to present and discuss their submissions. Respondents will be notified of the specific date and time at least two weeks in advance of their presentation. The State will consider a virtual demonstration.

2.2. Clarification Questions

Clarification questions will be accepted until September 11, 2025 @ 2:00PM ET as specified on the cover sheet of this RFI. All questions must be submitted in writing. An addendum containing any general clarification questions and their answers will be issued as an addendum to this RFI.

2.3. Response

The State recognizes that considerable effort will be required in preparing a response to this RFI. **However, please note this is a request for information only, and not a request for services.** The Vendor shall bear all costs for preparing this RFI.

A. Content and Format

The State expects concise, detailed, point-by-point responses to each of the RFI response items identified in Section 4.0 of this RFI. The State is not interested in brochures or “boilerplate” responses. Instead, responses should clearly define how the vendor’s proposed solution(s) would meet the State’s business requirements. Any issues or exceptions to the State’s requirements should also be identified and explained.

The response should also include annotated network drawings showing where each of the pieces of equipment in the proposed solution would be located and how those devices would be interconnected.

A comprehensive, detailed equipment list and software required for the proposed solution should be provided. While the State will require a pilot installation of any final solution adopted, the State is not interested in participating in any field trials of new equipment or software.

The response should define all services that would be required by the proposed solution. The response should also include:

- The vendor’s understanding of the project and services by addressing the State’s business requirements;
- An estimated total cost of ownership for the solution including continued compliance with emerging industry standards.
- The proposed solution’s ability to expand and evolve to serve other State’s sites either inside the Raleigh area or in other county locations and also meet all of the service and performance requirements identified in this RFI.

B. Multiple Responses/ Confidential Information

Multiple responses will be accepted from a single vendor provided that each response is comprehensive, meets all of the state’s requirements, and is truly unique. Vendors may upload an alternate response within the Sourcing Tool content tab.

If confidential and proprietary information is included in the response, also submit a, REDACTED copy of the response. 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.

3.0 BUSINESS FUNCTIONS

3.1 Agency Background

The Division of Surplus Property within the Department of Administration is made up of two main business areas:

- **State Surplus Property:**

The State Surplus Property Division is authorized to dispose of surplus property by Chapter 143 Article 3A of the NC General Statutes, see N.C.G.S. 143-64.01 et seq. The State Surplus Property Agency acts as a reseller and third-party broker to sell or dispose of all property owned by the state of North Carolina (universities, institutions, and state agencies). The State Surplus Agency also disposes of property for various NC airports, community colleges and municipalities that request their services. This is currently accomplished by retail sale, negotiated sale, recycling of goods, trade-ins, and no cost transfer, or public auction/bid.

Last year State Surplus Property disposed of over 56,000 items. Approximately 10,000 items were sold through public auction. The Agency is receipt supported through the collection of a fee based on a percentage of the goods sold

The current State Surplus Property system is a vendor-managed, cloud-based SaaS solution. The current system supports the daily operations of State Surplus, including inventory management, point of sale, auction platform, reports including agency check register and NCDOR sales and use tax. It is also integrated with SnapPay for credit card transactions. The system also supports the daily operations of Federal Surplus, including inventory management, donations and reporting and is integrated with PPMS(Personal Property Management System).

State agencies make surplus supplies, materials, and equipment, owned by the State of North Carolina, available for sale through the Surplus Property System via the online auction site or through point of sale terminals in the surplus office. State agencies, municipalities and approved non-profits are able to search for and purchase surplus items before inventory is offered for sale. Items deemed for trade in and trash must also be approved by State Surplus prior to disposal. Recycle items and funds received must be accounted for through the State Surplus system.

- **Federal Surplus Property**

The North Carolina Federal Surplus Property division was established under Public Law 94-519 to serve as a procurement and distribution organization, ensuring the fair and equitable distribution of surplus federal property. Property is donated with a service charge as North Carolina Federal Surplus is 100% receipt supported. Property donated to eligible organizations was valued at \$5,856,543.00 for fiscal year ending 2025.

Eligible organizations(donees) include:

- Public Agencies which includes, but is not limited to:
 - State or department, agency or instrumentality thereof
 - Political subdivision of the state, unit of local government or economic development district, or any department, agency or instrumentality thereof
 - Instrumentality created by compact or other agreement between states and political subdivisions
 - Native American tribe, band, group, pueblo or community located on a state reservation;
- Quasi-Public Agency which is supported partially or fully with public funds, such as a volunteer fire department or rescue squad;

- Eligible nonprofits, including tax-exempt educational, public health institution or organization;
- Providers of assistance to the homeless or impoverished;
- Service Educational Activities (SEAs);
- Eligible museums;
- Qualifying veterans' organizations and qualifying veteran owned small businesses;
- Certain Small Business Administration 8a businesses.

Key aspects of the complete Surplus Property system include, but are not limited to the following:

- Dispose of State surplus property;
- Procure Federal surplus property and offer it to North Carolina recipients (donees);
- Provide online auction site for the purchase of designated state property.
- Provide audit trail on disposition of assets;
- POS integrated system with inventory

3.2 Scope of System:

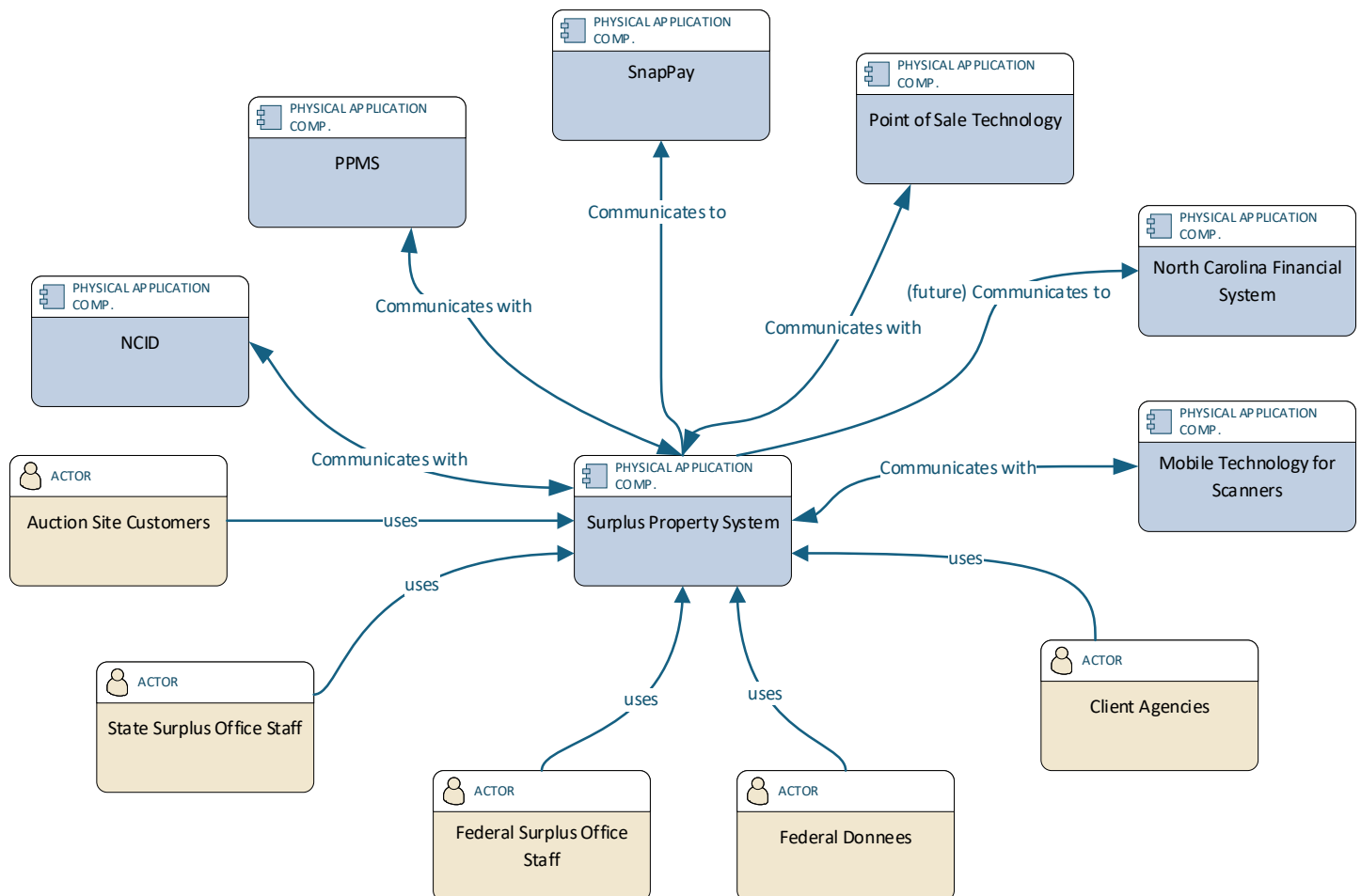
The Division of Surplus Property is seeking a solution to support the following business functions for the organization:

- **Receive Inventory** – The process to receive inventory from State agencies and entities (the state of North Carolina has partnered with several North Carolina towns, counties to sell their property items) into the Surplus Property inventory. This will include items recycled for funds.
- **Property Redistribution** - Sale of property or transfer of property to another agency, public, non-profit, etc. after the owning entity has entered the property into the surplus property system.
- **Property Disposal** - Disposal of surplus inventory items by recycling, trade in or trash requests processed in the Surplus Property system..
- **Property Sale** - The selling of surplus property for the owning entity.
- **Inventory Management** - The supervision of assets, specifying the description, location and other attributes of the item.
- **Federal Surplus Management** - The overseeing of fair and equitable distribution of surplus federal property.
- **Compliance & Utilization** - Once an application for a specific use has been approved by the sponsoring agency and the property conveyed to the grantee, it must be used in accordance with the applicable federal regulation governing that public benefit use, and the application will be submitted to the sponsoring agency. Any change in use must be approved by the sponsoring agency and the GSA. Compliance inspections are routinely performed by the sponsoring agency or GSA, as required by authorizing federal regulation, in order to ensure that the property is being used in compliance with the conveyance requirements.
- **Contact Management** - Enabling Federal Surplus office staff to easily store and find contact information, such as names, addresses and telephone numbers.
- **Online Auction Management** - Use of an electronic platform to facilitate auction listings, bids and purchase transactions.
- **Accounts Payable:** Surplus Property Agency desires Industry standard accounts payable functionality.
- **Accounts Receivable:**
 - **Accounts Receivable Reporting** - The management and creation of reports to allow analysis of the accounts receivable.

- Invoice Management - The creation, distribution and management of invoices, including: viewing invoice and payment history, viewing outstanding balance, viewing invoices paid, printing invoices.
- Payment Processing - The processing of sales payments by money order, cash, certified check, cashier's check, official checks, EFT, credit/debit card, ability to process online payments for auction awards.
- **Enterprise Content Management:**
 - Document Management - The tracking, management and storage of electronic documents and electronic images.
- **Mobile Technology:** Enable the Surplus Property staff to utilize mobile technology for various application functionality.
- **Business Hours:**
 - The core business hours are from 8:00 am ET until 5:00 pm ET.
 - The auction site shall be available 24 x 7.

3.3 Context Diagram

The context diagram shown below, captures the desired Surplus Property System solution as a single high-level process and shows the relationship the Surplus Property System has with other external actors such as systems, organizational groups or external data stores. The associated table provides details about the relationship between the Surplus Property System solution and those actors.



4.0 SOLUTION FUNCTIONS

Means, as used herein, a specification that documents the requirements of a system or system component. It typically includes functional requirements, performance requirements, interface requirements, design requirements, development standards, maintenance standards, or similar terms. Substantial conformity with technical specifications is required.

- a) Site and System Preparation: Vendors shall provide the Purchasing State Agency complete site requirement specifications for the Deliverables, if any. These specifications shall ensure that the Deliverables to be installed or implemented shall operate properly and efficiently within the site and system environment. The Vendor shall advise the State of any site requirements for any Deliverables required by the State's specifications. Any alterations or modification in site preparation which are directly attributable to incomplete or erroneous specifications provided by the Vendor and which would involve additional expenses to the State, shall be made at the expense of the Vendor.
- b) Specifications: The apparent silence of the specifications as to any detail, or the apparent omission of detailed description concerning any point, shall be regarded as meaning that only the best commercial practice is to prevail and only processes, configuration, material and workmanship of the first quality may be used. Upon any notice of noncompliance provided by the State, Vendor shall supply proof of compliance with the specifications. Vendor must provide written notice of its intent to deliver alternate or substitute Services, products, goods or other Deliverables. Alternate or substitute Services, products, goods or Deliverables may be accepted or rejected in the sole discretion of the State; and any such alternates or substitutes must be accompanied by Vendor's certification and evidence satisfactory to the State that the function, characteristics, performance and endurance will be equal or superior to the original Deliverables specified. See, Acceptance Criteria, below.
- c) Please describe your proposed solution's ability to meet the following specifications, including capabilities, features, and limitations:

4.1 Technical Requirements

- A. Accessibility** Describe how the service conforms to current accessibility standards, including the revised Section 508 standards (incorporating WCAG Level AA), and where feasible, aligns with the latest W3C Web Content Accessibility guidelines (WCAG) 2.1 or 2.2 Compliance must also be in accordance with N.C.G.S. § 168A-7 and the Code of Federal Regulations (CFR) at 28 CFR parts 35 (title II) and 36 (title III).

4.2 Functional Specifications

1. Administrative

- Administration functions are adherent in managing accounts, user profiles and account settings.
- a. Describe how the solution can limit the amount of data any user can see based upon user roles and account privileges.
 - i. Auction Site customers;
 - ii. State Surplus office staff;
 - iii. Federal Surplus office staff;
 - iv. Federal Donees;
 - v. Owning entity users.
 - b. Describe how the solution maintains all user information while active and after a user account is deactivated.
 - i. Auction Site customers;
 - ii. State Surplus office staff;
 - iii. Federal Surplus office staff;

- iv. Federal Donees;
- v. Owning entity users.
- c. Describe how the solution provides workflows for review and approval processes.
 - i. Auction Site customers;
 - ii. State Surplus office staff;
 - iii. Federal Surplus office staff.
 - iv. Security for fraudulent account requests on auction site

2. **Inventory Management**

Inventory management is the tracking of all inventory items starting from the time it leaves the owning entity, becomes a part of Surplus Property, is disposed of by Surplus Property either to agencies or customers, is picked up by the customer, through reporting status of the item back to the owning agency for the purposes of updating their inventory. In the event the item was not disposed of or discarded, the item may be returned to the owning entity.

- a. Describe how the solution limits groups (ex: agencies, municipalities, etc.) to view and access their specific inventory.
- b. Describe how the solution will be able to provide search capability to search inventory of available items based upon their specific inventory and account privileges.
- c. Describe how the solution will track the sale of assets and change status to inactive after sale.
- d. Describe how the solution will associate inventory items to the organization (state agency, division, section, business unit).
- e. Describe how the solution handles required fields and optional fields for inventory items for location, description, inventory category, originating agency, delivery details, etc. Example: Drill down pick list for vehicle items are described with attributes including year, make, model, VIN, mileage and vehicle description
- f. Describe how the solution allows items to be removed from the inventory before being sold.
- g. Describe how the solution allows items to be placed into the inventory for sale or disposal.
- h. Describe how the solution will track the disposal of inventory items to be recycled or discarded.
- i. Describe how the proposed solution notifies agencies when items have been sold or disposed of so the owning entity can remove the item from their inventory system.
- j. Describe how the solution transfers items from an agency to surplus property.
- k. Describe how the solution transfers items from surplus property to an agency

3. **Communication Functions**

Communication functions are used to provide remote access to systems and exchange files and messages in text, audio and/or video formats between different computers or users.

- a. Describe how the solution can utilize “push” notifications for apps on smartphones to communicate notifications to any user listed below:
 - i. Auction Site customers;
 - ii. State Surplus office staff;
 - iii. Federal Surplus office staff;
 - iv. Federal Donees;
 - v. Owning entity users.
- b. Describe how the solution can utilize email, online chat and SMS messaging to communicate with any user listed below:
 - i. Auction Site customers;
 - ii. State Surplus office staff;
 - iii. Federal Surplus office staff;
 - iv. Federal Donees;
 - v. Owning entity users.

- c. Describe any artificial intelligence (AI) capabilities of proposed system.

4. **Document Management**

Surplus Property has a variety of documents and images that need to be stored electronically. These documents are used for a variety of task such as describing surplus property items, reconciling with owning entities, completing sale transactions, inventory control, and customer pickup after a sale has been completed.

- a. Describe how your solution can store, manage, and track documents.
- b. Describe how the system can automatically distribute reports to specific State Surplus office staff or Federal Surplus office staff.
- c. Describe what type of documents can be stored in the proposed system. Also describe any size limitations to documents.
- d. Describe what types of files (example pictures and video) can be stored in the proposed system.
- e. Describe how files (pictures and videos) can be attached to specific inventory items.
- f. Describe limitations, time-outs, memory data storage on running reports.

5. **Auction Site**

Due to federal regulations, federal property obtained by the State of North Carolina cannot be sold through the Auction Site. The Auction Site can only dispose of surplus supplies, materials, and equipment owned by the State of North Carolina.

- a. Describe how the solution will allow auction site customers to access the auction site using multiple browsers.
- b. Describe how the solution ensures compatibility and optimal performance across modern desktop and mobile browsers, and how it handles users accessing the platform with outdated or unsupported browsers.
- c. Describe how the solution will validate the auction site customer before signing in to bid on auctions.
- d. Describe how the solution can allow for an alternate person to pick up items won in an auction.
- e. Describe how the solution will use an electronic platform to facilitate auction transactions. Prior to the start of the auction, the seller will determine guidelines such as a minimum bid he or she is willing to accept. Describe how the solution adds a minimum bid amount if one is not entered by the selling agency.
- f. Describe how the solution can extend or end an auction.
- g. Describe how the solution allows auction site customers to create watch lists for inventory items.
- h. Describe how the solution allows for proxy bids on behalf of auction site customers
- i. Describe the auction process from the time the auction is created to the time payment is received and the auction site customer takes possession of the item/s in the auction.
- j. Describe how the solution can automatically suspend auction site customers from participating in auctions if they have not paid default fees set by surplus property.
- k. Describe how the solution allows reposting of an item that was either not awarded or the auction site customer defaulted on the payment.
- l. Describe how the solution can cancel all bids for an auction site customer if the auction site customer defaulted on a bid.
- m. Describe the administrative functions for live auctions.
- n. Describe all electronic communications that are emailed to the customer during the auction account registration and auction process.
- o. Describe how the solution implements the minimum increment for the next bid that a customer must place to outbid the preceding bid amount and at what point the increase takes place.

6. **Federal Surplus only**

PPMS, Personal Property Management System is the Federal Surplus program, operated by the General Services Administration, for disposal and acquisition of federal surplus property. The NC Federal Surplus Office staff can request property through the PPMS site.

- a. Describe how the system will interface with PPMS
- b. Describe how the solution will track the eligibility of donees.
- c. Describe how the solution will follow federal guidelines and compliance inspections to ensure the property is being used in compliance with conveyance requirements and provide specific reporting to the federal government.

7. **Financial**

- a. Describe how the solution captures payments made either on the auction site or in surplus offices online or in person.
- b. Describe your solution's refund feature, to include but not limited to, types of refunds (e.g. full or partial) and refunds for both auction site customers and client agencies.
- c. Describe the payment methods supported by your solution (e.g. money order, cash, check, cashier's check, EFT, credit/debit card, etc.).
- d. Describe your solution's invoicing function(s). Include in your answer how the solution creates, distributes and manages invoices (i.e. viewing the invoices, payment history, outstanding balance, invoices paid, and printing of invoices).
- e. **For State Surplus Property only**, a percentage of the asset's sale will go back to the owning entity. Describe how the solution will track the sale of the asset and the financial disbursement back to the owning entity including any applicable refunds.

8. **Self Help**

Owning entity users of the Surplus Property System and the Auction Site will often have questions on how to perform certain task or reference Frequently Asked Questions (FAQ's).

- a. Describe your web-based support for the service(s) as a searchable knowledge-base or Frequently Asked Questions (FAQ's).
- b. Describe your solutions self-help functions. Your response should include but not be limited to descriptions of self-paced, pre-recorded closed-caption videos.
- c. Describe any AI solutions or chatbot used for self help.

9. **Reporting and Data Analytics**

Both Surplus Property and the Auction Site have a variety of needs for reporting and analytics. Dashboards can be used to provide Surplus Property an at-a-glance look of specific data.

- a. Describe how the solution will provide on demand reporting as well as any other reporting capabilities.
- b. Describe how the solution will provide data analytics for all transactions.
- c. Describe how the solution will provide data analytics for different user levels.
 - i. Auction Site customers;
 - ii. State Surplus office staff;
 - iii. Federal Surplus office staff;
 - iv. Federal Donees;
 - v. Owning entity users.
- d. Describe how the solution will provide data analytics on the lifecycle of all assets from the time they enter Surplus Property until the time they are sold or disposed of.
- e. Describe how the solution will provide reporting for accounts receivables and accounts payables.
- f. Describe how the solution can generate reports (custom or ad-hoc) based upon user profiles.
 - i. Auction Site customers;

- ii. State Surplus office staff;
- iii. Federal Surplus office staff;
- iv. Federal Donees;
- v. Owning entity users.
- g. Describe how the solution provides the automation of reports and scheduled reporting.
- h. Describe how the solution reports on item/s disposed of so the owning entity can remove the item/s from their inventory.
If your solution provides dashboards describe the method you deliver the dashboards as well as any configuration and set up needed.
- i. An audit log is a set of information that provides documented evidence of the sequence of activities that have occurred at any time for specific events.
 - i. Describe how the solution creates an audit log.
 - ii. Describe the data contained within an audit log.
 - iii. Describe the frequency and duration of an audit log.

10. Mobile Technology

Describe all functionality the proposed system can provide for mobile technology.

4.3 Non-Functional Specifications

1. Service Performance Levels

- a. Describe your performance metric capability and reporting for the surplus property and online auction site. Example but not limited to: system up time, system availability, placing bids, awarding bids, etc.
- b. Describe previous load and performance testing that has been conducted and the resulting outcomes.
- c. Describe the fault tolerant and redundant systems in place to ensure the SLA is met or exceeded.

2. Security & Administration

- a. Describe your application vulnerability management capabilities.
- b. Provide a copy of your service application vulnerability testing results as an attachment.
- c. If your solution is a SaaS or Cloud-based solution, describe your vulnerability scan/penetration test capabilities. Provide a copy of your vulnerability scans/penetration testing schedule and results as an attachment.
- d. Provide evidence of FedRAMP or Federal Information Processing (FIPs) 140-2 compliant encryption at rest and in transit design as an attachment.
- e. Describe **All** capabilities a system administrator will have and how role-based user profiles will be managed.
- f. Describe how the solution will allow auction site customers to update their own account settings and their user profile data.
- g. Describe how the system will activate or deactivate:
 - i. Auction Site customers;
 - ii. State Surplus office staff;
 - iii. Federal Surplus office staff;
 - iv. Federal Donees;
 - v. Owning entity users.
- h. Describe how the solution will unlock accounts:
 - i. Auction Site customers;
 - ii. State Surplus office staff;
 - iii. Federal Surplus office staff;
 - iv. Federal Donees;
 - v. Owning entity users.

3. **Disaster Recovery and Business Continuity**
 - a. Describe your incident response capabilities and provide a copy of the incident response as an attachment with the bid response.
 - b. Describe the decommissioning process capabilities.
 - c. Provide a plan for a full decommissioning process including the return of any state data to DOA as an attachment.
 - d. Describe your disaster recovery and continuity of operations capabilities.
 - e. Provide a copy of your Disaster Recovery Plan (DRP) and/or Continuity of Operations Plan (COOP) as an attachment.
 - f. Describe your backup plan capabilities and provide a copy of your system backup plan as an attachment with the bid response.
 - g. Provide a copy of your system backup plan as an attachment.

4. **Project Management**
 - a. Describe your Project Team Organization and Staffing plan, including key personnel with contact information and résumés.
 - b. Describe an initial schedule and the associated Work Breakdown Structure (WBS) for the work effort(s) in the proposal. Please include the significant phases, activities, tasks, milestones and resource requirements necessary for DOA to evaluate the plan.
 - c. Describe how you will provide status reports and with what frequency.
 - d. Describe the deployment process for new feature(s) addition; enhancement of current features (include the various environments i.e., test and production; that will be made available for DOA).
 - e. Describe your change management process for schedule changes and / or additional features.
 - f. Describe your communication process and frequency to the team and major stakeholders.
 - g. Describe your test methodology.

5. **Data Migration and Data Archival**
 - a. Describe the data migration strategy and tools needed to migrate the surplus data from current system to the proposed solution.
 - b. Describe how the solution will archive data
 - c. Describe how the solution will retrieve archived data.

6. **System Integration**
 - a. Describe how the solution will integrate with NCID for office staff (State, Federal, and Client Agency) authentication. (Auction site customers will not be required to use NCID).
 - b. Describe how the solution will integrate with the NCFS (NC Financial System) for accounts payable transactions and send items to the check register.
 - c. Describe how the solution will integrate with mobile applications to take advantage of hardware features to scan barcode, scan QR codes, capture inventory images, update inventory, and sync data to the master database.
 - d. Describe how the system will integrate with the Point of Sale (POS) for features that include:
 - i. Interface with electronic cash register terminals
 - ii. Processing of retail payments with cash, check, credit or debit cards
 - iii. Interface with receipt printers
 - iv. Interface with a cash drawer
 - v. Interface with credit card terminals
 - e. Describe how the system will integrate with third party GIS systems.
 - f. Describe how the solution will integrate with SnapPay to process electronic payments.

7. **Training**

- a. Describe in detail your proposed approach to on-site training for both the surplus property and auction site. Your response should include, but not be limited to, the train-the-trainer model and any differences between training for Administrative/Technical users (State Surplus office staff and Federal Surplus office staff) and Owning Entity users. Estimated number of participants are ten (10).

8. **Customer Service**

- a. Describe the levels of customer support you can make available to the customer including, but not limited to self-service and call center.
- b. Do you have different options available for different types of users listed below?
 - i. Auction Site customers;
 - ii. State Surplus office staff;
 - iii. Federal Surplus office staff;
 - iv. Federal Donees;
 - v. Owning entity users.
- c. Describe how would you recommend the State address customer support for the proposed solution?
- d. How often are software updates initiated, are they universal or are they customized to each contract?

5.0 COST INFORMATION

Vendors shall include with their response an estimate of all anticipated costs associated with the proposed solution. At a minimum, this should include costs related to implementation, annual operations and maintenance, required hardware, third-party licensing fees, hosting fees, and any other applicable expenses.