

NC STATE UNIVERSITY

Raleigh, North Carolina Request for Proposals (RFP)

#63-KGS1073743 - Audio, Staging, Lighting Production Services and
Rental Equipment

For internal administrative processing, including tabulation of proposals for posting to Bonfire and the State of North Carolina Electronic Vendor Portal (eVP), please provide your company's Federal Employer Identification Number or alternate identification number (e.g. Social Security Number). We HIGHLY recommend you register in order to see bid tabulations and award results. 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 available for public inspection.

**THIS PAGE IS TO BE COMPLETED AND INCLUDED WITH
YOUR PROPOSAL. FAILURE TO DO SO MAY SUBJECT
YOUR PROPOSAL TO REJECTION.**

Federal ID Number or Social Security Number:	
SUPPLIER NAME:	
DATE:	

NC STATE UNIVERSITY

REQUEST FOR PROPOSALS (RFP)

RFP # 63-KGS1073743

TITLE: Audio, Staging, Lighting Production Services and Rental Equipment

USING DEPARTMENT: Division of Academic & Student Affairs and Athletics

ISSUE DATE: April 29, 2025

DUE DATE: **2:00 p.m., Tuesday, June 3, 2025**

ISSUING AGENCY: NC State University
Procurement Services Department
Campus Box 7212
Raleigh, NC 27695

Proposals subject to the conditions made a part hereof will be accepted until **2:00 p.m., Tuesday, June 3, 2025** for furnishing services described herein.

Proposals must be submitted electronically at:

<https://ncsu.bonfirehub.com/opportunities/184167>

Upload scanned pages from this RFP document included with your proposal response where indicated on the Bonfire website.

Direct all inquiries (via email) concerning this RFP to:

Kristen Shelton, CPPB
NC State University
Procurement Services Department
Email: kgshelto@ncsu.edu

NOTE: Questions concerning the RFP requirements must be submitted in writing via email to kgshelto@ncsu.edu, **Subject Line: RFP #63-KGS1073743 - Questions**, no later than **5:00 p.m on Thursday, May 15, 2025**. Questions will be answered in the form of an addendum to this RFP. No other contact with university representatives regarding this RFP is allowed during the proposal process. Attempts to obtain information directly from university personnel, or by any other means, may subject your proposal response to rejection. Please use the following template to submit your questions:

Reference	Supplier Question
RFP Section, Page Number	Supplier question ...?
	Insert rows as needed

1. INTRODUCTION/PURPOSE AND BACKGROUND

NC State University (hereafter referred to as NC State or University) seeks proposals from qualified suppliers (hereafter referred to as supplier or contractor) to provide production services for the rental of audio, staging and lighting equipment for various events on and around the University campus located in Raleigh, NC.

This RFP will establish three (3) and up to five (5) contractors on an annual convenience contract to provide production services that includes equipment rental services, stage and sound production and shall include, but not be limited to: (1) audio technicians; (2) sound equipment; (3) music equipment; (4) stage equipment, and (5) lighting. All NC State departments must be eligible to purchase from this contract. No minimum or maximum quantities or dollar amount are guaranteed.

NC State has multiple departments and units that host events that require production services. The Division of Academic and Student Affairs hosts "Packapalooza", a street festival with over 60,000 attendees that features a national touring artist. The University Activities Board hosts the PackHowl and Wolfstock concerts that feature national touring artists.

The Athletic Department hosts large, medium and small events including, but not limited to, Prime Time with the Pack, a traditional season opening event for the Men's and Women's Basketball Teams, coinciding with a concert and major enhancements to the basketball facility setup; NC State Athletics Hall of Fame, a black tie reception, dinner and awards ceremony honoring inductees into the NC State Athletics Hall of Fame; The Wolfies, an awards dinner and celebration for the NC State Student-Athletes, Teams, Coaches and Staff; and graduation ceremonies including NC State Department Graduations, WCPSS Graduations, and Cardinal Gibbons Graduations, requiring staging, sound, backdrops and camera operators.

NC State LIVE presents jazz, world music and classical concerts primarily in Stewart Theatre ranging from solo acoustic artists to larger bands requiring significant backline, separate front of house and monitor sound systems and engineers, and video/projection support. NC State LIVE also presents a 4-concert free outdoor series on Centennial Campus.

In total, the Division of Academic and Student Affairs hosts approximately ten (10) events involving large production, and the Athletics department hosts approximately five (5) such events; Campus Map.

2. CONTRACT PERIOD

The term of any resulting agreement will be for a period of one (1) year with an anticipated start date of September 1, 2025. At the University's option, and under the same terms and conditions, the contract may be extended for four (4) additional one (1) year periods, not to exceed a total contract period of five (5) years.

Contract Participation: It is the intent of this solicitation and resulting contract to allow for cooperative procurement. Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor, the resultant contract may be extended to other public agencies, Universities, Community Colleges (depending on their spending delegation and local rules and policies) at contract prices in accordance with contract terms. Any participating entities shall place their own orders directly with the Contractor and shall fully and independently administer their use of the contract to include contractual disputes, invoicing and payments without direct administration from NC State. NC State will not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the contract. It is understood and agreed that NC State is not responsible for the acts or omissions of any entity, and will not be considered in default of the contract no matter the circumstances.

Note: See item #26 listed in General Contract Terms and Conditions for price increases.

3. SCOPE OF WORK

The awarded contractor(s) will provide rental equipment, production elements and services such as staging, lighting, sound, and/or backline for a variety of events at NC State. These events include, but are not limited to concerts (indoor and outdoor), graduations, award ceremonies, and festivals that are all hosted in various venues at NC State.

3.1 Sound

Provide professional concert level sound for specified venue(s).

Examples of requirements

Sound system that is an active 3-way professional quality system. The system must be physically secure, tuned to the space and capable of providing even coverage and distortion-free sound levels of 100 dB SPL. Provide front-fill if necessary.

Front of House mix position must be physically secure and on the main floor with audience members and at three quarters the length of the hall on axis with the stage (preferably centered). Please do not place the front of house mix under a balcony or against a wall.

Provide all effects, processing, and equalization specified by the artist's rider. Provide all microphones, cabling, amps, power, and control, etc as necessary. The stage plot and all cabling must be set before the artist's arrival and soundcheck. Monitor wedges or IEM system and monitor engineer if requested by the artist.

Reynolds Coliseum (various setups):

Sound for 300-1000 on the floor, 2500-4000 sitting in stands

- Floor speakers
- Flown (rigged) speakers (include cost for riggers in proposal)
- NC State must approve rigging plans for any events and also approve their company to do the rigging

Additional microphones and sound for choir/band groups.

3.2 Backline

Backline as required by the artist's rider. Must be delivered and set up based on stage plot prior to the artist's arrival. Instruments provided must be in proper working order. Typical brands requested include: Steinway, Yamaha, DW, Hammond, Nord

3.3 Staging

1. Indoor Events

- Preferred Sizes
 - 16x20
 - 20x24
 - 24x32
 - Between 2-4.5 ft high depending on event
- Optional Features (At Request of Event Planner or Artist Rider)
 - 4x8 sound wings depending on event
 - Pipe and Drape behind stage
 - Podium
 - Screen and Projector for Standard Events
- State-of-the art barricade (MOJO Barricade or equivalent)
 - Bike Rack to supplement, but not replace, barricade

2. Outdoor Events

- Preferred Sizes
 - 20x24

- 24x32
- Optional Features
 - 4x8 Sound Wings
 - Pipe and Drape, or cover for back of stage
- State-of-the art barricade (MOJO Barricade or equivalent)
 - Bike Rack to supplement, but not replace, barricade

3.4 Lighting

- All events detail specific lighting needs and requirements
- Provide lighting based on the company/artist's light plot. Fixture substitutions only allowed with artists prior approval
- Spotlights, filters/gel as required
- Rigging as needed for lights
- Ability to provide lighting packages in accordance with the artists/events needs, venue restrictions and budgetary constraints.

3.5 Video

- Capability to plug into NC State's videoboard
 - Middle Hung Jumbotron
- Capability to provide cameras and operators to produce video for the event
- LED Videoboard/Mount
- Run videobard from control room of Reynolds
- Possibility of streaming the event
- Provide Video Boards in accordance with artists' rider requirements

3.6 Additional Requirements

1. **Employee Identification:**
All the Contractor's employees, while working on University property, must wear a clearly displayed photo identification badge or uniform showing the name of employee and/or company represented. Any identification must be provided by the Contractor at the Contractor's cost.
2. **Equipment:**
Contractor's equipment must be well maintained, up-to-date and functioning. Equipment must be comparable to equipment used in the marketplace and must be reliable. The Contractor must provide the personnel necessary to operate and maintain all provided rental equipment at each event.
3. **Sound Level:**
Contractor must comply with the sound level requirements of each venue per the City of Raleigh ordinances and University Policies. City of Raleigh amplified sound ordinance can be found [here](#).
4. **Technical Consultant:**
Contractor must be available via phone or in person for technical consultation with university personnel before and on the day of the event. The contractor must provide a 24-hour phone number where they can be reached in case of an emergency on the day of the event.
5. **Delivery, Set up and Take Down:**
 - Delivery requirements will be stated at the time a request for rental is issued. For large functions, NC State departments will give the Contractor at least three (3) to four (4) week notice prior to delivery.
 - Special delivery requirements may apply for certain larger events as directed by the department overseeing the event.
 - The Contractor must provide set-up and take-down service for all equipment.

- The Contractor must ensure that the equipment is set-up with sufficient time for testing so that the start time of the event is not delayed.
- The Contractor must ensure that the equipment is taken down and removed from College property within 24 hours after the event's conclusion, or as arranged with the College's Event Coordinator.
- The Contractor must ensure that the event venue is returned to its original condition. Any damage to College property will be the Contractor's responsibility.

3.7 Convenience Contract Procedure Requirements:

1. The Contractor must generate a quote and/or proposal for each event that must be itemized listing the specific items and/or services associated with scope of work for that event. It also must outline the dates for delivery, set-up, operation, tear-down, and removal agreed upon by the Contractor and the end-user event contact.
2. The contractor's quote and/or proposal must reference the contract number resulting from this RFP process.
3. All pricing must be in compliance with the established contract; any non-contract items must be approved by Procurement Services and determined to be fair and reasonable.
4. No deposit or prepayment should be required to reserve contract services for an event. If the Contractor will bear extraordinary costs prior to an event and requires a deposit, prior approval by NC State is required.
5. Departments will request a purchase order be issued for orders that are between \$5,000.00 - \$29,000.00 unless the competitive bidding threshold is changed under NC state law. If an order is under \$5000.00, it will be handled by the department and no purchase order will be issued.
6. A mini competitive bidding process is required for all orders above the competitive bidding threshold of \$29,000.00 from at least three (3) suppliers that will be established on this contract. The following is required for this process:
 - a. A scope of work from the requesting NC State department is required for events that may exceed the competitive bidding threshold.
 - b. NC State must be transparent with all suppliers involved in this mini-bidding process.
 - c. For larger events a walk thru may be offered, but is not guaranteed, to all suppliers by a department to view the event location.

4. SUPPLIER QUALIFICATION/EXPERIENCE REQUIREMENTS

4.1 General

Suppliers must provide information on the company's background, including:

- The company name, address, city, state, zip code and telephone numbers.
- A brief overview of your company including number of years in business, number of employees, nature of business, and description of clients.
- Any parent corporation and/or subsidiaries, if appropriate.
- Suppliers must demonstrate a minimum of three (3) years of experience providing services similar in nature and scope to those required herein. You must describe and demonstrate at least three (3) events, one (1) small, one (1) medium & one (1) large scale event. These events must be similar in nature to the number of attendees outlined below in 7.2-7.4

4.2 Personnel

The proposed personnel must have the following experience and qualifications and your proposal response must outline the personnel to be provided in the performance of any resulting work. This must include number and sources of manpower, experience and/or short bio of the manpower provided, description of background checks provided, any training required to be provided, etc.:

1. Backline providers must be present and available for the entirety of the artist sound check, rehearsal, performance, and strike.
2. Qualified riggers as needed to implement rigging plans as required for lighting, sound, staging, etc. Must abide by venue specific requirements.
3. Provide qualified audio engineer(s) with 5 years experience to provide front of house mix and monitor mix. Engineers must be present for setup, sound check, rehearsal, and performance. Experience working in a college or university setting is preferred but not required.
4. Proper number of technicians to set up staging, lighting, sound, rigging, etc. Setups and strikes sometimes occur after standard business hours and can span multiple days.
5. A Contract Administrator to act with full authority on the Contractor's behalf in all matters. Contractor's must furnish names and telephone numbers of at least two (2) employees who have thorough knowledge and who will oversee this contract from sales and one (1) accounting representative. **Please download the questionnaire excel file listed under supporting documentation on Bonfire.**

4.3 References

Suppliers must provide at least three (3) references demonstrating experience similar in nature and scope to the services required. It is the suppliers responsibility to provide valid reference information and the University reserves the right to use reference check responses in its evaluation of proposals. References not responding to the University's request for information will be scored as if not provided. The University will not accept references that have to be coordinated by the proposing supplier. We must be able to contact references directly. Preference may be given to suppliers demonstrating these services having been provided for higher education customers.

5. SUPPLIER PROPOSAL RESPONSE

The following information is required in response to this RFP. Failure to adequately provide specific information that can be effectively evaluated by NC State may disqualify your proposal from consideration.

At minimum, the proposal response package must include the following and must be uploaded in the corresponding locations on Bonfire:

1. Completed NC State University RFP
 - Cover Page with Firm Name and Tax ID#
 - Reference page
 - Signed Execution of Proposal page
2. **A detailed technical proposal addressing Sections 3 and 4.** Responses must be numbered corresponding to the numbered items in this RFP. Proposers should restate each of the items listed and provide their acknowledgment agreement or response to that item immediately thereafter. All information should be presented in the listed order. Describe in your proposal response the approach, processes, steps and timeline you will follow to perform and complete the tasks in the Scope of Work, **Section 3** as well as your qualifications, relevant past experience for the proposed work and key personnel, **Section 4**. Note any additional tasks that you recommend for achieving successful outcomes and any requirements you have, or assumptions being made which impact your proposed approach.
3. Section 4.2.5 & 7.5.3 Questions
4. Section 7 Cost Proposal
 - Section 7.1-7.4 Cost Spreadsheet
 - Section 7.5-7.7 Rates Spreadsheet
5. Evidence of Certificate of Insurance (see Terms and Conditions for required coverage, Item

#19).

6. Any applicable RFP addenda subsequent to this RFP that is required for return by statement on the addendum.

Note: By signing the Execution of Proposal page, you are agreeing that you meet the Certificate of Insurance requirements outlined in the general terms and conditions, Item #19. The selected contractor(s) will be **REQUIRED** to provide their Certificate of Insurance, prior to the start of any work, listing NC State University as the certificate holder:

Procurement Services
2721 Sullivan Drive
Raleigh, NC 27695.

Incomplete proposals will not be considered for award.

6. CRITERIA FOR EVALUATION AND AWARD

All proposals will be evaluated according to the following:

SCREENING CRITERIA: Complete proposal response (as outlined in Section 5). All items requested are included in the response package and submitted as instructed. All files are transmitted to the Bonfire site without password or other lockdown requirements and proof of insurance demonstrates existing coverage meeting required minimum limits. Incomplete responses will not be considered further.

Proposals meeting the screening criteria will then be further evaluated by the following weighted criteria in order to select the Contractor providing the best overall value to the department requesting these services:

30% Apparent Ability - Section 3

The proposal provides enough information to determine that the proposing contractor has sufficient resources to provide the specified service. Items to be evaluated: proposed equipment list clearly shows that the proposing Contractor has the resources to complete this work, narrative submitted in response to the scope of work.

20% Project Approach and Management - Section 3

The proposal provides information that details the contractors approach and method for providing the services.

10% References - Section 4.3

Reference responses demonstrate a record of better than satisfactory history of providing similar work without issues. Would references hire again? Promptness, willingness to work with University provide this equipment in a manner that the service is transparent to the attendee.

20% Qualifications/Experience - Section 4.1 and 4.2

Qualifications of the Contractor in general, similar experience, specific experience is similar in nature and scope, and qualifications of personnel proposed to support any resulting contract.

20% Cost, Pricing Proposals and Rates - Section 7

7. COST PROPOSAL

Please download all cost spreadsheets directly from Bonfire in accordance with the sample events with the specifications outlined below or equivalent.

7.1 Events with a PA already provided:

1. Solo Operator:

- 1 engineer with minimum 100 hours live mixing experience
 - 32 channel minimum front of house mixing board (can provide own sound board or utilize one provided by the venue)
2. Operator and Sound board package, with mics.
- 2 engineers with minimum 100 hours live mixing experience
 - 32 channel minimum front of house mixing board and separate monitor board
 - Up to 32 mics and DIs.

7.2 Small Event

Attendees: 400 or less

Potential Venues: Talley Student Union, Mountains/Piedmont Ballroom, Stafford Commons, Brickyard, Reynolds Coliseum, Town Bank Center Towers or Carter-Finley

Sound Needs:

- 24 channel minimum front of house mixing board (no monitor board)
- Ground stack speakers
- Approximately 4-8 monitors
- Approximately 16 microphones/DI boxes
- 1-2 Engineers with minimum 50 hours live mixing experience

7.3 Medium Event

Attendees: 400 – 800

Potential Venues: Talley Student Union, Mountains/Piedmont Ballroom, Stafford Commons, Brickyard

Sound Needs:

- 24 channel minimum front of house mixing board
- Monitor board
- Line array or ground stack speakers
- Approximately 4-12 monitors
- Approximately 24 microphones/DI boxes
- 1-2 Engineers with minimum 100 hours live mixing experience, 1 backline technician

7.4 Large Event (with or without a Band, DJ or Playback)

Attendees: More than 800

Potential Venues: Stewart Theatre, Reynolds Coliseum, Talley Student Union State Ballroom, Stafford Commons, Town Bank Center Towers or Carter-Finley

Stage Needs:

- Stageline SL100 mobile stage w/ roof (24ft x 20ft) and wood blocks / shoring for field protection - 3 wind walls / 1 stair / 12ft ramp / front skirt / upstage banner pole with rope and pulleys
- 1 Stage Technician
- Trucking

Sound Needs:

- 16, 32 or 48 channel minimum front of house mixing board
- Monitor board
- Line Array only
- Line Array only with subwoofers

- Approximately 6-12 monitors
- 24-32 microphones/DI boxes
- 2 Engineers with minimum 100 hours of live mixing experience and 1-2 backline technicians
- 2 channels of high-quality wireless microphone with antenna system

Video Wall Needs:

- 16ft x 10ft High-Definition LED portable video wall
- Pixel Size NOT TO EXCEED 4mm
- All necessary trussing and hardware for mounting
- All lifts / hoists needed for deployment
- Hardware / Equipment for playback
- Power and signal cabling
- Trucking

Cable Management:

- 15 cable ramps / minimum length 3ft each
- 4 ADA rated cable ramps / minimum length 3ft each

7.5 Rental Charge for Additional Equipment: Please provide the rental charge for other equipment with a description that you have available for rent; i.e. barricade/bike rack, chain motors/genie towers, truss, wide selection of backline, staging, lighting, microphones, wireless audio transmission equipment, and video wall. Instructions are included on the Cost Proposal spreadsheets. These will not be included in the price evaluation, and may be considered a positive if they enhance your offered capabilities.

ITEM	DESCRIPTION	COST PER EVENT (7.1-7.4) and RATES (7.5-7.7)	Comments
7.1.1	Sole Operator		
7.1.2	Operators with FOH, Monitors and Mic's		
7.2	Small Event		
7.3	Medium Event		
7.4	Large Event with a Band, DJ or Playback		
7.4	Large Event without a Band, DJ or Playback		
7.5 - 7.7 Equipment, Load-In, Load-Out and Labor Rates			
7.5.1	Equipment Rates		
7.5.2	Other Equipment		
7.5.3	What discount rate will you provide on other rental equipment that is not on this list?		

7.6 Load-In and Load-Out Rates: You must indicate the type of rate, hourly or daily, and the minimum number of hours for hourly rates in the comments column.		
7.6.1	What is your load-in rate?	
7.6.2	What is your load-out rate?	
7.7 Hourly and/or Daily Rates: You must indicate the type of rate, hourly or daily, and the minimum number of hours for hourly rates in the comments column.		
7.7.1	Audio Engineer	
7.7.2	Rigger	
7.7.3	Lighting Technician	
7.7.4	Stagehand	
7.7.5	Production Manager	

Contractor Name: _____

4.3 REFERENCES

OFFERORS MUST PROVIDE THREE (3) REFERENCES FOR CLIENTS WHO HAVE PERFORMED SIMILAR WORK IN THE PAST THREE (3) YEARS.

#1	Company Name:	
	Company Full Address:	
	Contact Name:	
	Email Address:	
	Phone Number:	

#2	Company Name:	
	Company Full Address:	
	Contact Name:	
	Email Address:	
	Phone Number:	

#3	Company Name:	
	Company Full Address:	
	Contact Name:	
	Email Address:	
	Phone Number:	

THIS PAGE MUST BE COMPLETED AND SUBMITTED AS A PART OF YOUR PROPOSAL.

EXECUTION OF PROPOSAL**RFP #63-KGS1073743**

The potential Contractor certifies the following by placing an "X" in all blank spaces:

- ☐ That this proposal was signed by an authorized representative of the firm.
- ☐ That the potential Contractor has determined the cost and availability of all materials and supplies associated with performing the services outlined herein.
- ☐ That all labor costs associated with this project have been determined, including all direct and indirect costs.
- ☒ ~~That the potential Contractor has attended the pre-proposal conference and is aware of the prevailing conditions associated with performing these services.~~
- ☐ That the potential Contractor agrees to the conditions as set forth in this Request for Proposals with no exceptions.
- ☐ That the potential Contractor carries the appropriate insurance and will perform background checks on employees as required herein. See items 19 & 31 of General Contract Terms and Conditions attached.
- ☐ That no employee or agent has offered, and no State employee has accepted, any gift or gratuity in connection this contract, in violation of N.C.G.S. § 133-32; and
- ☐ That it, and each of its sub-contractors under this contract, 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, as required by G.S. §143-48.5.
- ☐ That this proposal is submitted competitively and without collusion. That none of our 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), and that we are not an ineligible supplier as set forth in G.S. 143-59.1. False certification is a Class I Felony.

Therefore, in compliance with the foregoing Request for Proposal, and subject to all terms and conditions thereof, the undersigned offers and agrees, if this proposal is accepted within forty-five (45) days from the date of the opening, to furnish the services for the prices quoted during any resulting contract period.

Contractor Name:			
Street Address:			
City, State & Zip Code:			
Representative's Name:			
Representative's Title:			
Representative's Email:		Phone#:	
Representative's Signature:		Date:	

THIS PAGE MUST BE COMPLETED AND INCLUDED IN YOUR PROPOSAL RESPONSE

GENERAL INFORMATION ON SUBMITTING PROPOSALS

1. **EXCEPTIONS:** All proposals are subject to the terms and conditions outlined herein. All responses shall be controlled by such terms and conditions and the submission of other terms and conditions, price lists, catalogs, and/or other documents as part of an offeror's response will be waived and have no effect either on this Request for Proposals or on any contract that may be awarded resulting from this solicitation. Offeror specifically agrees to the conditions set forth in the above paragraph by signature to the proposal.
2. **PROPOSAL SUBMITTAL:** NC State University uses a third-party eProcurement strategic sourcing provider, Bonfire, for accepting and evaluating proposals digitally. All proposals must be received by the issuing agency not later than the date and time listed on the cover sheet of this proposal. Proposals shall be uploaded to:

<https://ncsu.bonfirehub.com/opportunities/184167>

Request for Proposals (RFP) documents are advertised on the State of North Carolina Electronic Vendor Portal System (eVP) and [Bonfire](#). An addendum to this RFP may be issued. If required, any subsequent addenda must be signed and submitted with the proposal upload. It is the **vendor's responsibility** to verify that all applicable addenda are submitted as required.

For support or technical questions related to your submission, please contact Bonfire at support.bonfire@eunasolutions.com or visit their help forum at <https://vendorsupport.gobonfire.com/hc/en-us>

3. **BONFIRE REQUESTED DOCUMENTATION & INFORMATION:** Elaborate proposals in the form of brochures or other presentations beyond that necessary to present a complete and effective proposal are not desired. In an effort to support the sustainability efforts of the State of North Carolina we are receiving proposals via electronic submission.

Please note the type and number of files allowed. The maximum upload file size is 1000 MB. Uploading large documents may take significant time, depending on the size of the file(s) and your Internet connection speed. Please do not embed any documents within your uploaded files, as they will not be accessible or evaluated. Minimum system requirements: Microsoft Edge, Google Chrome, or Mozilla Firefox. Javascript must be enabled. Browser cookies must be enabled.

Name	File Type	# of Files	Requirement
Completed NC State University RFP Document	PDF	1	Required
Technical Proposal	PDF	1	Required
Section 4.2.5 & 7.5.3 Questions	BidTable: Excel (.xlsx)	1	Required
Section 7 Cost Proposal	BidTable: Excel (.xlsx)	1	Required
Certificate of Insurance	PDF	1	Required

All documents required to complete your submission must be downloaded from the supporting documentation and/or requested information sections of Bonfire. You will receive an email confirmation receipt with a unique confirmation number once you finalize your submission. Each item of Requested Information will only be visible to NC State University after the Closing Time.

4. **ORAL PRESENTATIONS:** During the evaluation and at their option, the evaluators may

request oral presentations from any or all offerors for the purpose of clarification or to amplify the materials presented in any part of the proposal. However, offerors are cautioned that the evaluators are not required to request clarification; therefore, all proposals should be complete and reflect the most favorable terms available from the offeror.

5. **PROPOSAL EVALUATION:** Proposals will be evaluated as outlined herein. The award of a contract to one offeror does not mean that the other proposals lacked merit, but that, all factors considered, the selected proposal was deemed to provide the best value to the University, and/or the State.
6. **COMMENCEMENT OF SERVICES:** After proposals are evaluated, and an offer is made, accepted and approved by appropriate authorities, the University will issue a purchase order, a contract or a letter of agreement as an indicator to commence services.
7. **REQUEST FOR OFFERS:** Offerors are cautioned that this is a request for offers, not a request to contract and the University/State reserves the unqualified right to reject any and all offers when such rejection is deemed to be in the best interest of the University or State.
8. **ORAL EXPLANATIONS:** The University shall not be bound by oral explanations or instructions given at any time during the competitive process or after award.
9. **REFERENCE TO OTHER DATA:** Only information which is received in response to this RFP will be evaluated; reference to information previously submitted shall not be evaluated.
10. **COST FOR PROPOSAL PREPARATION:** Any costs incurred by offerors in preparing or submitting offers are the offerors' sole responsibility; the University will not reimburse any offeror for any costs incurred prior to award.
11. **TIME FOR ACCEPTANCE:** Each proposal shall state that it is a firm offer which may be accepted within a period of forty-five (45) days from the proposal opening. Although the contract is expected to be awarded prior to that time, the 45-day period is requested to allow for unforeseen delays.
12. **TITLES:** Titles and headings in this RFP and any subsequent contract are for convenience only and shall have no binding force or effect.
13. **CONFIDENTIALITY OF PROPOSALS:** In submitting its proposal the offeror agrees not to discuss or otherwise reveal the contents of the proposal to any source outside of the using or issuing agency, government or private, until after the award of the contract. Offerors not in compliance with this provision may be disqualified, at the option of the State, from contract award. Only discussions authorized by the University are exempt from this provision.
14. **RIGHT TO SUBMITTED MATERIAL:** All responses, inquiries, or correspondence relating to or in reference to the RFP, and all other reports, charts, displays, schedules, exhibits, and other documentation submitted by the offerors shall become the property of the State when received.
15. **OFFEROR'S REPRESENTATIVE:** Each offeror shall submit with its proposal the name, address, and telephone number of the person(s) with authority to bind the firm and answer questions or provide clarification concerning the firm's proposal.
16. **PROPRIETARY INFORMATION:** To the extent permitted by N.C.G.S. §132-1.3 trade secrets which the Contractor does not wish disclosed other than to personnel involved in the evaluation or contract administration will be kept confidential identified as follows: Each page shall be identified in boldface at the top and bottom as "CONFIDENTIAL". Any section of the proposal which is to remain confidential shall also be so marked in boldface on the title page of that section. Cost information is not confidential. In spite of what is labeled as confidential, the

determination as to whether or not it shall be determined by North Carolina law.

17. **HISTORICALLY UNDERUTILIZED BUSINESSES:** Pursuant to N.C.G.S. §143-48 and Executive Order #150, the University invites and encourages participation in this procurement process by businesses owned by minorities, women, disabled, disabled business enterprises and non-profit work centers for the blind and severely disabled.
18. **PROTEST PROCEDURES:** A party wanting to protest a contract award pursuant to this solicitation must submit a written request to the Director of Purchasing, North Carolina State University, Purchasing Department, Campus Box 7212, Raleigh, NC 27695-7212. This request must be received in the University Purchasing Department within thirty (30) consecutive calendar days from the date of the contract award, and must contain specific sound reasons and any supporting documentation for the protest. NOTE: Contract award notices are sent only to those actually awarded contracts, and not to every person or firm responding to this solicitation. Offerors may call the purchaser listed on the first page of this document to obtain a verbal status of contract award. All protests will be handled pursuant to the North Carolina Administrative Code, Title 1, Department of Administration, Chapter 5, Purchase and Contract, Section 5B.1519.
19. **CONTRACTOR REGISTRATION AND SOLICITATION NOTIFICATION SYSTEM:** Contractor Link NC allows Contractors to electronically register free with the State to receive electronic notification of current procurement opportunities for goods and services available on the Electronic Vendor Portal System. Online registration and other purchasing information are available on the web site: <http://www.state.nc.us/pandc/>.
20. **RECIPROCAL PREFERENCE:** N.C.G.S. §143-59 establishes a reciprocal preference law to discourage other states from applying in-state preferences against North Carolina's resident offerors. The "Principal Place of Business" is defined as the principal place from which the trade or business of the offeror is directed or managed.
21. **ENTERPRISE-LEVEL IT SYSTEMS OR TECHNOLOGIES:** The University is committed to promote and integrate universal IT accessibility in the delivery of its resources and to develop innovative solutions to accessibility challenges for students, faculty and staff. Contractors shall:
 - a. Assure all features, components and subsystems of the software or IT System contained on this RFP **fully comply** with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C.794d), (<http://www.section508.gov>);

OR

Detail why any feature, component or sub-system contained in this RFP does not **fully comply** with Section 508, and the way in which the proposed product is out of compliance;
 - b. If the Voluntary Product Accessibility Templates (VPAT) (<https://www.itic.org/policy/accessibility/vpat>) are used, they must include compliance checklists for:
 1. Technical Standards;
 2. Function and Performance Criteria; and
 3. Documentation and Support
 - c. The product offered in response to this RFP is subject to an accessibility evaluation by the University.

NORTH CAROLINA STATE UNIVERSITY GENERAL CONTRACT TERMS AND CONDITIONS

(Contractual and Consultant Services)

1. **GOVERNING LAW:** This contract is made under and shall be governed and construed in accordance with the laws of the State of North Carolina.
2. **SITUS:** The place of this contract, its situs and forum, shall be Wake County, North Carolina, where all matters, whether sounding in contract or tort, relating to its validity, construction, interpretation and enforcement shall be determined.
3. **INDEPENDENT CONTRACTOR:** The Contractor shall be considered to be an independent contractor and as such shall be wholly responsible for the work to be performed and for the supervision of its employees. The Contractor represents that it has, or will secure at its own expense, all personnel required in performing the services under this agreement. Such employees shall not be employees of, or have any individual contractual relationship with the University.
4. **KEY PERSONNEL:** The Contractor shall not substitute key personnel assigned to the performance of this contract without prior written approval by the University's Contract Administrator. The individuals designated as key personnel for purposes of this contract are those specified in the Contractor's proposal.
5. **SUBCONTRACTING:** Work proposed to be performed under this contract by the Contractor or its employees shall not be subcontracted without prior written approval of the University's Contract Administrator. Acceptance of an offeror's proposal shall include any subcontractor(s) specified therein.
6. **INSPECTION AT CONTRACTOR'S SITE:** The University reserves the right to inspect, at a reasonable time, the equipment/item, plant or other facilities of a prospective contractor prior to contract award, and during the contract term as necessary for the University's determination that such equipment/item, plant or other facilities conform with the specifications/requirements and are adequate and suitable for the proper and effective performance of the contract.
7. **PERFORMANCE AND DEFAULT:** If, through any cause, the Contractor shall fail to fulfill in timely and proper manner the obligations under this agreement, the University shall thereupon have the right to terminate this contract by giving written notice to the Contractor and specifying the effective date thereof. In that event, all finished or unfinished deliverable items under this contract prepared by the Contractor shall, at the option of the University, become its property, and the Contractor shall be entitled to receive just and equitable compensation for any satisfactory work completed on such materials.

Notwithstanding, the Contractor shall not be relieved of liability to the University for damages sustained by the University by virtue of any breach of this agreement, and the University may withhold any payment due the Contractor for the purpose of setoff until such time as the exact amount of damages due the University from such breach can be determined.

In case of default by the Contractor, the University may procure the services from other sources and hold the Contractor responsible for any excess cost occasioned thereby. The University reserves the right to require a performance bond or other acceptable alternative guarantees from a successful offeror without expense to the University.

In addition, in the event of default by the Contractor under this contract, the State may immediately cease doing business with the Contractor, immediately terminate for cause all

existing contracts the State has with the Contractor, and de-bar the Contractor from doing future business with the State.

Upon the Contractor filing a petition for bankruptcy or the entering of a judgment of bankruptcy by or against the Contractor, the University may immediately terminate, for cause, this contract and all other existing contracts the Contractor has with the University.

8. **GOVERNMENTAL RESTRICTIONS:** In the event any Governmental restrictions are imposed which necessitate alteration of the material, quality, workmanship or performance of the items offered prior to their delivery, it shall be the responsibility of the contractor to notify, in writing, the issuing purchasing office at once, indicating the specific regulation which required such alterations. The University reserves the right to accept any such alterations, including any price adjustments occasioned thereby, or to cancel the contract.
9. **FORCE MAJEURE:** Neither party shall be deemed to be in default of its obligations hereunder if and so long as it is prevented from performing such obligations by an act of war, hostile foreign action, nuclear explosion, earthquake, hurricane, tornado, or other catastrophic natural event or act of God.
10. **TERMINATION:** The University may terminate this agreement at any time by providing written notice to the contractor at least thirty (30) days before the effective date of the termination. In that event, all finished or unfinished deliverable items prepared by the Contractor under this contract shall, at the option of the University, become its property. If the contract is terminated by the University as provided herein, the Contractor shall be paid for services satisfactorily completed, less payment or compensation previously made. All promises, requirements, terms, conditions, provisions, representations, guarantees, and warranties contained herein shall survive the contract expiration or termination date unless specifically provided otherwise herein, or unless superseded by applicable Federal or State statutes of limitations. The Contractor may terminate at the beginning of any contract year, only by notification provided in writing to the University a minimum of four (4) months prior to the applicable contract year expiration.
11. **AVAILABILITY OF FUNDS:** Any and all payments to the Contractor are dependent upon and subject to the availability of funds to the University for the purpose set forth in this agreement. The university pays Net 30 days from receipt of a proper invoice.
12. **CONFIDENTIALITY:** Any information, data, instruments, documents, studies or reports given to or prepared or assembled by the Contractor under this agreement shall be kept as confidential and not divulged or made available to any individual or organization without the prior written approval of the University.
13. **CARE OF PROPERTY:** The Contractor agrees that it shall be responsible for the proper custody and care of any property furnished for use in connection with the performance of this contract or purchased by it for this contract and will reimburse the State for loss of damage of such property.
14. **COPYRIGHT:** No deliverable items produced in whole or in part under this agreement shall be the subject of an application for copyright by or on behalf of the Contractor. In addition, all inventions and the copyright in and to any copyrightable work, including, but not limited to, copy, art, negatives, photographs, designs, text, software, or documentation created as part of the Contractor's performance of this project shall vest in the University, and the Contractor agrees to assign all rights therein to the University. Contractor further agrees to provide University with any and all reasonable assistance which University may require to file patent applications, to obtain copyright registrations, or to perfect its title in any such inventions or works, including the execution of any documents submitted by the University.

15. **ASSIGNMENT:** No assignment of the Contractor's obligations or the Contractor's right to receive payment hereunder shall be permitted. However, upon written request approved by the issuing purchasing authority, the University may:

1. Forward the contractor's payment check(s) directly to any person or entity designated by the Contractor, or
2. Include any person or entity designated by Contractor as a joint payee on the Contractor's payment check(s).

In no event shall such approval and action obligate the University to anyone other than the Contractor and the Contractor shall remain responsible for fulfillment of all contract obligations.

16. **COMPLIANCE WITH LAWS:** The Contractor shall comply with all laws, ordinances, codes, rules, regulations, and licensing requirements that are applicable to the conduct of its business, including those of federal, state, and local agencies having jurisdiction and/or authority.

17. **AFFIRMATIVE ACTION:** The Contractor shall take affirmative action in complying with all Federal and State requirements concerning fair employment and employment of people with disabilities, and concerning the treatment of all employees without regard to discrimination by reason of race, color, religion, sex, national origin, or disability.

18. **SAFETY STANDARDS:** All manufactured items and/or fabricated assemblies subject to operation under pressure, operation by connection to an electric source, or operation involving a connection to a manufactured, natural, or LP gas source shall be constructed and approved in a manner acceptable to the appropriate state inspector which customarily requires the label or re-examination listing or identification marking of the appropriate safety standard organization; such as the American Society of Mechanical Engineers for pressure vessels; the Underwriters Laboratories and /or National Electrical Manufacturers' Association for electrically operated assemblies; or the American Gas Association for gas operated assemblies, where such approvals of listings have been established for the type of device offered and furnished. Further, all items furnished shall meet all requirements of the Occupational Safety and Health Act (OSHA), and state and federal requirements relating to clean air and water pollution.

19. **INSURANCE:** During the term of the contract, the contractor at its sole cost and expense shall provide commercial insurance of such type and with such terms and limits as may be reasonably associated with the contract. As a minimum, the contractor shall provide and maintain the following coverage and limits:

1. **Worker's Compensation** - The contractor shall provide and maintain Workers Compensation Insurance, as required by the laws of North Carolina, as well as employer's liability coverage with minimum limits of \$500,000.00, covering all of Contractor's employees who are engaged in any work under the contract. If any work is subcontracted, the contractor shall require the subcontractor to provide the same coverage for any of its employees engaged in any work under the contract.
2. **Commercial General Liability** - General Liability Coverage on a Comprehensive Broad Form on an occurrence basis in the minimum amount of \$1,000,000.00 Combined Single Limit. (Defense cost shall be in excess of the limit of liability).
3. **Automobile** - Automobile Liability Insurance, to include liability coverage, covering all owned, hired and non-owned vehicles, used in connection with the contract. The minimum combined single limit shall be \$1,000,000.00 bodily injury and property damage; \$1,000,000.00 uninsured/underinsured motorist; and \$1,000.00 medical payment.

Providing and maintaining adequate insurance coverage is a material obligation of the contractor and is of the essence of this contract. All such insurance shall meet all laws of the State of North Carolina. Such insurance coverage shall be obtained from companies that are authorized to provide such coverage and that are authorized by the Commissioner of Insurance to do business in North Carolina. The contractor shall at all times comply with the terms of such insurance policies, and all requirements of the insurer under any such insurance policies, except as they may conflict with existing North Carolina laws or this contract. The limits of coverage under each insurance policy maintained by the contractor shall not be interpreted as limiting the contractor's liability and obligations under the contract.

20. **ADVERTISING:** Contractor shall not use the existence of this contract or the name of the State of North Carolina or North Carolina State University as part of any advertising without prior written approval from the University.
21. **ENTIRE AGREEMENT:** This contract and any documents incorporated specifically by reference represent the entire agreement between the parties and supersede all prior oral or written statements or agreements. This Request for Proposal, any addenda thereto, and the offeror's response are incorporated herein by reference as though set forth verbatim.

All promises, requirements, terms, conditions, provisions, representations, guarantees, and warranties contained herein shall survive the contract expiration or termination date unless specifically provided otherwise herein, or unless superseded by applicable Federal or State statutes of limitation.

22. **AMENDMENTS:** This contract may be amended only by written amendment duly executed by authorized representatives of both the University and the Contractor.
23. **TAXES:** N.C.G.S. §143-59.1 bars the Secretary of Administration from entering into contracts with Contractors if it or its affiliates meet one of the conditions of N.C.G. S. §105-164.8(b) and refuse to collect use tax on sales of tangible personal property to purchasers in North Carolina. Conditions under G. S. 105-164.8(b) include: (1) Maintenance of a retail establishment or office, (2) Presence of representatives in the State that solicit sales or transact business on behalf of the Contractor and (3) Systematic exploitation of the market by media-assisted, media-facilitated, or media-solicited means. By execution of the bid document the Contractor certifies that it and all of its affiliates, (if it has affiliates), collect(s) the appropriate taxes.
24. **GENERAL INDEMNITY:** The Contractor shall hold and save the University, its officers, agents, and employees, harmless from liability of any kind, including all claims and losses accruing or resulting to any other person, firm, or corporation furnishing or supplying work, services, materials, or supplies in connection with the performance of this contract, and from any and all claims and losses accruing or resulting to any person, firm, or corporation that may be injured or damaged by the Contractor in the performance of this contract and that are attributable to the negligence or intentionally tortious acts of the Contractor provided that the Contractor is notified in writing within 30 days that the State has knowledge of such claims. The Contractor represents and warrants that it shall make no claim of any kind or nature against the University's agents who are involved in the delivery or processing of Contractor goods to the University. The representation and warranty in the preceding sentence shall survive the termination or expiration of this contract.
25. **OUTSOURCING:** Any Contractor or subcontractor providing call or contact center services to the University or State of North Carolina shall disclose to inbound callers the location from which the call or contact center services are being provided.

If, after award of a contract, the Contractor wishes to outsource any portion of the work to a location outside the United States, prior written approval must be obtained from the University agent responsible for the contract.

Contractor must give notice to the University of any relocation of the Contractor, employees of the Contractor, subcontractors of the Contractor, or other persons performing services under a state contract outside of the United States.

26. **PRICING:** All prices offered herein shall be firm against any increases. Requests by the Contractor for a cost increase relevant to any contract extension shall be submitted in writing one hundred and eighty (180) days prior to each contract renewal. The University reserves the option of accepting a Contractor's proposed cost increase or canceling the service and seeking proposals from other Contractors. Requests for cost increases will be indexed to the same percent as any change in the Consumer Price Index/All Urban Consumers for the previous twelve month period of the request. Invoices are paid Net 30 days from receipt of an accurate invoice.

27. **DEBARMENT CERTIFICATION:** Offeror certifies to the best of its knowledge and belief, that it nor any of its principals a) are not presently debarred, suspended, proposed for debarment, or declared ineligible for the award of contract by any Federal agency; b) have not within a three year period preceding this award been convicted of or had a civil judgment rendered against them for: commission of a fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, state or local) contract or subcontract; violation of Federal or state antitrust statutes relating to this submission of offers; or commission of embezzlement, theft, forgery, bribery, falsifications or destruction of records, making false statements, or receiving stolen property; and c) are not presently indicted for, or otherwise criminally or civilly charged by a government entity with, commission of any of these offenses enumerated herein. The offer certifies that they have not, within a three year period preceding this offer, had one or more contracts terminated for default by any federal agency.

"Principles" for the purpose of this certification, means officers; directors; owners; partners; and persons having primary management or supervisory responsibilities within a business entity (e.g., general manager; plant manager; head of a subsidiary, division, or business segments, and similar positions.)

This certification concerns a matter within the jurisdiction of an agency of the United States and the making of a false, fictitious, or fraudulent certification may render the maker subject to prosecution. Certification of this provision is a material representation of fact upon which reliance was placed when making an award. If it is later determined that the Offeror knowingly rendered an erroneous certification, in addition to other remedies available to the University, the University may terminate this agreement for default.

Offeror hereby certifies these conditions and does so by signing the execution page of this RFP document.

28. **PRIVACY:**

1. **Personal Identifiers:** If University provides the Contractor with personal identifiers as listed in N.C.G.S. §132-1.10 and in N.C.G.S. §14-133.20(b) or any other legally confidential information, Contractor hereby certifies that collection of this information from University is necessary for the performance of Contractor's duties and responsibilities on behalf of University under this Contract. Contractor further certifies that it shall maintain the

confidential and exempt status of any social security number information, as required by N.C.G.S. §132-1.10(c) (1), and that it shall not re-disclose personally identifiable information as directed by State and Federal laws. Failure to abide by legally applicable security measures and disclosure restrictions may result in the interruption, suspension and/or termination of the relationship with Contractor for a period of at least five (5) years from date of violation. If Contractor experiences a security breach, as defined in N.C.G.S. §75.61(14), relating to this information, in addition to the Contractor's responsibilities under the NC Identity Theft Protection Act, Contractor shall immediately notify University with the information listed in N.C.G.S. §75-65(d)(1-4) and shall fully cooperate with University. Contractor shall indemnify University for any breach of confidentiality or failure of its responsibilities to protect confidential information. Specifically, these costs may include, but are not limited to, the cost of notification of affected persons as a result of its unauthorized release of University data provided to Contractor pursuant to the Contract.

2. **Education Records:** If the University provides the Contractor with "personally identifiable information" from a student's education record as defined by FERPA, 34 CFR §99.3, Contractor hereby certifies that collection of this information from University is necessary for the performance of Contractor's duties and responsibilities on behalf of University under this Contract. In this instance, University considers Contractor a school official with a legitimate interest under FERPA. Contractor further certifies that it shall maintain the confidential status of education records in their custody, and that it shall not re-disclose personally identifiable information as directed by FERPA. Failure to abide by legally applicable security measures and disclosure restrictions may result in the interruption, suspension and/or termination of the relationship with Contractor for a period of at least five (5) years from date of violation. If Contractor experiences a security breach relating to this information or if Contractor re-discloses the information, Contractor shall immediately notify University. Contractor shall indemnify University for any breach of confidentiality or failure of its responsibilities to protect the personally identifiable information. Specifically, these costs may include, but are not limited to, the cost of notification of affected persons as a result of its unauthorized release of University data provided to Contractor pursuant to the Contract.
29. **AUDITS:** The State or University auditor, or the Joint Commission on Governmental Operations and legislative employees whose primary responsibility is to provide professional or administrative services to the Commission, may audit the records of Contractor during and after the term of this Agreement to verify accounts and data affecting fees or performance in accordance with North Carolina General Statutes §143-49(9) and §147-64.7 and Session Law 2023-134.
30. **PRESERVATION OF RECORDS:** If the University provides any data to Contractor pursuant to this Agreement then Contractor shall preserve and maintain the data for a period of three (3) years or as indicated in a litigation hold letter issued by University, to fulfill the University's obligations under the North Carolina Public Records Act and under the Federal and North Carolina Rules of Civil Procedure. Contractor shall immediately preserve and maintain data (and any generated email correspondence) upon the University's request or upon notice of litigation or audit and further Contractor shall make available all Data University may specify with the time limits required.
31. **CONTRACTOR EMPLOYEE BACKGROUND CHECKS:** The Contractor shall, at no additional cost to the University, secure appropriate background checks on all employees, independent contractors, or subcontractor employees to be assigned to any resulting contract. These background checks shall include, at a minimum, the following checks with consideration for current, past, alias and maiden names:
 - Nationwide Federal Criminal search
 - National Sex Offender Registry search

- North Carolina Statewide Criminal search
- Criminal searches in all counties of residence outside the state of North Carolina in the past seven (7) years, except in cases when the individual has resided in the New York boroughs of Kings, Queens, New York, Nassau, Richmond, or Bronx, in which case a New York Statewide Criminal Search is required
- Skip Trace, Residency history, or other Social Security Number-based search (to ensure validity and correct matching)

The Contractor shall align its hiring decisions to support the University's ongoing effort to maintain a safe, drug-free environment for students, faculty, staff and visitors.

These background checks shall be maintained by the Contractor and are subject to audit by appropriate University or state officials at any time during and for five (5) years after the contract end date. The University may withhold consent of any of Contractor's personnel to be placed on a University assignment at its sole discretion. The Contractor shall immediately (same day as notification) remove any employee or representative from University property if deemed by the University to be unfit for any reason.