

STATE OF NORTH CAROLINA

Central Carolina Community College

Request for Proposal #: 86-2026-004

ONLINE TUTORING SOLUTION

Date of Issue: August 1, 2025

Proposal Due Date: September 5, 2025

at 2:00 PM ET

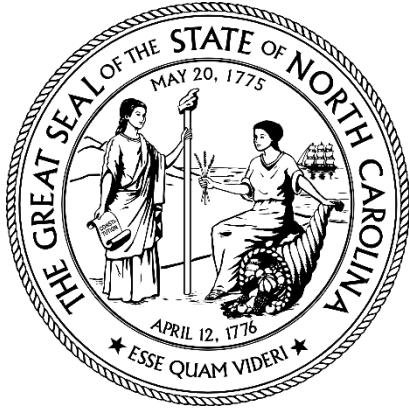
Direct all inquiries concerning this RFP to:

Brandi Hernandez

Director of Purchasing

Email: bhernandez@cccc.edu

Phone: 919-718-7419



STATE OF NORTH CAROLINA

Request for Proposal

86-2026-004

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

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

Vendor Name

Vendor eVP#

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

Electronic responses ONLY will be accepted for this solicitation.

STATE OF NORTH CAROLINA
Central Carolina Community College

Refer <u>ALL</u> Inquiries regarding this RFP to: Brandi Hernandez bhernandez@ccc.edu 919-718-7419	Request for Proposal #: 86-2026-004
	Proposals will be publicly opened: September 5, 2025 at 2:15 PM ET
Using Agency: Central Carolina Community College	Commodity No. and Description: 861322 Educational support services

EXECUTION

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

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

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

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

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

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

As required by Executive Order 24 (2017), the undersigned vendor certifies that it will comply with all Federal and State requirements concerning fair employment and that it does not and will not discriminate, harass, or retaliate against any employee in connection with performance of any Contract arising from this solicitation.

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

By executing this proposal, Vendor certifies that it has read and agreed to the **INSTRUCTION TO VENDORS** and the **NORTH CAROLINA GENERAL TERMS AND CONDITIONS, and NORTH CAROLINA GENERAL TERMS AND CONDITIONS APPLICABLE TO SOFTWARE AS A SERVICE (SAAS) incorporated herein**. These documents can be accessed from the ATTACHMENTS page within this document.

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

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

VALIDITY PERIOD

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

ACCEPTANCE OF PROPOSAL

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

FOR STATE USE ONLY: Offer accepted and Contract awarded this _____ day of _____, 2025, as indicated on the attached certification, by _____.
(Authorized Representative of Central Carolina Community College)

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1.0 PURPOSE AND BACKGROUND

Central Carolina Community College (“the College” or “CCCC”) is a multi-campus institution serving approximately 5,574 students (27% full-time, 73% part-time) across both traditional and online modalities. To strengthen student success and retention, particularly among fully online learners, the College seeks a partner to deliver a comprehensive, exclusively online tutoring solution.

The selected vendor must provide a fully managed, 24/7 service and support integration with the College’s in-house tutoring programs. This should include coordinated scheduling visibility, referral workflows, and shared platform access to present a unified tutoring experience for students. All services must be production-ready by January 1, 2026, to ensure a smooth go-live in time for the start of the Spring semester on January 12, 2026.

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

1.1 CONTRACT TERM

The Contract shall be effective on the date of final Contract execution (the "Effective Date"). The Contract shall have an initial term of three (3) years, beginning on January 1, 2026 (the “Implementation Date”). The Vendor shall begin work under the Contract within fifteen (15) business days following the Effective Date.

At the end of the Contract’s initial term, the College shall have the option, in its sole discretion, to renew the Contract on the same terms and conditions for up to two (2) additional one-year terms. The College will give the Vendor written notice of its intent to exercise each option no later than ninety (90) days before the end of the Contract’s then-current term. In addition to any optional renewal terms, and with the Vendor’s concurrence, the College reserves the right to extend the Contract after the last active term.

In the event of contract termination, the refund obligations set forth in Section 4.1 PRICING shall apply.

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

2.0 GENERAL INFORMATION

2.1 REQUEST FOR PROPOSAL DOCUMENT

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

2.2 E-PROCUREMENT FEE

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

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

2.3 NOTICE TO VENDORS REGARDING RFP TERMS AND CONDITIONS

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

If Vendors have questions or issues regarding any component of this RFP, those must be submitted as questions in accordance with the instructions in the PROPOSAL QUESTIONS Section. If the State determines that any changes will be made as a result of the questions asked, then such decisions will be communicated in the form of an RFP addendum. The State may also elect

to leave open the possibility for later negotiation of specific provisions of the Contract that have been addressed during the question-and-answer period, prior to contract award.

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

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

2.4 RFP SCHEDULE

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

Event	Responsibility	Date and Time
Issue RFP	College	August 1, 2025
Submit Written Questions	Vendor	August 15, 2025 at 5:00 PM EST
Provide Response to Questions	College	August 22, 2025
Submit Proposals	Vendor	September 5, 2025 at 2:00 PM EST
Proposal Opening	Google Meet link Join by phone: +1 720-500-4339 PIN: 813 869 807#	September 5, 2025 at 2:15 PM EST
Vendor Presentations (if required)	Vendor	September 17-19, 2025
Contract Award	College	October 3, 2025
Pre-Production Environment Available	Vendor	December 1, 2025
Production Environment Ready	Vendor	January 1, 2026
Go-Live (Spring semester start)	Vendor	January 12, 2026

2.5 PROPOSAL QUESTIONS

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

Written questions shall be emailed to bhernandez@cccc.edu by the date and time specified above. Vendors should enter “RFP # 86-2026-004 Questions” as the subject for the email. Question submittals should include a reference to the applicable RFP section and be submitted in the format shown below:

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

Questions received prior to the submission deadline date, the College’s response, and any additional terms deemed necessary by the State will be posted in the form of an addendum to the electronic Vendor Portal (eVP), <https://evp.nc.gov>, and shall become an Addendum to this RFP. No information, instruction or advice provided orally or informally by any State personnel, whether made in response to a question or otherwise in connection with this RFP, shall be considered authoritative or binding. Vendors shall rely *only* on written material contained in the RFP and an addendum to this RFP.

2.6 PROPOSAL SUBMITTAL

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

All proposal responses shall be submitted electronically via the electronic Vendor Portal (eVP). **Vendor RFP responses must be submitted as one (1) document. Proposals must be in .pdf format and use the following naming convention: "VendorName_RFP86-2026-004_Proposal"**. All proposal pages must be consecutively numbered.

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

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

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

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

Additional information can be found at the eVP updates for Vendors link: <https://eprocurement.nc.gov/news-events/evp-updates-vendors>.

2.7 PROPOSAL CONTENTS

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

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

- a) Cover Letter, which must contain the following: (i) a statement that confirms that the proposer has read the RFP in its entirety, including all links, and all Addenda released in conjunction with the RFP, (ii) a statement that the Vendor agrees to perform in accordance with the scope of work, requirements, and specifications contained herein; and (iii) Vendor's agreement to comply with all instructions, terms and conditions, and attachments.
- b) Title Page: Include the company name, address, phone number and authorized representative along with the Proposal Number.
- c) Completed and signed version of all EXECUTION PAGES, along with the body of the RFP.
- d) Signed receipt pages of any addenda released in conjunction with this RFP, if required to be returned.
- e) Vendor's Proposal addressing all Specifications of this RFP. **Vendor's Proposal shall be limited to twenty-five (25) pages, exclusive of required attachments. If the Proposal exceeds this page limit, only the first twenty-five (25) pages will be evaluated.**

- f) Completed version of ATTACHMENT A: PRICING
- g) Completed version of ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION
- h) Completed version of ATTACHMENT E: CUSTOMER REFERENCE FORM
- i) Completed version of ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR
- j) Completed and signed version of ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION
- k) Completed and signed version of CERTIFICATION FOR CONTRACTS, GRANTS, LOANS, AND COOPERATIVE AGREEMENTS and, if applicable, OMB STANDARD FORM LLL
- l) Completed version of VENDOR READINESS ASSESSMENT REPORT (VRAR)
- m) Completed SECURITY ASSESSMENT QUESTIONNAIRE
- n) Completed ACCESSIBILITY CONFORMANCE REPORT (VRAR)

2.8 ALTERNATE PROPOSALS

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

2.9 DEFINITIONS, ACRONYMS, AND ABBREVIATIONS

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

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

- ACR (Accessibility Conformance Report): The completed version of the VPAT, filled out by the vendor, that details how the product or service meets applicable accessibility standards.
- ACTLA (Association of Colleges for Tutoring and Learning Assistance): An organization setting best practices and certification standards for college tutoring programs.
- CRLA (College Reading and Learning Association): An international professional association promoting learning assistance and tutoring programs.
- FERPA (Family Educational Rights and Privacy Act): A federal law that protects the privacy of student education records. Institutions subject to FERPA must ensure that personally identifiable information in education records is safeguarded and not disclosed without the student's consent, except as permitted by law.
- WCAG (Web Content Accessibility Guidelines): A set of international standards developed by the World Wide Web Consortium (W3C) to ensure web content is accessible to individuals with disabilities.
- VPAT (Voluntary Product Accessibility Template): A standardized document used by vendors to describe how their product or service conforms to various accessibility standards, such as WCAG, Section 508 (U.S.), and EN 301 549 (EU).
- VRAR (Vendor Readiness Assessment Report): A security assessment required by the State of North Carolina to ensure vendors processing State data or connected to the State Network meet baseline security standards based on NIST SP 800-53 and the Statewide Information Security Manual (SISM). It helps determine vendor readiness by evaluating key security controls.

3.0 METHOD OF AWARD AND PROPOSAL EVALUATION PROCESS

3.1 METHOD OF AWARD

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

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

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

3.2 CONFIDENTIALITY AND PROHIBITED COMMUNICATIONS DURING EVALUATION

While this RFP is under evaluation, the responding Vendor, including any subcontractors and suppliers, is prohibited from engaging in conversations intended to influence the outcome of the evaluation. See the Section VI, Paragraph 28 of the Instructions to Vendors entitled COMMUNICATIONS BY VENDORS.

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

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

3.3 PROPOSAL EVALUATION PROCESS

Only responsive submissions will be evaluated.

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

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

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

At the date and time provided in the RFP SCHEDULE Section above, unless modified by Addendum, the proposal from each responding Vendor will be opened publicly and all offers (except those that have been previously withdrawn, or voided bids) will be tabulated. The tabulation shall be made public at the time it is created. When negotiations after receipt of bids is authorized pursuant to G.S. 143-49 and 01 NCAC 05B.0503, only the names of offerors and the Goods and Services offered shall be tabulated at the time of opening. If negotiation is anticipated, cost and price shall become available for public inspection at the time of the award. Interested parties are cautioned that these costs and their components are

subject to further evaluation for completeness and correctness and therefore may not be an exact indicator of a Vendor's pricing position.

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

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

The College reserves the right to negotiate with one or more vendors, or to reject all original offers and negotiate with one or more sources of supply that may be capable of satisfying the requirement, and in either case to require Vendor to submit a Best and Final Offer (BAFO) based on discussions and negotiations with the College.

3.4 EVALUATION CRITERIA

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

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

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

EVALUATION METHOD: Narrative and by consensus of the evaluating committee, explaining the strengths and weaknesses of each proposal and why the recommended awardee(s) provide the best value to the College. All qualified proposals will be evaluated, and award made based on considering the following criteria listed in descending order of importance, to result in an award most advantageous to the College:

1. General Requirements & Scope of Services (Sections 5.1, 5.2)
 - Overall functionality, alignment with College curriculum, and ability to deliver required tutoring services.
2. Technical Specifications, Security & Technical Support (Sections 5.6–5.8)
 - System architecture, integrations, scalability, accessibility, security, and technical support services.
3. Tutor Qualifications, Training & Standards (Section 5.3)
 - Tutor credentials, onboarding, ongoing training, and adherence to instructional best practices.
4. Onboarding, Training, & User Engagement (Section 5.4)
 - Training programs for all user groups, refresher sessions, and availability of marketing support materials.
5. Reporting, Analytics & Administrative Tools (Section 5.5)
 - Session archiving, dashboards, scheduled reports, and administrative features.
6. Experience & References (Sections 4.5, 4.6)
 - Experience with similar institutions, especially NC community colleges, and customer satisfaction history.
7. Cost Proposal (Attachment A)
 - Total cost of ownership, pricing transparency, and any refund or adjustment terms.

3.5 PERFORMANCE OUTSIDE THE UNITED STATES

Vendor shall complete ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR. In addition to any other evaluation criteria identified in this RFP, the College may also consider, for purposes of evaluating proposed or actual contract performance outside of the United States, how that performance may affect the following factors to ensure that any award will be in the best interest of the College:

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

3.6 INTERPRETATION OF TERMS AND PHRASES

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

4.0 REQUIREMENTS

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

4.1 PRICING

Proposal pricing shall represent the total cost to the College for complete performance in accordance with all specifications in this RFP. All proposed pricing must be fully inclusive of all services and deliverables, including but not limited to:

- Platform licensing or access fees
- Tutoring session usage or hourly costs
- Implementation or setup charges
- Administrative, technical support, and training costs

Vendors must clearly distinguish between platform-related fees and tutoring hour usage fees in their pricing model. The College currently utilizes approximately 2,500 tutoring hours per year and expects this usage level to serve as the baseline for cost evaluation. Vendors shall indicate any included base hours or session bundles, hourly overage rates, rollover options for unused hours, and separate pricing for optional services or expanded access.

Vendors must complete ATTACHMENT A: COST PROPOSAL and include it in their proposal. The pricing provided in Attachment A, or as finalized through negotiation, will be incorporated into any resulting contract.

Termination Refund

In the event of contract termination for any reason, the Vendor shall refund the College the full dollar value of any unused tutoring hours remaining at the end of the contract term. Refunds must be issued within thirty (30) calendar days of written contract closeout.

4.2 INVOICES

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

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

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

4.3 FINANCIAL STABILITY

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

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

4.4 HUB PARTICIPATION

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

4.5 VENDOR EXPERIENCE

In its Proposal, Vendor shall demonstrate at least five years' experience with other colleges in the delivery of online tutoring services, including Community Colleges. Vendor shall provide information as to the qualifications and experience of all executive, managerial, legal, and professional personnel to be assigned to this project, including resumes citing experience with similar projects and the responsibilities to be assigned to each person.

The College seeks evidence of:

- Successful partnerships with other community colleges.
- Past work providing online tutoring services similar in scope to those requested herein.
- Experience supporting accessible online learning platforms and ensuring FERPA-compliant data handling.
- Customer satisfaction history that demonstrates reliable service delivery.

4.6 REFERENCES

Vendor shall provide at least three (3) references, using ATTACHMENT E: CUSTOMER REFERENCE FORM, for which it has provided Services of similar size and scope to those proposed herein. One (1) reference must be a current customer with an

active contract. The College may contact these users to determine whether the Services provided are substantially similar in scope to those proposed herein and whether Vendor’s performance has been satisfactory. The information obtained may be considered in the evaluation of the Proposal.

Customer satisfaction and prior experience with similar academic institutions will be evaluated as part of the scoring criteria. Vendors are encouraged to include relevant performance data and highlight successful implementations in higher education settings. Vendors may optionally include any student outcome data, usage metrics, or independent evaluations that demonstrate the impact of services on academic success, especially for fully online learners.

4.7 POST-AWARD DEMONSTRATION ENVIRONMENT

After contract award and prior to execution, the College may request access to the Vendor’s standard demonstration environment (used for product demonstrations). This is not a configured instance for the College but a pre-existing demo platform used to validate core functionality and features. This post-award demonstration shall not delay implementation timelines established in Section 1.0. Vendor shall make any requested demonstration environment available within ten (10) business days of request.

If material misrepresentations are discovered during this review, the College may terminate the award and proceed with the next ranked Vendor. Determination of misrepresentation shall be at the sole discretion of the College and shall be final.

4.8 BACKGROUND CHECKS

Vendor and its personnel are required to provide or undergo background checks at Vendor’s expense prior to beginning work with the College. As part of Vendor background, the following details must be provided to the College:

- a) Any **criminal felony conviction**, or conviction of any crime involving moral turpitude, including, but not limited to fraud, misappropriation or deception, by Vendor, its officers or directors, or any of its employees or other personnel to provide Services on this project, of which Vendor has knowledge, or provide a statement that Vendor is aware of none;
- b) Any **criminal investigation** for any offense involving moral turpitude, including, but not limited to fraud, misappropriation, falsification or deception pending against Vendor of which it has knowledge, or provide a statement Vendor is aware of none;
- c) Any **regulatory sanctions** levied against Vendor or any of its officers, directors or its professional employees expected to provide Services on this project by any state or federal regulatory agencies within the past three years or a statement that there are none. As used herein, the term “regulatory sanctions” includes the revocation or suspension of any license or certification, the levying of any monetary penalties or fines, and the issuance of any written warnings;
- d) Any **regulatory investigations** pending against Vendor or any of its officers, directors or its professional employees expected to provide Services on this project by any state or federal regulatory agencies of which Vendor has knowledge or a statement that there are none.
- e) Any **civil litigation**, arbitration, proceeding, or judgments pending against Vendor during the three (3) years preceding submission of its proposal herein or a statement that there are none.
- f) Any **sex offender registration** as found using the North Carolina Department of Public Safety Offender Public Information or similar Services.

Vendor’s response to these requests shall be considered a continuing representation, and Vendor’s failure to notify the College within thirty (30) days of any criminal litigation, investigation or proceeding involving Vendor or its then current officers, directors or persons providing Services under this Contract during its term shall constitute a material breach of contract. The provisions of this paragraph shall also apply to any subcontractor utilized by Vendor to perform Services under this Contract.

4.8.1 Vendor Background Check Agreement

Vendor agrees to conduct a criminal background check per the specifications above in this section on all employees proposed to work under this Contract, at its expense, and provide the required documentation to the College in order to perform Services under this Contract:

YES NO

4.9 PERSONNEL

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

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

See Section 5.3 TUTOR QUALIFICATIONS, TRAINING AND STANDARDS for detailed qualifications and best practices that apply specifically to tutors assigned under this Contract.

4.10 VENDOR'S REPRESENTATIONS

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

4.11 AGENCY INSURANCE REQUIREMENTS MODIFICATION

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

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

5.0 SPECIFICATIONS AND SCOPE OF WORK

The following specifications define the minimum requirements for the online tutoring solution. Vendors must respond to each section and demonstrate how the proposed solution meets or exceeds the requirements, referencing specific tools, processes, and documentation.

5.1 GENERAL REQUIREMENTS

The College seeks a fully hosted, out-of-the-box Software-as-a-Service (SaaS) tutoring solution that requires minimal customization or technical intervention from College personnel. The platform must integrate with the College's authentication system to support Single Sign-On (SSO) through the student portal. Customization should be limited to essential integrations, branding, and user-experience enhancements. Solutions requiring extensive development or prolonged configuration will be considered less favorable.

The Vendor must deliver a production-ready platform by **January 1, 2026**. Implementation must include:

- Pre-production sandbox environment, including all integrations and configurations, by **December 1, 2025**
- Full configuration, user setup, branding, and testing by **January 1, 2026**
- Go-live on **January 12, 2026**

Each proposal must include a comprehensive implementation plan detailing all steps and milestones required to achieve Go-Live. At a minimum, the plan should describe the project kickoff and governance structure, system configuration and integrations, data migration, training for all user groups (students, faculty, administrators, and College-provided tutors), user acceptance testing (UAT), and production launch. The plan must clearly identify milestones, dependencies, deliverables, and responsible parties.

To support an on-time Spring 2026 launch, the College anticipates the following target dates:

- Contract Award: October 3, 2025
- Sandbox (fully configured) Delivery: December 1, 2025
- UAT and Training Completed: December 17, 2025
- Production-Ready Environment: January 1, 2026
- Go-Live: January 12, 2026

Vendors are encouraged to align their implementation plans to this schedule or explain deviations with appropriate justification.

5.2 SCOPE OF SERVICES

The Vendor shall provide a comprehensive suite of online tutoring services, supporting both Full-Service and Blended-Service models. The platform must provide a seamless, unified experience across all tutoring models and user types. A single administrative interface must support shared access, cross-provider scheduling, and integrated reporting.

The Full-Service Model must include:

- Live Tutoring Sessions: On-demand or scheduled one-on-one sessions featuring real-time chat, optional audio/video, collaborative whiteboard tools, file sharing, and tutor feedback notes.
- Asynchronous Question Support: A structured workflow for students to submit questions and receive written responses. The College prefers a 24-hour turnaround for 90% of submissions; however, vendors may propose response windows of up to 48 hours, with options to prioritize urgent submissions.
- Asynchronous Essay Review: Submission-based writing support that includes structured feedback on thesis clarity, organization, grammar, and academic tone. Tutors must guide students in revision without directly editing or rewriting content.
- Group Study Support: The platform must enable group study sessions through built-in tools or integrations (e.g., Zoom, Teams, LMS rooms). Group sessions may be peer-led, tutor-facilitated, or faculty-guided.
- Queue Management and Session Limits: Tools must be available to manage student wait queues, session limits, tutor availability, and optional preferences for subject or tutor assignment.
- Accessibility and Coverage: Tutoring and writing lab services should be available for as many hours per day as possible to accommodate diverse student schedules and time zones. The College prefers 24/7 access, with reasonable accommodations for holidays.

The Blended-Service Model must:

- Support College and vendor tutors within the same system
- Enable shared reporting, scheduling, and student data visibility

Academic support must include, but is not limited to, the following high-enrollment subject areas:

- English: American Literature, British Literature, Writing
- History: American, World, African American
- Humanities: Art, Philosophy, Ethics
- Mathematics: Statistics, Calculus, Algebra
- Sciences: Physics, Biology, Chemistry
- Social Sciences: Psychology, Sociology, Government, Economics

The solution must also provide allied health/nursing test prep (e.g., TEAS, HESI). Vendors should consult the [2025-2026 College Catalog](#) (page 157 onward) to ensure tutoring alignment with the College's courses.

5.3 TUTOR QUALIFICATIONS, TRAINING, AND STANDARDS

All tutors must hold a bachelor's degree in their subject. Tutoring certification (e.g., ACTLA, CRLA) is preferred. Vendors are encouraged to provide documentation of relevant credentials and training practices to demonstrate subject expertise and tutoring effectiveness. Documentation supporting each tutor's qualifications must be made available upon request

Vendors must also maintain a documented process for tutor training and supervision. This process should demonstrate how tutors are prepared to support skill development and foster independent learning, use student-centered instructional strategies, and uphold academic integrity in all interactions.

Writing Tutors

Tutors providing writing support must be trained to:

- Help students recognize and correct grammar, syntax, and structural issues
- Clarify assignment guidelines and support appropriate academic tone and style
- Refer students to citation guides (e.g., MLA, APA) and self-editing tools
- Avoid making direct edits or inserting content into student work

Asynchronous Essay Review

For asynchronous submissions, writing tutors must:

- Identify issues with thesis clarity, organization, and structure
- Provide guidance on grammar and usage without directly correcting errors
- Refer students to relevant writing resources and institutional support services

STEM Tutors

Tutors supporting STEM subjects (e.g., math, science, engineering, computer science) must be trained to:

- Reinforce core concepts and guide students through problem-solving steps
- Use questioning strategies to promote critical thinking and conceptual understanding
- Refer students to subject-specific tools and resources (e.g., formula sheets, lab manuals, software guides)
- Avoid providing direct answers or completing any part of graded assignments

5.4 ONBOARDING, TRAINING, AND USER ENGAGEMENT

The Vendor must provide comprehensive onboarding, training, and engagement materials to support platform adoption and effective use by all user groups, including students, faculty, College-provided tutors, and administrators.

Training Requirements

- Training must be customized to the College's configuration and tailored to the needs of each user role.
- Initial training must be delivered virtually, with sessions recorded and made available for future reference.
- The Vendor must provide a general orientation for students, a platform training for faculty and administrators, and tutor-specific training for College-provided tutors.
- At least two refresher training sessions per year must be offered.
- Training materials must be updated upon major product changes or at the College's request.

Training Materials

The Vendor must provide role-specific training materials, including:

- Slide decks
- Quick-start guides or user manuals
- Recorded training videos
- Platform navigation tutorials (video or text-based)

User Engagement and Promotion

To support awareness and encourage usage across the College community, the Vendor must:

- Collaborate with College staff on initial platform rollout and user outreach strategy
- Offer suggestions for campus-wide engagement efforts
- Provide editable outreach and engagement templates

5.5 REPORTING, ANALYTICS, AND ADMINISTRATIVE TOOLS

The proposed solution must provide comprehensive reporting, analytics, and administrative tools to support institutional monitoring, service delivery oversight, and continuous improvement efforts. These tools must be accessible through a secure, web-based administrative interface with role-based access controls.

Usage Reporting

The platform shall provide on-demand and exportable reports, in Excel or CSV format, that include platform utilization metrics such as:

- Number and duration of tutoring sessions
- Utilization trends by subject, course, time of day, and delivery mode (synchronous/asynchronous)
- Active users, sessions per student, repeat usage

Student and Tutor Feedback Metrics

The platform shall enable reporting on:

- Student feedback and satisfaction surveys following sessions
- Tutor performance metrics, including number of sessions, feedback ratings, and subject specialization
- Aggregated trends for institutional analysis

Administrative Controls

The platform shall provide authorized College personnel with administrative capabilities to:

- Configure service limits or caps by user or course
- Monitor system performance and usage anomalies
- Schedule regular reports or set alerts for specified metrics

Session Archiving and Institutional Access

The platform shall archive all synchronous and asynchronous tutoring sessions. Archives must include chat logs, shared files, whiteboard content, and tutor feedback notes. The system shall:

- Provide students with secure access to their own archived sessions
- Provide designated College administrators with full access to all archived sessions for quality assurance, dispute resolution, tutor evaluation, and compliance purposes
- Enable filtering and analysis of archived sessions by tutor affiliation for quality assurance across blended services
- Support searching and filtering of archived sessions by student ID, course, tutor, date/time, and session type
- Retain all archived sessions for a minimum of 3 years by default. Vendors should also provide a means for institutional export and optional retention beyond that period, if requested by the College.
- Maintain FERPA compliance and ensure data is stored securely with auditable access logs

5.6 TECHNICAL SPECIFICATIONS

The proposed solution must include the following capabilities to ensure compatibility, accessibility, and alignment with the College's operational needs:

Platform and Compatibility

- Software as a Service (SaaS): Must include access to all product upgrades and enhancements at no additional charge during the license period
- Device and Browser Compatibility: Must be fully functional on low-specification devices, including Chromebooks, and operate entirely within browser-based environments without requiring client-side downloads or proprietary software installations
- Mobile Accessibility: Must use responsive design principles and support low-bandwidth environments, including fallback options for video content

User Experience

- Usability and User Experience: Must provide an intuitive and accessible user interface for all user roles, with streamlined workflows and minimal training requirements

User Access and Management

- Role-Based Access: Must support differentiated permissions and in-platform data visibility based on user roles, including students, College-provided tutors, faculty, and administrators
- Multilingual Support: Should support multilingual interfaces or provide localization options for non-English-speaking users

Tutoring and Instructional Features

- Tutor Management Tools: Must support the management of tutor profiles, availability, assignments, and performance monitoring by administrators or coordinators
- Content Moderation and Monitoring: Must include tools for monitoring and logging tutoring sessions, including options for flagging inappropriate behavior and supporting compliance with academic integrity policies
- Student Feedback and Session Rating: Must include functionality that enables students to rate tutoring sessions and provide feedback for quality assurance purposes

Communication and Scheduling

- Calendar Integration: Should support integration with personal or institutional calendars (e.g., Google, Outlook) for session scheduling and reminders
- Notifications and Alerts: Must include configurable, role-based notifications (e.g., email, SMS, or in-platform) for session scheduling, cancellations, and system updates

Support and Documentation

- Technical Support Services: Must include integrated technical support with clearly defined hours of availability and guaranteed response times for various issue types
- Self-Service Support Resources: Must include a searchable knowledge base and self-service options, such as documentation, FAQs, and troubleshooting guides

5.7 SECURITY SPECIFICATIONS

All security documentation must reflect the actual environment proposed for Central Carolina Community College. Generalized documentation will not be accepted. Vendors must describe how compliance with FERPA and Statewide Data Classification Standards (NIST 800-53) will be ensured, and provide up-to-date third-party certifications (SOC 2 Type II, FedRAMP, or ISO 27001) specific to the SaaS environment offered.

5.7.1 Solutions Not Hosted on State Infrastructure

The online tutoring solution will be required to receive and securely manage data that is classified as Medium Risk (Restricted). Refer to the North Carolina Statewide Data Classification and Handling policy for more information regarding data classification. The policy is located at the following website: <https://it.nc.gov/document/statewide-data-classification-and-handling-policy>.

To comply with the State's Security Standards and Policies, State agencies are required to perform annual security/risk assessments on their information systems using NIST 800-53 controls. This requirement additionally applies to all Vendor-provided, agency-managed Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS) solutions which will handle data classified as Medium Risk (Restricted) or High Risk (Highly Restricted) data.

(a) Vendors shall provide a completed Vendor Readiness Assessment Report Non-State Hosted Solutions ("VRAR") at offer submission. This report is located at the following website: <https://it.nc.gov/documents/vendor-readiness-assessment-report>

(b) Upon request, Vendors shall provide a current independent 3rd party assessment report in accordance with the following subparagraphs (i)-(iii) prior to contract award. However, Vendors are encouraged to provide a current independent 3rd party assessment report in accordance with subparagraphs (i)-(iii) at the time of offer submission.

(i) Federal Risk and Authorization Management Program (FedRAMP) certification, SOC 2 Type 2, ISO 27001, or HITRUST are the preferred assessment reports for any Vendor solutions which will handle data classified as Medium Risk (Restricted) or High Risk (Highly Restricted).

(ii) A Vendor that cannot provide a preferred independent 3rd party assessment report as described above may submit an alternative assessment, such as a SOC 2 Type 1 assessment report. The Vendor shall provide an explanation for submitting the alternative assessment report. If awarded this contract, a Vendor who submits an alternative assessment report shall submit one of the preferred assessment reports no later than 365 days of the Effective Date of the contract. Timely submission of this preferred assessment report shall be a material requirement of the contract.

(iii) An IaaS vendor cannot provide a certification or assessment report for a SaaS provider UNLESS permitted by the terms of a written agreement between the two vendors and the scope of the IaaS certification or assessment report clearly includes the SaaS solution.

(c) Additional Security Documentation. Prior to contract award, the State may in its discretion require the Vendor to provide additional security documentation, including but not limited to vulnerability assessment reports and penetration test reports. The awarded Vendor shall provide such additional security documentation upon request by the State during the term of the contract.

In addition to the security controls outlined above, the Vendor must comply with all applicable federal and State data privacy laws, including the **Family Educational Rights and Privacy Act (FERPA)**. The Vendor shall not use, disclose, or retain student educational records for any purpose other than performing the services under this Contract. Upon request by the College, the Vendor must enter into a formal data privacy agreement to further define obligations regarding the protection and permissible use of student data.

5.8 ENTERPRISE SPECIFICATIONS

5.8.1 Architecture Diagrams

The College utilizes architectural diagrams to better understand the design and technologies of a proposed solution. Details on these diagrams can be found at the following link: <https://it.nc.gov/resources/statewide-it-procurement/vendor-engagement-resources#Tab-Architecture-1192>

The Vendor must provide architecture and technology stack diagrams at proposal submission. These diagrams should reflect the current state of the proposed solution. The College may request updates or additional detail during evaluation or implementation.

There may be additional architectural diagrams requested of the vendor after contract award. This will be communicated to the vendor by the agency as needed during the project.

5.8.2 Solution Roadmap

A Solution Roadmap defines the vision and strategic elements of the solution. The Solution Roadmap is a plan of action for how a Solution will evolve over time. The minimum content should include:

- Vision for the solution
- High-level functionality expected for each solution release into production environment
- High-level timeline
- Description of how customer feedback is collected and incorporated into solution enhancements

Describe the solution roadmap for your product. Include content on release strategies for functionality, roadmap for technical architecture, how scalability of solution is planned.

5.8.3 Identity And Access Management

The proposed solution must externalize identity and access management, and integrate with the College's authentication protocols (SAML 2.0, OAuth 2.0, etc.) to enable single sign-on through the College's portal.

Describe how your solution supports the above protocols, as well as making them available for application integration/consumption.

5.8.4 Integration Approach

The Vendor must describe how student information is entered into the system, including support for automated integration of enrollment and withdrawal data via batch synchronization or APIs. The platform should also support JSR-286/JSR-168 portlets to ensure compatibility with the College's portal infrastructure.

Describe proposed solution capabilities to interoperate with other solutions. Identify the standards supported, integrations platforms, adaptors, APIs, and the like.

5.8.5 Disaster Recovery and Business Continuity

Solutions must operate in a high-availability environment with built-in failover and geographic redundancy to ensure continuous access in the event of infrastructure failure or disaster recovery scenarios.

Describe the proposed solution capabilities related to the following areas:

- Disaster Recovery Plan (DRP) – describe how proposed solution supports Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO) metrics, and include the system recovery process in the event of data corruption, infrastructure destruction, or catastrophic failure.
 - System Backup – describe backup plan capabilities.
 - Disaster Recovery Testing – describe the frequency and test procedures for end-to-end disaster recovery testing.
- Business Continuity Plan (BCP) – describe capabilities proposed solution can provide in support of agency's continuity of operations and incident responses.

Vendors must provide evidence of at least one successful, end-to-end disaster recovery test conducted within the past 12 months.

5.8.6 Data Migration

Describe approaches available for data conversion and/or data migration to load current data into proposed solution.

5.8.7 Application Management

Describe how the proposed solution monitors and reports the metrics on system performance.

Describe how the proposed solution manages user administration.

Describe the audit capabilities of proposed solution related to management of the application.

5.8.8 Accessibility

The Vendor must demonstrate full digital accessibility of the proposed solution by providing the following with its proposal submission:

- **Completed VPAT®:** A fully filled-out Voluntary Product Accessibility Template (VPAT®), covering conformance to WCAG 2.2 Level AA and Section 508 requirements.
- **Accessibility Documentation:** Evidence, such as screenshots, user-flow descriptions, or test reports, showing how the solution meets ADA, Section 508, and WCAG 2.2 Level AA standards.

If any accessibility criteria are not yet met, the Vendor must provide a detailed remediation roadmap with milestones and target completion dates.

Applicable Standards:

- W3C Web Accessibility Initiative – Web Content Accessibility Guidelines (WCAG) 2.2: <https://www.w3.org/TR/WCAG21/>
- Section 508 of the Rehabilitation Act: <https://www.section508.gov/>

ENTERPRISE, SERVICES, AND STANDARDS

Vendors should refer to the Vendor Resources Page for information on North Carolina Department of Information Technology regarding architecture, security, strategy, data, digital, identity and access management and other general information on doing business with state IT process.

The Vendor Resources Page found at the following link: <https://it.nc.gov/vendor-engagement-resources>. This site provides vendors with statewide information and links referenced throughout the RFP document. Agencies may request additional information.

6.0 CONTRACT ADMINISTRATION

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

6.1 CONTRACT MANAGER AND CUSTOMER SERVICE

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

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

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

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

6.2 POST AWARD PROJECT REVIEW MEETINGS

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

6.3 CONTINUOUS IMPROVEMENT

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

6.4 PERIODIC STATUS REPORTS

Monthly Summary Report: The Vendor shall submit a consolidated Status Report covering the prior month’s activity. Each report shall include, at a minimum, the following sections:

- Service Delivery Metrics
 - Live (synchronous) sessions: total count and average wait time versus target
 - Asynchronous Q&A submissions: count and percentage meeting 24-hour turnaround
 - Essay reviews: count and average turnaround time
- Satisfaction Metrics
 - Survey response rates and average ratings
 - Key trends or notable changes in satisfaction indicators
- Continuous Improvement Actions
 - Root-cause analyses and corrective measures for any Service Level Agreement (SLA) or delivery issues
 - Status updates on previously reported corrective measures
- Risks, Issues & Upcoming Plans
 - Any service-impacting risks or dependencies (e.g., planned maintenance)
 - Scheduled system upgrades, feature releases, or training/marketing activities for upcoming month

Annual Summary Reports: At the end of each academic year, the Vendor shall provide an aggregated summary detailing subject-level usage trends, overall tutoring hours delivered, student engagement by discipline, and longitudinal satisfaction trends.

Reports must be submitted in a format (e.g., Excel, PDF, or dashboard export) and on a schedule agreed upon with the College during implementation.

6.5 ACCEPTANCE OF WORK

Performance of the work and/or delivery of Goods shall be conducted and completed at least in accordance with the Contract requirements and recognized and customarily accepted industry practices. Performance shall be considered complete when the Services or Goods are approved as acceptable by the Contract Administrator.

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

6.6 TRANSITION ASSISTANCE

If a Contract results from this solicitation, and the Contract is not renewed at the end of the last active term, or is canceled prior to its expiration, for any reason, Vendor shall provide transition assistance to the College, at the option of the College, for up to six (6) months to allow for the expired or canceled portion of the Services to continue without interruption or adverse effect, and to facilitate the orderly transfer of such Services to the College or its designees. If the College exercises this option, the Parties agree that such transition assistance shall be governed by the terms and conditions of the Contract (notwithstanding this expiration or cancellation), except for those Contract terms or conditions that do not reasonably apply to such transition assistance. The College shall agree to pay Vendor for any resources utilized in performing such transition assistance at the most current rates provided by the Contract for performance of the Services or other resources utilized.

6.7 DISPUTE RESOLUTION

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

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

6.8 CONTRACT CHANGES

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

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7.0 ATTACHMENTS

****IMPORTANT NOTICE****

RETURN THE REQUIRED ATTACHMENTS WITH YOUR RESPONSE

FOLLOW THE LINKS TO ACCESS EACH ATTACHMENT

ATTACHMENT A: COST PROPOSAL

Complete and return the Pricing associated with this RFP as an attachment in the proposal, as detailed in Section 4.1 PRICING.

ATTACHMENT B: INSTRUCTIONS TO VENDORS

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

<https://www.doa.nc.gov/pandc/north-carolina-instructions-vendors-1-2025/open>

ATTACHMENT C: NORTH CAROLINA GENERAL TERMS & CONDITIONS

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

<https://www.doa.nc.gov/north-carolina-general-terms-and-conditions-5-2025/open>

ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION

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

<https://www.doa.nc.gov/pandc/onlineforms/pc-hub-supplemental-vendor-information-92021-pdf/open>

ATTACHMENT E: CUSTOMER REFERENCE FORM

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

<https://ncadmin.nc.gov/media/15503/open>

ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR

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

<https://www.doa.nc.gov/pandc/onlineforms/pc-worker-location-92021-pdf/open>

ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION

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

<https://www.doa.nc.gov/pandc/onlineforms/pc-certification-financial-condition-92021-pdf/open>

LOBBYING ACTIVITY CERTIFICATION FOR FEDERAL GRANTS

The Certification for Contracts, Grants, Loans, and Cooperative Agreements and the OMB Standard Form LLL are separate documents that can be found at the following link:

<https://ncadmin.nc.gov/documents/vendor-forms>

NORTH CAROLINA GENERAL TERMS AND CONDITIONS APPLICABLE TO SOFTWARE AS A SERVICE (SAAS)

The North Carolina General Terms and Conditions Applicable to Software as a Service (SaaS), which are incorporated herein by this reference, may be found here:

<https://www.doa.nc.gov/north-carolina-general-terms-and-conditions-5-2025/open>

VENDOR READINESS ASSESSMENT REPORT (VRAR)

Complete, sign, and return the VRAR found at the following link:

<https://it.nc.gov/documents/files/vendor-readiness-assessment-report-non-state-hosted-solutions/open>

ARCHITECTURE DIAGRAMS

Details on the required Architecture Diagrams, along with the Vendor Architecture Template, can be found at the following link:

<https://it.nc.gov/resources/statewide-it-procurement/vendor-engagement-resources#Tab-Architecture-1192>

ACCESSIBILITY CONFORMANCE REPORT (ACR)

Details about the ACR and VPAT can be found at the following link: <https://www.itic.org/policy/accessibility/vpat>

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