

STATE OF NORTH CAROLINA

Central Carolina Community College

Request for Proposal #: 86-2026-011

SUPERVISOR DEVELOPMENT PROGRAM

Date of Issue: March 12, 2026

Proposal Due Date: April 8, 2026

at 2:00 PM ET

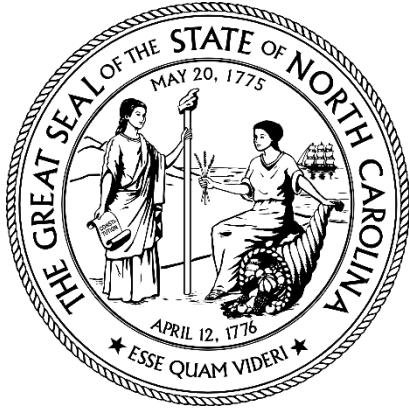
Direct all inquiries concerning this RFP to:

Brandi Hernandez

Director of Purchasing

Email: bhernandez@ccc.edu

Phone: 919-718-7419



STATE OF NORTH CAROLINA

Request for Proposal

86-2026-011

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.

Central Carolina Community College

Refer <u>ALL</u> Inquiries regarding this RFP to: Brandi Hernandez bhernandez@cccc.edu 919-718-7419	Request for Proposal #: 86-2026-011
	Proposals will be publicly opened: April 8, 2026 at 2:15 PM ET
Using Agency: CCCC – Human Resources	Commodity No. and Description: 801115 Human resource development

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 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** 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 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 _____, 2026, 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 (CCCC) is seeking a qualified vendor to provide a structured Supervisor Development Program aligned with the SHRM People Manager Qualification (PMQ) framework. This initiative is designed to standardize leadership competencies across the College's leadership levels, ensuring a consistent approach to managing people, projects, and workplace culture within a public higher education environment. The program will begin with an Initial Phase serving 124 supervisors across seven (7) cohorts, including Executive Leadership, Deans, Department Chairs, and four (4) Director and Supervisor cohorts.

The selected vendor will be responsible for customizing the curriculum to reflect community college policies and delivering a program that provides a clear pathway to SHRM PMQ or an equivalent credential. Key deliverables include a "Curriculum Crosswalk" to demonstrate framework alignment, a "Customization Methodology" for CCCC-specific integration, and an "Initial Phase Evaluation Report."

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

1.1 CONTRACT TERM

The Contract shall have an initial term of one (1) year, beginning on the date of final Contract execution (the "Effective 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.

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, 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 College 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 College 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 College 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 College will make every effort to adhere to this schedule.

Event	Responsibility	Date and Time
Issue RFP	College	March 12, 2026
Submit Written Questions	Vendor	March 24, 2026, at 5:00 PM EST
Provide Response to Questions	College	March 30, 2026
Submit Proposals	Vendor	April 8, 2026, at 2:00 PM EST
Proposal Opening	Google Meet link Or dial: +1 501-897-6167 PIN: 104 601 897#	April 8, 2026, at 2:15 PM EST
Vendor Presentations (if required)	Vendor	April 15, 2026
Contract Award	College	April 20, 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 College 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_RFP86-2026-011_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 College may release an unredacted version if a record request is received.

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

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

2.7 PROPOSAL CONTENTS

Vendors shall populate all attachments of this RFP that require the Vendor to provide information and include an authorized signature where requested. Failure to provide all required items, or Vendor's submission of incomplete items, may result in the 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) **Vendor-Executed RFP:** The original RFP document must be returned in its entirety, including all standard terms and conditions. The following must be fully completed within the body of the RFP:
 - i. Execution Pages (pages 2-4): Signed and dated by an authorized representative.
 - ii. Section 4.6.1: Background Check requirements.
 - iii. Section 4.12: NC Secretary of State Registration status.
 - iv. Section 6.1: Designated Contract Manager and Customer Service contact details.
- 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 the RFP and 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) Signed, redacted copy of Proposal (if applicable)

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.

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:

TECHNICAL (90 MAXIMUM POINTS)

The College will evaluate the following technical factors to determine the vendor's ability to meet the program's requirements. Points will be awarded based on the quality and depth of the vendor's response in each category:

- **Alignment with SHRM PMQ Competencies (20 Points) – See Sections 5.2 and 5.3 (Task 1)**
The degree to which the proposed curriculum aligns with the seven SHRM PMQ domains: Managing Self, Managing Projects & Tasks, Managing People, Compliance and Ethical Practice, Workplace Culture & Communication, Performance Management, and Talent Development.
- **Quality of Community College Customization (25 Points) – See Sections 5.2 5.3 (Task 2)**
The Vendor's methodology for integrating CCCC-specific policies, higher education supervisory scenarios, and public-sector compliance considerations into the core curriculum.
- **Certification/Credential Rigor (15 Points) – See Section 5.3, Task 1**
The external recognition and assessment standards of the proposed certification, including the clarity of the "Curriculum Crosswalk" if an equivalent program is offered.
- **Experience with Public Higher Education (15 Points) – See Section 4.4**
The Vendor's demonstrated success in facilitating executive and supervisory cohorts within a public-sector or higher education environment.
- **Evaluation & Measurable Outcomes (10 Points) – See Section 5.2, 5.3 (Task 4), and 5.5**
The quality of the plan for pre/post competency comparisons, satisfaction metrics, and the final written evaluation report.
- **References (5 Points) – See Section 4.5 and Attachment E**
Feedback from previous clients regarding the vendor's performance and program impact.

PRICE (10 MAXIMUM POINTS) – See Attachment A

Pricing must be submitted as a single, all-inclusive fixed fee covering all program costs, including participant licenses, instructional materials, customization, facilitation, and travel. Price will be evaluated based on the Total Cost of Ownership, which includes the fixed fee for the Initial Phase and the proposed per-cohort or total fee for the Ongoing New Supervisor Training.

The College will determine the low cost by normalizing the scores as follows:

The proposal with the lowest total fixed fee for the Initial Phase and the proposed fee for Ongoing New Supervisor Training will receive a score of 10. All other competing proposals will be assigned a portion of the maximum score using the formula:

$$10 \times \frac{\text{Cost of the Lowest Cost Proposal}}{\text{Cost of the Proposal Being Evaluated}}$$

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 price shall constitute the total cost to the College for complete performance in accordance with the requirements and specifications herein, including all applicable charges for handling, transportation, administrative, and other similar fees.

The Vendor shall provide a Total Fixed Fee for the Initial Phase. Additionally, the Vendor must provide a recurring cost model for ongoing New Supervisor Training as requested in ATTACHMENT A: PRICING. These fees must encompass all costs associated with the program, including but not limited to:

- **Credentialing & Licensing:** All SHRM PMQ participant licenses and certification fees (or fees for an approved equivalent credential).
- **Instructional Materials:** All physical and digital learning materials, modules, and curriculum design.
- **Customization & Retention:** All costs for tailoring content to CCCC policies and scenarios. All customized materials and learning modules shall be retained by the College for future internal use without additional royalty fees.
- **Delivery & Facilitation:** All costs for assessment administration, asynchronous platform support, and live in-person facilitation.
- **Travel & Logistics:** All Vendor travel, lodging, meals, and incidental expenses.
- **Administrative Overhead:** All evaluation, reporting, and project management costs.

The Vendor shall not be allowed any additional compensation for any expenses not included in the proposed all-inclusive fixed fee. No additional charges will be permitted unless pre-approved in writing by the College.

The pricing provided in ATTACHMENT A, or resulting from any negotiations, is incorporated herein and shall become part of any resulting Contract.

4.2 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.

4.3 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.

4.4 VENDOR EXPERIENCE

In its Proposal, Vendor shall demonstrate at least five (5) years' experience providing leadership and supervisory development training specifically for public sector or higher education institutions. Experience should reflect a proven track record of facilitating training for various leadership levels, including executive-level personnel.

Vendor shall provide a comprehensive overview of their qualifications, including:

- **Personnel Background:** Qualifications and experience of all executive, managerial, legal, and professional personnel assigned to this project.
- **Resumes:** Detailed resumes for each assigned person, citing their specific experience with similar leadership development projects and the responsibilities they will hold for this contract.
- **Institutional Context:** Evidence of past success in customizing curriculum to meet the unique policy and compliance needs of public institutions.
- **Framework Expertise:** Demonstrated experience delivering curriculum aligned with professional HR certification standards, such as the SHRM People Manager Qualification (PMQ) framework.

4.5 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. The College shall 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 shall be considered in the evaluation of the Proposal.

4.6 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.

4.6.1 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

4.7 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.

4.8 SUBCONTRACTORS

No portion of the work shall be subcontracted without prior written consent of the State. In the event that the Vendor desires to subcontract some part of the work specified herein, the Vendor shall furnish with their bid the names, qualifications, and experience of their proposed subcontractors. The Vendor shall, however, remain solely and fully liable and responsible for the work done by its subcontractor(s) and shall assure compliance with all the requirements and specifications of the contract.

4.9 VENDOR'S REPRESENTATIONS

If Vendor's Proposal results in an award, Vendor agrees that it will not enter any agreement with a third party that may abridge any rights of the 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.

4.10 QUESTIONS TO VENDORS

Vendor shall respond to each of the following questions. Vendors are requested to keep responses concise and relevant and should not include generic marketing materials. Responses will be reviewed as part of the evaluation process to determine alignment with the College's strategic goals.

Curriculum and Framework Alignment

- **SHRM PMQ Alignment:** If you are proposing an "equivalent" credential pathway, please provide a detailed Curriculum Crosswalk that explicitly maps your training modules to the seven SHRM PMQ competency domains: Managing Self, Projects & Tasks, People, Compliance and Ethical Practice, Workplace Culture & Communication, Performance Management, and Talent Development.
- **Assessment Rigor:** Describe the final assessment or certification process for participants. How is competency measured, and what external recognition does this credential carry?
- **Baseline Assessment:** Describe your methodology for conducting baseline supervisory competency assessments at the start of the program. How will this data be used to tailor the cohorts?

Customization and Higher Education Context

- **Community College Customization:** Describe your specific methodology for integrating CCCC's internal policies and procedures into the curriculum. How will you ensure the case studies are relevant to a North Carolina public community college environment?
- **Supervisory Level Differentiation:** How will your delivery and content differ between the Executive Leadership, Deans, and Department Chairs cohorts? Provide a specific example of how a single competency (e.g., Talent Development) would be taught differently to these three groups.
- **Applied Learning Format:** Provide a sample agenda for a three-hour "Applied Learning" or "Reinforcement" session. How do you balance theoretical framework with practical application during live sessions?

Methodology and Facilitation

- **Experience with Public Sector Leadership:** Provide two examples of similar leadership development programs you have facilitated for public-sector or higher education institutions. Include details on the level of the participants (e.g., Deans, Executives).
- **Facilitator Qualifications:** Provide bios for the specific facilitators assigned to this project. Highlight their experience with executive-level coaching and public-sector compliance.

Evaluation, Sustainability, and Reporting

- **Institutional Reporting:** Describe the format and typical content of your Written Institutional Gap Summary. How does this report identify systemic institutional weaknesses discovered during the training?
- **Effectiveness Measurement:** Describe your process for the 6-month longitudinal effectiveness assessment. What metrics do you use to determine if the training resulted in permanent behavioral change?
- **Internal Sustainability:** Confirm that the proposed fixed fee includes the College's right to utilize all customized modules and curriculum for future internal cohorts without additional per-participant royalty fees. Describe the hand-off process for these materials.

4.11 AGENCY INSURANCE REQUIREMENTS MODIFICATION

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

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

4.12 SECRETARY OF STATE REGISTRATION

Prior to entering into a contract with the State, the awarded Vendor(s) must complete registration with the NC Secretary of State. Upon notification of award, the selected Vendor(s) must furnish evidence of filing within 10 business days. Failure to provide this documentation may result in the disqualification of the Vendor(s) bid from further consideration for the award.

No purchase orders shall be issued prior to confirmation of completed registration with the Secretary of State.

A contract award under the above-referenced solicitation, and the resulting purchase orders, will produce repeated orders and transactions in North Carolina and will constitute “transacting business” in the State, which requires a certificate of authority from the North Carolina Secretary of State as provided in G.S. §55-15-01 (corporations) or §57D-7-01 (LLCs). Please go to <https://www.sosnc.gov/> to register.

Vendor registered with the North Carolina Secretary of State: YES NO

5.0 SPECIFICATIONS AND SCOPE OF WORK

The following specifications define the minimum requirements for the Supervisor Development Program.

5.1 GENERAL REQUIREMENTS

The vendor shall provide a structured program, aligned with the SHRM PMQ framework, that standardizes leadership competencies across all College levels. This Initial Phase, beginning in May 2026, will serve 124 participants across seven (7) cohorts: Executive Leadership, Deans, Department Chairs, and four (4) Director and Supervisor groups.

The College reserves the right, in its sole discretion, to discontinue the program following the completion and evaluation of the Initial Phase (7 cohorts). Continuation to Ongoing Training for new supervisors requires express written authorization from the College. In the event of discontinuation, the College’s financial obligation shall be limited to the approved costs of completed and accepted Initial Phase deliverables.

5.2 SPECIFICATIONS

- **Framework Benchmark:** All proposed content must demonstrate a direct alignment with the seven SHRM PMQ domains: Managing Self, Projects & Tasks, People, Compliance and Ethical Practice, Workplace Culture & Communication, Performance Management, and Talent Development.
- **Delivery Model:** Core learning modules must be delivered in an asynchronous format to allow for flexible participation, supplemented by one (1) three-hour Applied Learning session and one (1) three-hour Reinforcement session per cohort.
- **Internal Sustainability:** All customized modules must be designed for long-term institutional use. The Vendor must grant the College the right to utilize the curriculum for future internal cohorts without additional per-participant royalty fees.
- **Long-term Effectiveness:** The program must include pre/post competency comparisons conducted directly before and after training, as well as a follow-up measurement of effectiveness six (6) months after completion.
- **New Supervisor Training:** Proposals must include a recommended schedule and pricing structure (e.g., monthly or quarterly) for delivering the training to all new supervisors hired or promoted after the Initial Phase. This model must leverage the customized asynchronous modules developed during the Initial Phase to ensure consistency and long-term institutional utility without additional per-participant royalty fees.

5.3 TASKS/DELIVERABLES

Task 1: Project Initiation & Assessment (Pre-Launch)

- Perform baseline supervisory competency assessments.
- Execute curriculum alignment and SHRM PMQ framework mapping.
- Complete institutional customization for CCCC policies and scenarios.

Task 2: Initial Phase Implementation

- Deliver SHRM PMQ-aligned asynchronous modules to 124 participants across seven (7) cohorts.
- Facilitate one (1) three-hour Applied Learning session and one (1) three-hour Reinforcement session for each cohort.
- Track participant progress and manage the final certification/credentialing process.

Task 3: Post-Implementation Evaluation & Gap Analysis

- Conduct pre/post competency comparisons and satisfaction surveys.
- Deliver the Written Institutional Gap Summary and Initial Phase Evaluation Report.

Task 4: Long-Term Sustainability & Institutional Integration

- Execute the 6-month longitudinal effectiveness assessment.
- Transfer all customized modules and curriculum assets for permanent, royalty-free internal use.

Task 5: Ongoing New Supervisor Training

- Establish a recurring delivery model (e.g., monthly or quarterly) for supervisors hired after May 2026.
- Provide finalized pricing and onboarding workflows for these future participants.

5.4 PROJECT ORGANIZATION

The Vendor shall identify the Lead Facilitator and key staff assigned to this project. Proposals must include:

- Bios/resumes demonstrating experience with public-sector or higher education leadership.
- A description of the technical support structure for the asynchronous learning platform.

5.5 TECHNICAL APPROACH

The Vendor's proposal shall include a comprehensive narrative describing their technical approach to fulfilling the requirements of this RFP. The response must specifically target the May 2026 launch date and address the following:

- **Delivery and Engagement:** Describe the methodology for managing the asynchronous learning environment for 124 participants across seven (7) distinct cohorts (Executive Leadership, Deans, Department Chairs, and 4 Director and Supervisor groups). The narrative must explain how the Vendor will maintain participant engagement and ensure a high rate of certification completion.
- **Assessment Framework:** Detail the plan for conducting the pre/post competency comparisons and the 6-month longitudinal effectiveness assessment. This should include the specific metrics used to evaluate behavioral change and institutional impact beyond simple completion rates.
- **Curriculum Transfer and Sustainability:** Provide a technical plan for the orderly transfer of all customized learning modules, case studies, and participant data to the College. This must confirm that the format is compatible with the College's internal systems for permanent, royalty-free use by future internal cohorts.
- **Detailed Project Schedule:** Include a timeline that maps the five (5) core tasks defined in Section 5.3, clearly distinguishing between the Initial Phase (Tasks 1-4) and the transition to Ongoing Training (Task 5).

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 INVOICES

Vendor shall invoice the College. The standard format for invoicing shall be Single Invoices, meaning that the Vendor shall provide the Procurement Entity with an invoice for each order. Invoices shall be submitted upon the completion and formal institutional acceptance of the specific project milestones as defined in Section 5.3 Tasks/Deliverables.

For Ongoing New Supervisor Training (Task 5), invoices shall only be submitted after the College has provided express written authorization to proceed.

Invoices shall include detailed information to allow the College to verify that the billing matches the correct milestone price from the original cost proposal. The following fields shall be included on all invoices:

- **Vendor Information:** Vendor’s Billing Address and Customer Account Number.
- **Contract Details:** Contract Number (86-2026-011), Order Date, and Purchase Order Number.
- **Milestone Identification:** The specific Task Description corresponding to Section 5.3 Tasks/Deliverables.
- **Cost Breakdown:** Total Milestone Price, and any relevant details on Quantity and Unit of Measure.

6.3 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 College performance, address outstanding issues, review problem resolution, provide direction, evaluate continuous improvement and cost saving ideas, and discuss any other pertinent topics.

6.4 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.

6.5 PERIODIC STATUS REPORTS

The Vendor shall be required to provide Performance and Evaluation Reports to the designated Contract Lead on a milestone basis. This report shall include, at a minimum, information concerning:

- **Work Accomplished:** Completion status of the SHRM PMQ-aligned learning modules, competency assessments, and in-person application sessions.
- **Deliverables:** Submission of the Curriculum Crosswalk, Customization Methodology, and the Written Institutional Gap Summary.
- **Metrics:** Participant tracking and progress monitoring, certification completion data, and satisfaction metrics.
- **Evaluations:** Pre/post competency comparisons and the final Written Initial Phase Evaluation Report.

Timeline for Initial Submissions

Within ten (10) business days of the award of the Contract, the Vendor shall submit a final work plan and a sample report, both to the designated Contract Manager for approval.

6.6 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 Manager.

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.

6.7 TRANSITION ASSISTANCE

If a Contract results from this solicitation, and the Contract is not renewed at the end of the last active term, or is canceled prior to its expiration, for any reason, Vendor shall provide transition assistance to the College, at the option of the College, for up to sixty (60) days 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.

Such transition assistance shall include the transfer of all customized learning modules and participant data in a format compatible with the College's internal systems.

6.8 DISPUTE RESOLUTION

During the performance of the Contract, the parties agree that it is in their mutual interest to resolve disputes informally. Any claims by the Vendor shall be submitted in writing to the 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.

6.9 CONTRACT CHANGES

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

THE REMAINDER OF THIS PAGE IS INTENTIONALLY LEFT BLANK

7.0 ATTACHMENTS

****IMPORTANT NOTICE****

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

ATTACHMENT A: PRICING

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

PHASE	DELIVERABLE DESCRIPTION	FIXED FEE
INITIAL PHASE	Total Project Fee (As Outlined in Section 5.3, Tasks 1-4)	\$
ONGOING TRAINING	New Supervisor Training (As Outlined in Section 5.3, Task 5)	\$
TOTAL PROPOSAL VALUE (for Evaluation Purposes)		\$

ATTACHMENT B: INSTRUCTIONS TO VENDORS

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

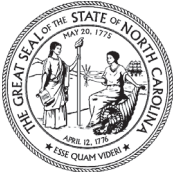
<https://www.doa.nc.gov/pandc/north-carolina-instructions-vendors-1-2025/open>

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>

Failure to Complete the Following Attachments May Eliminate Your Response from Consideration



ATTACHMENT D: HUB Supplemental Vendor Information

Solicitation #: _____

Vendor Name: _____

Historically Underutilized Businesses (HUBs) consist of minority, women, and disabled business firms that are at least fifty-one percent owned and operated by an individual(s) from one of these categories. Also included in this category are disabled business enterprises and non-profit work centers for the blind and severely disabled.

Pursuant to G.S. 143B-1361(a), 143-48 and 143-128.4, the State invites and encourages participation in this procurement process by businesses owned by minorities, women, the disable, disabled business enterprises, and non-profit work centers for the blind and severely disabled. This includes utilizing individual(s) from these categories as subcontractors to perform the functions required in this Solicitation.

The Vendor shall respond to questions below, as applicable.

PART I: HUB CERTIFICATION

Is Vendor a NC-certified HUB entity? Yes No

If yes, provide Vendor #: _____

If no, does Vendor qualify for certification as HUB? Yes No

Vendors that check "yes" will be referred to the HUB Office for assistance in acquiring certification.

PART II: PROCUREMENT OF GOODS - SUPPLIERS

For Goods procurements, are you using Tier 2 suppliers? Yes No

If yes, then provide the following information:

Company Name	Company Address	Website Address	Contact Name	Contact Email	Contact Phone	NC HUB certified?	Percent of total bid price

PART III: PROCUREMENT OF SERVICES - SUBCONTRACTORS

For *Services* procurements, are you using Subcontractors to perform any of the services being procured under this solicitation? **Yes** **No**

If **yes**, then provide the following information:

Company Name	Company Address	Website Address	Contact Name	Contact Email	Contact Phone	NC HUB certified?	Percent of total bid price

Need more information?

Questions concerning the completion of this form should be presented during the Q&A period through the process defined in the Solicitation document.

Questions concerning NC HUB certification, contact the [North Carolina Office of Historically Underutilized Businesses](#) at 984-236-0130 or huboffice.doa@doa.nc.gov



ATTACHMENT E: CUSTOMER REFERENCE TEMPLATE

Solicitation #: _____

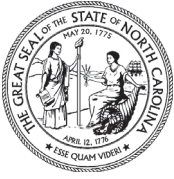
Vendor Name: _____

Instructions: Vendor shall use this template to submit three (3) customer references with its offer.

Name of Customer Organization:	
Customer Reference Name:	
Customer Reference Address:	
Customer Reference Email:	
Start Date:	
End Date:	
Explanation of contract, service agreement, or type of products and quantity provided to the organization:	

Name of Customer Organization:	
Customer Reference Name:	
Customer Reference Address:	
Customer Reference Email:	
Start Date:	
End Date:	
Explanation of contract, service agreement, or type of products and quantity provided to the organization:	

Name of Customer Organization:	
Customer Reference Name:	
Customer Reference Address:	
Customer Reference Email:	
Start Date:	
End Date:	
Explanation of contract, service agreement, or type of products and quantity provided to the organization:	



ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR

Solicitation #: _____

Vendor Name: _____

In accordance with NC General Statute G.S. 143-59.4, Vendor shall detail the location(s) at which performance will occur, as well as the manner in which it intends to utilize resources or workers outside of the United States in the performance of The Contract.

Vendor shall complete items 1 and 2 below.

1. **Will any work under this Contract be performed outside of the United States?** YES NO

If "YES":

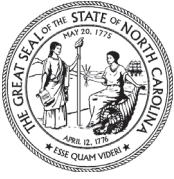
a) List the location(s) outside of the United States where work under the Contract will be performed by the Vendor, any subcontractors, employees, or any other persons performing work under the Contract.

b) Specify the manner in which the resources or workers will be utilized:

2. **Where within the United States will work be performed?**

NOTES:

1. The State will evaluate the additional risks, costs, and other factors associated with the utilization of workers outside of the United States prior to making an award.
2. Vendor shall provide notice in writing to the State of the relocation of the Vendor, employees of the Vendor, subcontractors of the Vendor, or other persons performing services under the Contract to a location outside of the United States.
3. All Vendor or subcontractor personnel providing call or contact center services to the State of North Carolina under the Contract **shall disclose** to inbound callers the location from which the call or contact center services are being provided.



ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION

Solicitation #: _____

Vendor Name: _____

The undersigned hereby certifies that: [check all applicable boxes]

- The Vendor is in sound financial condition and, if applicable, has received an unqualified audit opinion for the latest audit of its financial statements.

Date of latest audit: _____ (If no audit within past 18 months, explain reason below.)

- The Vendor has no outstanding liabilities, including tax and judgment liens, to the Internal Revenue Service or any other government entity.
- The Vendor is current in all amounts due for payments of federal and state taxes and required employment-related contributions and withholdings.
- The Vendor is not the subject of any current litigation or findings of noncompliance under federal or state law.
- The Vendor has not been the subject of any past or current litigation, findings in any past litigation, or findings of noncompliance under federal or state law that may impact in any way its ability to fulfill the requirements of this Contract.
- He or she is authorized to make the foregoing statements on behalf of the Vendor.

Note: This shall constitute a continuing certification and Vendor shall notify the Contract Lead within 30 days of any material change to any of the representations made herein.

If any one or more of the foregoing boxes is NOT checked, Vendor shall explain the reason(s) in the space below. Failure to include an explanation may result in Vendor being deemed non-responsive and its submission rejected in its entirety.

Signature

Date

Printed Name

Title

[This Certification must be signed by an individual authorized to speak for the Vendor]