



Roy Cooper, Governor
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IMPORTANT BID ADDENDUM

August 3, 2023

**FAILURE TO RETURN THIS ADDENDUM IN ACCORDANCE WITH INSTRUCTIONS
MAY SUBJECT YOUR BID TO REJECTION ON THE AFFECTED ITEM(S):**

RFP Number: **19-RFP-78447155-SME**

COMMODITY/SERVICE: **SaaS Grant Management System**

ADDENDUM Number: 02

USING AGENCY: NCORR

PURCHASER: Margaret Serapin

RFP OPENING DATE: August 17, 2023, at 2:00 pm ET

1. Changes to Proposal

For illustration purposes only, see **Appendix 1: PROPER FORMATTING REQUIRED FOR VENDOR RESPONSES.**

Changed FROM:

ID	Description
ID # from Section 3.6	Description of each specification as listed in the Section 3.6 tables
Vendor Response	Vendor to provide its response directly below each specification

TO:

The format provided in Appendix 1 attached. Vendor shall be required to follow this format for its responses for all 15 of the tables specified in Section 3.6.

2. State's Responses to Questions Received by the due date and time of July 28, 2023, by 10:00 am ET:

	CITATION	VENDOR QUESTION	NCORR RESPONSE
1	General	How many applications have you already processed using your current system?	More than 160 applications for assistance have been received to date. However, no applications have reached the final step in the program design and all 160 applications are at various stages of completion.

2	General	How many applications do you anticipate will be processed for the balance of the program?	The goal of the Strategic Buyout Program is to receive and process more than 1,000 applications for assistance.
3	General	How much funding is remaining for the voluntary buyouts in this program?	Significant funding for Strategic Buyout remains. More than \$100 million remains available for this activity.
4	General	<p>a) Are you needing any existing/active loans or case data migrated?</p> <p>b) If so, what is the volume of applications that require data migration?</p>	<p>a) All existing case data would need to be migrated into any selected system.</p> <p>b) See response to question 1.</p>
5	RFP Section, Technical Specifications TC-3, Page 16	<p>TC-3 Question: The Solution will require a secure connection. Describe in detail how you will develop an interface to retrieve information from FormsAssembly Salesforce, and Construction Software. Our assumption is that this is for historical data as future applications and interactions will be entirely housed in the system of record. Can you give further clarity on the information retrieval from these systems and specifically what your needs are? In particular:</p> <p>a) For each of these applications would you require a one-time import of data or ongoing?</p> <p>b) If ongoing, how often for each?</p> <p>c) What volume of data for each of these applications?</p>	<p>a) NCORR requires a one-time conversion of all data elements, at time of implementation, based on the Vendor's proposed solution.</p> <p>b) Not applicable.</p> <p>c) The volume of data to transfer includes individual application details in .csv or .xlsx form, .pdf files, images and graphics, and other documents.</p>
6	RFP Section, Core Functions COR-4, Page 17	<p>COR-4 Incorporate extracted data.</p> <p>Can you please define what you mean by "extracted data?" Is your expectation to be able to scan forms (written by hand or otherwise) and extract the data or do you simply mean the data that is submitted in</p>	<p>Extracted data is referring to the information and forms provided by applicants. This data shall be stored and retrieved in the system of record. Paper records must be transformed into electronic records for sorting, reporting, and updating within the</p>

		the electronic forms is captured and extracted for use in the case?	proposed solution, as needed. See response to question 5.
7	RFP Section, Core Functions COR-20, Page 18	<p>COR-20 Support financial requests from NCORR to NCDPS Fiscal to an escrow account.</p> <p>Can you provide further clarity on exactly what you would like to accomplish here?</p>	The Vendor shall identify and demonstrate all reporting functions available in its proposed solution.
8	RFP Section, Core Functions COR-28, Page 19	<p>COR-28 Generate, send, and track certified mail.</p> <p>Can you provide clarity on what you would like to accomplish here? Are you looking for the system to generate documentation and track if a document has been sent via certified mail or are you looking for the system to generate a certified mail postal package?</p>	The Vendor's proposed solution must create and log applicant interactions and generate forms based on application details for mailing and delivery; such as, tracking numbers. Vendor responses should include any additional functionalities of its proposed solution; such as pre-filled envelopes, certified mail forms, etc., which may be considered beneficial to NCORR.
9	RFP Section, Core Functions COR-29, Page 19	<p>COR- 29 Generate and send first-class mail.</p> <p>Can you provide clarity on what you would like to accomplish here? Are you looking for a system to generate documentation and track if a document has been sent via mail or are you looking for the system to generate mail with postage?</p>	See response to question 8.
10	RFP Section, DATA MANAGEMENT DAT- 4, Page 21	DAT-4 Convert data for up to seven (7) years of prior data from Microsoft Excel spreadsheets or CSV files. What is the volume of data?	See response to questions 1 and question 5.
11	RFP Section, Finance FIN-1, Page 20	<p>FIN-1 Combine supporting documentation and send NCORR Finance an invoice with all the documents housed in the cost record.</p> <p>Can you provide clarity as to what documentation needs to be provided as</p>	Invoice supporting documentation may vary, but typically includes a request for payment

		supporting documentation attached to the invoice?	form, photographs of work performed, NCORR reviews and approvals for payment, and basic application details to connect a payment request with an application for assistance.
12	RFP Section 2.1, Page 8	<p>Is the 6-month implementation timeline flexible or can we provide an alternative approach?</p> <p>Given the complexity of the requirements and sometimes time-consuming system interface and data migration needs, 6 months may be unrealistic.</p>	NCORR will evaluate responses received to determine what timeline and approach is most advantageous to the State.
13	RFP Section 2.1, Page 9	<p>The diagram on page 9 as well as the requirement INT-1 appear to indicate the following interfaces with other software or systems would be needed: Document Management Software, Adobe Software, Nintex Software, Microsoft Office Suite, Strategic Transportation and Mitigation Plan (STMP), 3rd Party Payer Solution, North Carolina Financial System (NCFS), Construction Software, Estimating Software, Disaster Recovery Software, Forms Assembly Software, County Based Tax Records Data Website.</p> <p>Can you confirm each of these and provide the information to be transferred between each system, the method of transmission, and the frequency?</p>	<p>These potential interfaces are correct. However, Vendors are encouraged to demonstrate any additional interfaces offered, within its proposed solution, which may provide additional benefits to NCORR.</p> <p>Each system may connect to the proposed system differently but could include routine data loads via .csv or .xlsx software, direct connections with these platforms, or some combination of approaches.</p>
14	RFP Section 3.6 – 5. Core Functions, Page 19	Requirement COR-1 notes "Facilitate application intake of both physical and online applications from property owners."	The Vendor shall identify and demonstrate how the physical and online applications from property owners will be processed in its proposed solution.

		Would the physical applications be input by your staff, or do you envision a need to have the system read the scanned application (PDF) and transpose the data into the electronic application?	
15	RFP Section 3.6, Core Functions, Page 21	<p>Requirements COR-28 and COR-29 note "Generate, send, and track certified mail." and "Generate, send, and track certified mail."</p> <p>Is your vision that the system would send information to a service that prints, packages, stamps, and sends the items, or is the vision that system simply be able to produce PDF letters and other correspondence that your agency would mail out and then be able to indicate data points like date sent and date of receipt manually within the solution?</p>	See response to question 8.
16	RFP Section 3.6 – 5. Core Functions, Page 21	<p>Requirement COR-34 states "Gather data elements from a variety of forms, recognizing the different types of forms" –</p> <p>Would you like to be able to scan paper forms and have the system recognize the form and import the data to the correct location within the solution?</p>	See response to question 14.
17	RFP Section 4.2 – 8. Retainage and Report Acceptance, Page 30	Would your agency be open to a payment retainage of less than 10% for the project?	No.
18	RFP Section 4.1/Attachment E, Page 28	Would your agency be open to an alternative pricing structure than what was provided in the RFP?	No.
19	Section 4.0 Costs of Vendor's Offer, Page 25	<p>a) How many internal staff users will access the system more than 40 hours/month?</p> <p>b) And how many internal staff will access the system for less than 40 hours/month?</p>	<p>a) Internal staff with a need to access the system more than 40/hours a month is approximately 60.</p> <p>b) Internal staff with a need to access the system for less than 40/hours a month is approximately 90.</p> <p>These figures may change as the Strategic Buyout Program continues to operate.</p>

20	Section 4.0 Costs of Vendor's Offer, Page 25	Please specify your preferred hosting option- Private Cloud or Public Cloud?	Public Cloud.
21	Attachment B, Page 44	Would you be open to accept or discuss any changes/exceptions to the terms and conditions?	Should a Vendor submit any Errata and Exceptions to the State's terms and conditions, they must be clearly defined and submitted within the submission requirements specified in Section 6.3.2 OFFER ORGANIZATION. However, the State may, or may not, consider the Errata and Exceptions for negotiation.
22	Section 6.3.2, Page 35	Can you explain point 16. All pages of this RFP (including all Attachments)? Do you want the Vendor to include all RFP pages in the response or just the sections which require Vendor response and attachment?	Yes. Vendor shall include all pages of the RFP along with all submitted responses.
23	Figure 4 – Page 7	Integrate with County Based Tax Records?	See response to question 13.
24	Figure 4 – Page 7	Is FormsAssembly required if the solution itself provides an online application? (see COR-19)	No.
25	Figure 4 – Page 7	Integrate with NCFS? - Is this NCAS?	Yes. The North Carolina Financial System (NCFS) is replacing the North Carolina Accounting System (NCAS).
26	Section 3.6 - 1 System Interface, INT- 1, Page 15	Which Document Management Software?	NCORR states that all Vendor's offers must substantially conform to the intent of all the identified specifications. NCORR welcomes Vendor proposed Document Management Software Solutions.
27	Section 3.6 - 2 User Interface, UI-4, Page 16	Will users be both internal and external?	NCORR may wish to allow beneficiaries (applicants to the program) to have a limited or applicant-specific view of their status. These would be external users. Other external users could include counties or other municipalities with a stake in the Strategic Buyout Program.
28	Section 3.6 - 5 Core Functions, COR-11, Page 18	What method of notification for external users on file status change?	Potential notifications include emails, text messages/SMS, and messages directly through the system of record platform.
29	Section 3.6 - 5 Core Functions,	a) Are these templates for internal users only?	a) Yes.

	COR-18, Page 18	b) Are you anticipating providing templates or forms via the portal mentioned in COR-2?	b) Yes.
30	Section 3.6 - 5 Core Functions, COR-28 & 29, Page 19	a) Does NCORR have a 3 rd party mailing partner? b) What is the estimated volume of mail per month?	a) No. b) Estimated volume of mail per month is approximately 20 mailings.
31	Section 3.6 - 5 Core Functions, COR-34, Page 19	Does NCORR have any existing recognition software or is that expected to be part of this solution?	NCORR does not have any existing recognition software.
32	Section 3.6 - 5 Core Functions, COR-37, Page 19	a) Are these “users” different from applicants mentioned in COR-36? b) Internal or External?	a) See response to question 27. b) See response to question 27.
33	Section 3.6 - 6 Admin Functions, ADM-1, Page 20	a) Is the expectation that the partner will provide administrative support (i.e managing users) for the remainder of the contract (after implementation)? b) Are there other tasks expected? (see SUP-1)	a) Yes. The awarded Vendor shall provide post-implementation support as specified in SUP-3. This level of administrative support for the remainder of the Contract may include password resets, helpdesk service, etc. Vendors shall demonstrate its level of support to be provided. b) See response to 33 a) above.
34	General	How many total applications/grants were reviewed and awarded last year?	See response to question 1.
35	General	Can you discuss what standardized PDF forms you would need to extract data from.	Standard .pdf forms include applications for assistance, real estate closing documents, limited power of attorney documents, insurance documents, escrow documents, and more.
36	General	Can you share what technical and programmatic resources/individuals will be involved in the implementation of this software?	The Vendor will interface directly with the NCORR Business Systems team and the NCORR Program Management Office.
37	General	a) Can you outline how certified and first class mail is currently tracked and what specific documents will need to be sent/tracked?	a) NCORR maintains a mailing tracker system and logs records of mailing in the existing system of record.

		b) Do you have a specific mail provider that you are currently contracted with?	b) No.
38	Section 3.6 - 5 Core Functions, COR-28, Page 19	What fields would you like to have for (COR-28) requirement of separate dashboards for each user?	Potential dashboard elements include total applications, the status of all applications, the average age of each application, average time in the status of each application, and more as needed and identified by NCORR.
39	Section 3.6 - 7 Financial Management, FIN-3, Page 20	Other than W-0s what financial documents will need to be wired into the system and from where? (FIN-3)	Potential financial documents include invoices, cleared checks and other payment documentation, and supporting invoice information. See response to question 11.
40	Section 3.6 - 7 Financial Management, FIN-8, Page 20	Does NCORR expect the Vendor to manage distribution of payments and checks and manage returned checks? (FIN-8)	The Vendor shall identify and demonstrate how the distribution of payments and management of returned checks will be processed in its proposed solution.
41	Section 3.6 – 10 - Data Management, DAT-4, Page 21	Please describe the data that will be housed in the seven years of excel spreadsheets described. (DAT- 4)	Basic data includes application identification numbers, total amount paid, HUD national objectives, eligible activity types, application record notes, and other information determined to be significant by NCORR.
42	General	Does NCORR have a desire to automatically review applications using an algorithmic criterion?	NCORR does not have a preference and is seeking proposed solutions from Vendors that will be most advantageous to the State.
43	General	Do you have an existing ERP or do you have a preferred SaaS ERP that you are pursuing?	No.
44	General	Do respondents need to functionally align to all requirements?	Yes.
45	General	Could you please name the necessary integration software? (in the charts they were highlighted in pink)	Unknown. NCORR does not have a preference and is seeking proposed solutions from Vendors that will be most advantageous to the State.
46	General	After naming each integrated software requested, could you please share the necessary components of each? i.e. What is to be expected with a Nintex integration? / Adobe integration / Construction Software / Estimating ERP?	Not applicable. See response to question 45.
47	General	As part of the granting process, do you need to confirm information submitted by an applicant through a third party (such as confirming an applicant's stated qualification?	No. However, Vendor shall demonstrate any available third-party verification tools in its proposed solution.

48	General	There was a mention of Adobe software, is the new software required to parse pdf documents?	See response to question 14.
49	General	Is there a data warehouse currently existing to migrate data into? i.e. Snowflake, Power BI, Tableau	No.
50	General	Which of the 68 programs that your organization runs, are you prioritizing?	The Strategic Buyout Program.
51	General	Do you have a preferred reseller or state contract holder, is your organization capable of purchasing from NASPO?	NCORR does not have statutory authority to purchase directly from a NASPO contract. All eligible Statewide Term Contracts are listed on the Statewide IT Procurement website: Statewide IT Contracts NCDIT
52	General	Is NCORR open to an alternate Salesforce application that meets all the proposed requirements?	Yes.
53	3.6 COR-20 & 22, Pg.18	The requirement states 'Support financial requests from NCORR to NCDPS Fiscal to an escrow account.' Is the expectation that the future state system will transfer information regarding funds to different NC systems?	Yes.
54	3.6 TRA 1 pg. 23	What platforms and tools does the NCORR currently use (if any) for creating learner content?	None.
55	3.6 TRA 1 pg. 23	a) Does NCORR have a LMS (Learning management System) or similar platform that is used for employees and non-employees of the State? (Are their SCORM requirements?) b) If so, please name.	a) The State of North Carolina has an LMS for State employees and contractors. NCORR does not utilize an independent solution. b) The State utilizes Cornerstone OnDemand.
56	3.6 TRA 1 pg. 23	Does the client require materials, videos, documentation, and training to be available in multiple languages and if so, what are they?	Possibly, if such materials are used by the public (for example, if these materials are related to external user accounts). If these materials are internal only, they will not require translation.
57	3.6 TRA 1 pg. 23	Do videos and general training materials need to be 508 and ADA compliant?	Possibly, if such materials are used by the public (for example, if these materials are related to external user accounts).

58	3.6 SUP-1, SUP-3, Pg. 23	Does SUP-1 reflect requirements for standard support hours and SUP-3 reflect on-call coverage outside standard support hours?	Yes. See responses to question 33.
59	3.6 PMO-14, Pg. 24	Our understanding is that this is a SaaS offering will be provided to the state on subscription basis after the configuration to state's needs. Is this correct?	Yes.
60	4.2 Payment Schedule, pg.26-27	<p>a) Does this schedule reflect only the implantation effort, and ongoing SaaS payments are separate?</p> <p>b) Also, are the percentages stated for each milestone just examples or requirements?</p>	<p>a) The schedule is only for the implementation effort.</p> <p>b) NCORR states that all Vendor's offers must substantially conform to the intent of all the identified specifications.</p>
61	2.1 Introduction, Page 4	Why are you looking to get off Salesforce?	NCORR has developed a sophisticated system of record for its Homeowner Recovery Program. However, despite similarities to the Homeowner Recovery Program, the Strategic Buyout Program is different enough to warrant pursuit of an alternative system. This RFP is seeking proposed solutions for a Grant Management System to support the Strategic Buyout Program.
62	3.6.5 Solution Specifications-Core Functions, Page 17	Do you have a letter-writing service for physical letters?	No.
63	3.6.5 Solution Specifications-Core Functions, Page 17	What is the anticipated annual number of Applicants based on past years?	See response to questions 1 and 2.
64	3.6.5 Solution Specifications-Core Functions, COR-36, Page 19	<p>a) Please clarify the kinds of and extent of interactions that might be necessary with Applicants in their checking the status of their own application.</p> <p>b) Would NCORR persons have the need to reach out and request additional information from the applicant?</p>	<p>a) See response to questions 27 and 28.</p> <p>b) See response to questions 27 and 28.</p>
65	3.6.15 Solution Specifications-Project	In section 3.6.15 Project Management Specification PMO-2, you request a Project	

	Management, PMO-2, Page 23	<p>Manager who has a certified Project Management Professional (PMP).</p> <p>Does the NCORR allow for the substitution of the PMP certification with relevant grants management experience or specialized certifications such as Certified Scrum Master (CSM) for the role of Project Manager?</p>	Yes.
66	4.1 Offer Costs, Page 25	Can NCORR provide information about its budgetary allocation for the project under consideration? Is there a maximum budget threshold that the state intends to set for this project?	No. See response to question 3.
67	6.3.2 Offer Organization, Page 35 – #4	Are the responses to the requirements and specifications required to be included as a table within the proposal or could the responses be attached via a spreadsheet?	See changes to proposal 1. a) and the Attached Appendix 1 for the required response format for all Vendors.
68	6.3.2 Offer Organization, Page 35 – #4	Is it acceptable to respond to the requirements and specifications to the right of the description in a new column instead of below?	No. See response to question 67.
69	6.3.2 Offer Organization, Page 35 – #4	<p>a) Does each response to the requirements need to be answered within a single cell if there are multiple sub-specifications (i.e., Solution Specification AVA-1 has a-i requirements).</p> <p>b) Would it be acceptable to split into multiple cells to further expand the response for each sub-specification?</p>	<p>a) See response to question 67.</p> <p>b) See response to question 67.</p>
70	Section 6.2.5 Page 32	Vendor Errata and Exceptions – In the proposal response, is this where a Vendor would submit the requested exceptions to the State’s Department of Information Technology Terms and Conditions?	See response to question 22.
71		<p>TC-5 Support the confirmation or rejection of a transaction such as submittal of forms or payments.</p> <p>Can you provide clarification on precisely what actions you would like the system to perform for this requirement?</p>	No. Vendor’s proposed solution must demonstrate how it confirms or rejects the submittal of forms or payments.

72	RFP Section, Technical Specifications Page Number-16	<p>TC- 6 Provide detailed descriptive codes including explanations for all rejection, warning, and error messages.</p> <p>Can you provide clarification on precisely what actions you would like the system to perform for this requirement?</p>	Users will receive notification with descriptive codes for rejection, warning, and error messages.
73	1.0, Page 4	Does the NCORR have a timeline / anticipated go-live date for the new system?	NCORR's intent is to be operational with a procured system of record in or around Q1 2024.
74	2.1, Page 4	Is the scope limited to SBP activity or there are other activities under CDBG-DR and CDBG-MIT that are to be included within the scope and timeline? If so, can NCORR share process workflow like SBP for the other activities?	The business needs of this RFP is to support the Strategic Buyout Program, as specified in Section 3.6. NCORR may determine that the system developed could be used in future program operations and has structured the RFP to account for that use.
75	2.1, Page 4	<p>a) Does NCORR have plans to utilize the new GMS (grants management system) for other programs in CDBG-DR and CDBG-MIT?</p> <p>b) If yes, how many total applications are received for both CDBG-DR and CDBG-MIT grants?</p>	<p>a) See response to question 74.</p> <p>b) More than 160 applications have been received for the Strategic Buyout Program. More than 11,000 applications have been received by the Homeowner Recovery Program (HRP) for the CDBG-DR grant, with approximately 4,800 active and eligible applications accepted from that population.</p>
76	2.1, Page 4	<p>a) Can NCORR share specific details and examples of manual processes with their current Salesforce system for managing SBP?</p> <p>b) Is online application data automatically entered into the Salesforce system or is it manually transcribed?</p> <p>c) Is the current Salesforce system integrated with any of the systems stated in the integration requirements (figure 4 in the RFP)?</p>	<p>a) See Attachment J. NCORR STRATEGIC BUYOUT PROGRAM BUSINESS PROCESS, page 77.</p> <p>b) It is entered by data upload.</p> <p>c) Yes.</p>
77	2.1, Page 6	<p>The RFP notes:</p> <p><i>NCORR seeks to replace the current Salesforce system with a software as a service (SaaS) solution that....</i></p>	

		Is NCORR planning to move off the Salesforce platform?	See response to question 61.
78	2.1, Page 6	<p>RFP Notes: <i>The Solution must be fully implemented within six months of the contract award.</i></p> <p>a) Is NCORR open to iterative releases?</p> <p>b) Also, is the desired implementation time period for SBP activity only?</p> <p>c) If not, please share details.</p>	<p>See response to question 73.</p> <p>a) An iterative approach may be acceptable to NCORR but NCORR will evaluate proposals received to determine what would be most advantageous to the State.</p> <p>b) Yes.</p> <p>c) Not applicable.</p>
79	2.1, Page 7, (Figure 4)	<p>Please share details on each of the systems to be integrated. The following details are added:</p> <p>a) Other system name and purpose</p> <p>b) What type of information needs to flow between the Grants System and other Systems?</p> <p>c) Number of Integration Points (or type of information/transaction types) for each of the systems to be integrated?</p>	<p>NCORR states that all Vendor's offers must substantially conform to the intent of all the identified specifications. NCORR welcomes Vendor proposed solution to increase operational efficiency.</p> <p>a) NCORR uses several other systems, including Xactimate (estimating software) to estimate construction related costs. Other systems here may not exist yet or may need to be proposed or considered in the Vendor's response.</p> <p>b) Information to be shared between the grants management system and other systems includes general application information such as unique identifiers, addresses, program statuses, notes, etc.</p> <p>c) The Vendor's response shall demonstrate all integration points applicable in its proposed solution to ensure that records are completely accurate.</p>

		<p>d) Technology Stack for each of the Systems</p> <p>e) Do other Systems support API-based integration? If not, what are the options?</p> <p>f) Does NCORR have functional and technical expertise or Vendors to support integration initiatives?</p>	<p>d) Vendor's proposed solution shall address, as applicable.</p> <p>e) Some systems may support API integration.</p> <p>f) Yes. NCORR functional and technical expertise is available and to work in tandem with the Vendor's qualified staff.</p>
80	2.1, Page 7, (Figure 4)	<p>Please describe the different software platforms for each of the systems described in the RFP.</p> <p>a) Are they on-premise or in the cloud?</p> <p>b) Any firewall restrictions?</p>	<p>a) Cloud Based.</p> <p>b) See Attachment B, 18) Security of State Data, p. 51.</p>
81	2.1, Page 7, (Figure 4)	<p>a) What integration approach is preferred- APIs, Middleware, File transfer?</p> <p>b) Does NCORR already have an existing Middleware that can be leveraged?</p>	<p>a) Vendor shall demonstrate its most efficient integration method of its proposed solution.</p> <p>b) No</p>
82	2.1, Page 7, (Figure 4)	<p>a) What type of integration is required – single-directional or bi-directional?</p> <p>b) In addition, should the integration be real-time, asynchronous, or batch?</p>	<p>a) Vendor shall demonstrate its most efficient integration method of its proposed solution.</p> <p>b) See response to a) above.</p>
83	2.1, Page 7, (Figure 4)	What is the maximum number of records expected to be processed for each integration point?	This information is unknown.
84	3.1.5, Page 9	<p>ENTERPRISE LICENSING</p> <p><i>a) Identify components or products that are needed for your Solution that may not be available with the State's existing license agreement.</i></p> <p><i>b) Identify and explain any components that are missing from the State's existing license agreement.</i></p>	

		<p><i>c) If the Vendor can provide a more cost effective licensing agreement, please explain in detail the agreement and how it would benefit the State.</i></p> <p>Where should Vendors include this in the proposal?</p>	<p>Refer to Section 6.3.1 GENERAL INSTRUCTIONS FOR OFFER a), p. 34.</p>
85	3.3.4, Page 10	<p>Identify and Access Management (IAM)</p> <p><i>Describe how your Solution supports the above protocols as well as making them available for application integration/consumption.</i></p> <p>Where should Vendors include this information in the proposal?</p>	<p>See Response to question 84.</p>
86	3.6, 5. Core Functions, Page 17	<p>RFP Reference: COR-1</p> <p>a) How are physical applications currently received and stored?</p> <p>b) Is NCORR converting them into PDF or Word documents?</p>	<p>a) NCORR currently receives physical applications and uploads those applications into the existing system of record. Once uploaded, the paper records are disposed of.</p> <p>b) Records are uploaded as a .pdf and some records are transcribed into fields in the system of record.</p>
87	3.6, 5. Core Functions, Page 18	<p>RFP Reference: COR-13</p> <p>a) Are there specific forms associated with the review type?</p> <p>b) Can NCORR share review forms?</p>	<p>a) Yes.</p> <p>b) No, see Attachment J. NCORR STRATEGIC BUYOUT PROGRAM BUSINESS PROCESS, p. 77</p>
88	3.6, 5. Core Functions, Page 19	<p>RFP Reference: COR-18</p> <p>Of the 150 internal users:</p> <p>a) How many of the NCORR staff will access/log into the grants management system more than 40 hours a month?</p> <p>b) How many of the NCORR staff will access/log into the grants management system less than 40 hours a month?</p>	<p>a) See response to question 19.</p> <p>b) See response to question 19.</p>

		c) How many external users will need access to the grants management system?	c) See response to question 19.
89	3.6, 5. Core Functions, Page 19	RFP Reference: COR-39 On average how many external users would access the external portal monthly?	See response to questions 1 and 2.
90	3.6, 5. Finance, Page 20	RFP Reference: Fin-8 Does NCORR require automatic tracking of returned / missing checks, and returned payments in the new GMS, or the ability to note the payment status?	Yes.
91	3.6, Testing, Page 21	RFP Reference: TST-1, TST-3 and TST-4 Should the Test Strategy Plan, SIT Plan, SIT Report Template, and UAT Defect Report Template be submitted with the proposal?	Yes.
92	General	a) Can you provide an estimate of the volume of data to be converted and migrated into the new Grants Management System? b) What is the current format of this grant data? c) Please provide an example row of data and/or database schema.	a) See response to questions 1 and 5. b) See response to questions 1 and 5. c) See response to questions 1 and 5.
93	General	a) Has the NCORR previously entertained any system demonstrations and/or presentations from Vendors? b) If so, which systems were seen and when?	a) NCORR performed market research before issuing the RFP to ensure that all components of the scope were within current capabilities of the market. b) NCORR is seeking open competition from all Vendor proposed solutions which substantially conform to the intent of all the identified specifications and does not limit any potential possibilities to those previously seen.
94	General	a) Did the NCORR utilize any Vendor / SME consultants in defining the sought-after functionality and/or scope of work enumerated in the RFP?	a) No.

		b) If yes, please provide the name of the Vendor/consultant.	b) Not applicable.
95	General	Given the requirement to manage Federal funds, does the NCORR require Vendors who have experience deploying Grants Management Systems at the Federal level?	No, although such qualifications may be advantageous in the Vendor's proposal.
96	General	Would the NCORR consider a 1-week extension?	No.
97	Reporting	What KPIs are expected in the reporting solution?	KPIs may change over time, but may include applications status changes over time, new applications received or created time in each status, among others.
98	Reporting	Are there any specific tools or formats preferred for data presentation? (Provide the list of currently used tools)	See Section 3.6, p. 20, #8 Reporting.
99	Data Management	Are there any third-party data sources that need to be integrated?	Yes.
100	Data Management	Are there any data collection requirements or restrictions?	See Section 3.6, p. 21, #10 Data Management.
101	Data Management	What are the expected data formats for input and output?	See response to question 100. Potential inputs and exports include .csv and .xlsx files, charts, images, and graphs in the form of .pdf, among others.
102	Data Management	Are there any specific data standards that need to be followed?	See response to question 100.
103	Data Management	Any PII or PCI information is included in the source feeds?	See Attachment C, p. 62, # 8 Confidential Findings.
104	Data Management	Any measures that is needed to ensure data security?	See Section 3.5 Solution Security Requirements, p. 13.
105	Data Management	Are there any specific data privacy regulations that need to be adhered to?	The system of record must comply with all State and Federal PII requirements. See Attachment B, p.44 for all General Terms and Conditions Applicable to Saas.
106	General	Are there existing Data Governance framework requirements?	See response to question 105.
107	Costs/Licensing	Please provide the number of users both internal and external with roles.	See response to questions 1 and 19.
108	Costs/Licensing	Are all 150 concurrent users expected to immediately use this platform for go-live or is this <i>expected</i> over a given period once the platform is up and running?	NCORR expects that new roles may be added as development continues and so 150 concurrent users may not be needed during early implementation of the system. Program roles and needs may also change

			over time. Therefore, a go-live with some roles not yet implemented may be acceptable. However, NCORR will evaluate responses to determine what is most advantageous to the State.
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Execute Addendum:

VENDOR: _____

AUTHORIZED SIGNATURE: _____

NAME and TITLE (Print or Typed): _____

DATE: _____

APPENDIX 1: PROPER FORMATTING OF REQUIRED VENDOR RESPONSES

1. SYSTEM INTERFACE	
INT-1	<p>Interface with other NCORR applications (see Figure 4) to submit/transmit data:</p> <ul style="list-style-type: none">a. Document Management Softwareb. Adobe Softwarec. Nintex Softwared. Microsoft Office Suite, specifically Microsoft Word and Microsoft Excel® <p>Vendor Response:</p> <p>Response shall be added here. Continue for each identified requirement INT-1 through INT-4.</p>

This format **shall be repeated** for each specification tables provided:

2. USER INTERFACE; UI-1 through UI-5
3. TECHNICAL SPECIFICATIONS; TC-1 through TC-9
4. AVAILABILITY; AVA-1 through AVA-2
5. CORE FUNCTIONS; COR-1 through COR-41
6. ADMINISTRATIVE FUNCTIONS; ADM-1 through ADM-4
7. FINANCIAL MANAGEMENT; FIN-1 through FIN-8
8. REPORTING; RPT-1 through RPT-4
9. AUDITING; AUD-1 through AUD-2
10. DATA MANAGEMENT; DAT-1 through DAT-6
11. TESTING; TST-1 through TST-9
12. TRANSITION; TR-1 through TR-2
13. TRAINING; TRA-1 through TRA-2
14. SUPPORT; SUP-1 through SUP-7
15. PROJECT MANAGEMENT; PMO-1 through PMO-19