



**NORTH CAROLINA
DEPARTMENT OF TRANSPORTATION**

Solicitation Addendum

Solicitation Number: 54-12141455-CM

Solicitation Description: Right of Way Workflow Tracking System (ROWWTS)

Solicitation Opening Date and Time: August 1, 2025 at 10:00 AM

Addendum Number: 1

Addendum Date: July 18, 2025

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- Return one properly executed copy of this addendum with bid response or prior to the Bid Opening Date and Time.
- RFP 54-12141455-CM is being **extended** on the Electronic Vendor Portal (eVP) <https://evp.nc.gov/> until **Friday, August 8, 2025, 10:00 AM EST**.
- The following are questions received about the solicitation and the State's answers to the questions.

No.	REFERENCE	VENDOR QUESTION	STATE'S RESPONSE
RFP 54-12141455-CM Questions			
1	Section 2.1 Introduction, Page 4,	Could you please identify the existing ROW systems currently in use by NCDOT?	Smartsheet is currently used to track R/W production. SharePoint and other cloud storage integrated with Smartsheet is currently used for all documentation.
2	Section 2.1 Introduction, Page 4,	What financial systems does NCDOT expect to integrate with the new ROWWTS solution?	SAP is the Enterprise Resource Planning application for NCDOT. Integration may be considered for future project phases, but not likely to be included in initial solution implementation.
3	Section 2.1 Introduction, Page 4,	What document management systems are currently being used by NCDOT?	NCDOT ROW uses a variety of document management tools currently including Adobe, DocuSign, Smartsheet, Word, and SharePoint among others.
4	Section 2.3 (Page 4)	Can you please list the internal and external user types (user roles) and the approximate number of individuals in each user type?	These details will be shared and assessed during project initiation and discovery phases with the selected vendor.
5	Section 2.4 Contract Term, Page 5	What is NCDOT's anticipated timeline for the implementation of the ROWWTS? Is there a deadline	Project schedules will be confirmed with the selected vendor as part of project initiation. NCDOT ROW desires a production solution as soon as possible while enabling responsible change management.

		for when the new solution must be in production?	
6	Section 3.0 Page 21	Does NCDOT expect all responses to the questions and requirements in Section 3.0 to be answered and provided with the vendors proposal?	Yes. Please see section 6.3 on Instructions for offer submission.
7	Section 3.0 Page 21	Where should those responses (Section 3.0) be added in the proposal? Should they be added as a separate document, uploaded to the EVP portal? Should they be added to section 6.3.2, subsection j. as a separate appendix?	Please see section 6.3 on Instructions for offer submission.
8	Section 3.1, Page 6	Exhibit A (ROWWTS System Features Checklist) is referenced throughout the RFP but is not included in the downloadable materials. Could you please confirm where we can access and download Exhibit A? Additionally, can you confirm whether there are any other attachments or exhibits that are part of this solicitation but not embedded in the main PDF file? Currently, the only available file on the portal is the main RFP PDF, which includes Attachments A through H.	Exhibit A is included with Addendum One (1). Exhibit A was the only missing attachment.
9	Section 3.2 Page 5	Were the challenges outlined in the current ROWWTS RFP— such as disjointed data management, lack of workflow automation, compliance risks, and poor integration— previously addressed or identified in the earlier ROWMS RFP published in 2017, and if so, what has changed that necessitated issuing a new solicitation?	NCDOT continues to seek a solution to address the challenges outlined in this current solicitation. Previous solicitations did not lead to a production solution utilized by the ROW unit.
10	Section 3.2 Page 7	Security/Risk Assessment Reports: Would a SOC 2 Type 2 report from within the past 12	Yes, the SOC 2 Type 2 report is valid for one year. Vendor will be required to submit an updated report once the current report

		months meet the security documentation requirements for SaaS providers?	expires. If the vendor does not expect to have a new report completed by the expiration date of the current report, then the vendor must provide a "bridge letter" from their assessor stating that the assessment is in-process, there are no known substantial changes to the environment or risk, and providing an estimated delivery date of the new report.
11	Section 3.2.1	Section 3.2.1. refers to solutions hosted on State Infrastructure. Is NCDOT seeking a solution hosted on State infrastructure? Is a solution on State infrastructure preferred?	NCDOT will consider either a solution on State infrastructure, a cloud hosted solution sponsored by the vendor, or a hybrid system.
12	Section 3.2.2	Section 3.2.2. Refers to a solution hosted on non-state infrastructure: will NCDOT consider a fully cloud-hosted solution sponsored by the vendor?	NCDOT will consider either a solution on State infrastructure, a cloud hosted solution sponsored by the vendor, or a hybrid system.
13	RFP Section 3.2.2 (Security)	The RFP requires FedRAMP, SOC 2 Type 2, ISO 27001, or HITRUST reports. Would a vendor-hosted solution with SOC 2 Type 1 at submission and a commitment to achieving Type 2 within 365 days be acceptable?	Yes, please refer to RFP Section 3.2 Security Specifications.
14	RFP Section - 3.3.1, Page Number - 9	The link provided in this section mentions that "NCDOT requires that all vendors submit their architectural diagrams via Microsoft Visio." Could you please confirm whether submitting the diagram strictly in Visio format is mandatory, or if it would be acceptable to provide the architectural diagram that we typically use to represent our product?	Microsoft Visio, Microsoft Word, or a PDF document will be accepted.
15	Section 3.3.4 (Page 8)	Can you please provide details of the expected integrations?	These details will be shared and assessed during project initiation and discovery phases with the selected vendor.
16	RFP Section - 3.3.6, Page Number - 10	How much data will be migrated from NCDOT's	These details will be shared and assessed during project initiation and discovery phases with the selected vendor.

		database (Database type, GBs, tables/records, years of data)?	
17	RFP Section 3.4.1(e) (Integration with External Systems)	Can NCDOT confirm the preferred integration method with SAP and ArcGIS (e.g., API, SFTP, database-level integration), and whether middleware or ETL tools are used?	These details will be shared and assessed during project initiation and discovery phases with the selected vendor.
18	RFP Section – 3.4.1 Page Number - 10	Please provide more information about NCDOT’s current Esri ArcGIS environment. What version is currently being used? Is Esri integrated with any other NCDOT systems?	NCDOT runs self hosted ArcGIS Enterprise 10.5/10.8 across multiple stacks. We utilize ArcGIS Portal and Authorize access via NCID and Microsoft Active Directory. Desktop users are standardized on ArcGIS Pro 3.4. We also run ArcGIS Online with Business Unit administering their own groups. All integrations flow through the Enterprise and there are numerous integrations with both COTS and non-COTS applications via webservices in concert with dedicated service accounts.
19	RFP Section – 3.4.1 Page Number - 10	Can NCDOT provide more detail on the name of document management systems required to be integrated?	NCDOT ROW uses a variety of document management tools currently including Adobe, DocuSign, Smartsheet, Word, and SharePoint among others. Additional details will be shared and assessed during project initiation and discovery phases with the selected vendor.
20	Section 3.4.2 Page – 11	How many internal and external users must have access to the ROWWTS solution when it goes into production?	Approximately 250-300 users will need access to the ROWWTS solution.
21	RFP Section 3.4.2(f)	Is the 250 concurrent user count expected at system go-live, or is a ramp-up period acceptable if the vendor demonstrates a scalability plan?	Phased regional may be possible based on the rate of rollout, but statewide deployment is preferred.
22	RFP Section 3.5.1 (Workflow Automation)	Will NCDOT consider a modular, workflow-based platform that allows custom configuration of notifications, approvals, and business rules based on user roles and project phases, rather than hard coded system logic?	NCDOT is open to any solution to serve our core business needs.

23	RFP Section - 3.8, Page Number - 14	Could you please confirm if NCDOT has established a preferred or estimated timeline for implementing the Right of Way Workflow Tracking System?	Project schedules will be confirmed with the selected vendor as part of project initiation. NCDOT ROW desires a production solution as soon as possible while enabling responsible change management. Completion by the end of the 2025 calendar is strongly preferred.
24	Section 5.2 Page 16	Can NCDOT expand on the Evaluation criteria and weight associated with each criteria?	Please see Section 5.2 Evaluation Criteria.
25	Section 6.2.2, Page 19	We respectfully request an extension on the questions due timeframe based on the full Exhibits not being provided yet.	Bid opening date is being extended to August 8, 2025 at 10:00 AM EST.
26	RFP Section – 7.2 Page Number - 23	Section 7.2 of the RFP (page 23) references 'Attachment I – Financial Review Form'; however, the document package labels the Financial Review Form as Attachment H. Could NCDOT please clarify whether this is a labelling error and confirm which attachment should be submitted for the financial review requirement?	Section 7.2 Financial Statements should read as follows. The Vendor shall provide evidence of financial stability by returning with its offer 1) a completed Financial Review Form (Attachment H) and 2) copies of Financial Statements as further described herein below. As used herein, Financial Statements shall exclude tax returns and compiled statements.
27	Attachment A Page 28	Please provide more details regarding the data NCDOT wants to migrate to the new system. What is the current state of the data? In what systems does the data currently reside? How much data must be migrated (e.g., amount in GBs, number of projects/records, how many years' worth of data, etc.)?	Majority of the data currently resides in Smartsheet and shared network drives. Specifics about data migration and plans will be discussed with the selected vendor during project initiation.
28	Attachment D Page 58	How does the vendor indicate the cost of initial setup and creation of the development environments? Is the vendor allowed to enter a new component row for these costs?	The vendor must list, itemize, and describe any applicable offer costs. Yes, vendors are allowed to enter a new row for costs.
29	General	Does NCDOT have a preferred Single-Sign On or identity management provider (e.g., Azure AD, Okta)?	NCDOT prefers the Single-Sign On, or identity management provider be federated with NCID or Azure AD.
30	General	What product/solution demos have NCDOT received during	NCDOT participates in several national conferences and professional organizations

		the past two years? Who were the vendors, and what software was demonstrated?	and keeps abreast of industry solutions. Specific demonstrations are not reported.
31	General	Please specify the number of reports and templates required.	There are approximately 250 forms used by the ROW Unit.
32	General	Can you confirm whether any Vendor was Consulted during the development of the requirements/SOW for this RFP?	None were consulted.
33	General	Has NCDOT participated in or viewed any live or online demonstrations related to this project or its general scope?	NCDOT participates in several national conferences and professional organizations and keeps abreast of industry solutions. Specific demonstrations are not reported.
34	General	Has NCDOT allocated a budget for this contract?	Yes, NCDOT has allocated a budget for this project, however the specific budget amount will not be disclosed at this time.
35	General	Is there a budget cap on what NCDOT can use to procure this solution?	Yes, NCDOT has allocated a budget for this project, however the specific budget amount will not be disclosed at this time.
36	General	Will NCDOT consider alternative pricing formats?	Yes, NCDOT will consider alternate pricing formats.
37	General	Will any preferential treatment be given to solutions hosted on State infrastructure vs. solutions hosted on non-state infrastructure?	No preferential treatment will be given to proposals based on the hosting environment.
38	General	What is NCDOT's desired launch date for this solution?	NCDOT ROW desires a production solution as soon as possible while enabling responsible change management. Completion by the end of the 2025 calendar is strongly preferred.
39	General	The State notes COTS, would a SaaS solution be considered?	Yes, Software-as-a-Service (SaaS) offerings will also be considered.
40	General	Is there a specific timeframe in mind for the new system to be deployed?	NCDOT ROW desires a production solution as soon as possible while enabling responsible change management. Completion by the end of the 2025 calendar is strongly preferred.
41	General	What is the estimated volume and complexity of the existing data (e.g., number of records, data formats, data cleanliness)	These details will be shared and assessed during project initiation and discovery phases with the selected vendor.

		that will need to be migrated into the new ROWWTS?	
42	General	Can NCDOT provide details on the current data sources and formats (e.g., databases, spreadsheets, paper records) from which the data will be extracted for migration?	NCDOT ROW uses a variety of document management tools currently including Adobe, DocuSign, Smartsheet, Word, and SharePoint among others.
43	General	Could NCDOT provide more details on the specific requirements for SAML or OpenID Connect and Multi-Factor Authentication (MFA) integration, particularly if there is an existing Identity Provider (IdP) or specific standards for Single Sign-On (SSO)?	The SCIO requires all inter-agency and external facing solutions/applications that create content use the State's Identity and Access Management solution ("NCID"). For additional information please review NCDIT Statewide IT Procurement's Vendor Engagement Resources page.
44	General	Are there any specific mobile usage scenarios or fieldwork requirements expected?	Yes, the business requires that the software be used in the field.
45	General	What existing integration platforms, adapters, or APIs does NCDOT currently utilize for its enterprise systems that we should consider for seamless interoperability?	SAP is the Enterprise Resource Planning application for NCDOT. Integration may be considered for future project phases, but not likely to be included in initial solution implementation.
46	General	Which manual processes are the biggest bottlenecks in the approvals, payments, and property transfer workflows?	Approvals are generally the biggest bottleneck. Also, condemnations/appraisals.
47	General	Can you provide sample workflows for the most complex ROW acquisition processes and approval hierarchies?	No, we will not be providing sample workflows for the more complex Right-of-Way (ROW) acquisition processes or associated approval hierarchies. These materials are considered internal resources and are not being shared as part of this solicitation.
48	General	What is the preferred go-live timeline, and are there any critical deadlines we should be aware of?	Project schedules will be confirmed with the selected vendor as part of project initiation. NCDOT ROW desires a production solution as soon as possible while enabling responsible change management. Completion by the end of the 2025 calendar is strongly preferred.
49	General	What are the expectations for the support model (on-site, remote, or hybrid), and is the implementation or licensing of a ticketing system to raise support tickets part of the scope?	No expectations to share. Vendors are asked to describe their support model.

50	General	Has NCDOT received any demonstrations of the requested software in the last two years? If yes, please provide the names of the vendors and the software that was demonstrated.	NCDOT participates in several national conferences and professional organizations and keeps abreast of industry solutions. Specific demonstrations are not reported.
51	General	Could you please clarify if submission via Ariba is mandatory for this RFP? If so, we would appreciate guidance on how to access NCDOT's profile or specific posting on Ariba, as we are already registered on the platform.	Submit one (1) signed, original electronic offer through the North Carolina electronic Vendor Portal (https://evp.nc.gov/). Vendor training can be located at https://eprocurement.nc.gov/training/vendor-training .
52	General	ROW Project Volume: Approximately how many active ROW projects does NCDOT currently manage, and how many new ROW projects are initiated on average each year?	There are appx. 400 active projects across the State.
53	General	Parcel Volume: On average, how many parcels are involved in a single ROW project, and what is the estimated number of parcels processed per year?	Projects can consist of 4 parcels and all the way up to appx. 300. The business has averaged appx. 4500 parcels/year over the last few years.
54	Section 3.4.2 Page – 11	User Base: How many internal users are expected to access the system at go-live, and how do you anticipate that user base growing over the three-year term?	There will be appx. 250-300 users at go-live. The user base could grow or shrink over time, but it would be minimal and should stay consistent to these amounts.
55	General	Legacy Systems: Can you provide an overview of the current systems used for managing ROW data (e.g., Access, spreadsheets, GIS files), and whether these are standardized across districts?	The business is currently using Smartsheets to maintain reporting data. It is centrally controlled/developed so it is the same configuration state-wide.
56	General	Regional Variability: Are ROW workflows and data structures relatively consistent statewide, or should we expect variation in business processes and data formats between divisions? Representative Workflows: Could you share 2–3 core use cases or workflow examples that the ROWWTS should fully	Workflows are relatively consistent to exactly the same state-wide.

		support (e.g., parcel acquisition, condemnation, relocation assistance)?	
57	General	Representative Workflows: Could you share 2–3 core use cases or workflow examples that the ROWWTS should fully support (e.g., parcel acquisition, condemnation, relocation assistance)?	No, we will not be providing sample workflows for the more complex Right-of-Way (ROW) acquisition processes or associated approval hierarchies. These materials are considered internal resources and are not being shared as part of this solicitation.
58	General	Field Use Expectations: Will the solution need to support live field data capture for all ROW actions or only specific workflows?	All functions should be available for field use.
59	General	GIS Editing Needs: Will ROWWTS users be editing spatial data (e.g. Calibri (Body), parcel boundaries), or will GIS integration be limited to visualization and status tracking?	We anticipate limited to visualization and status tracking. Specific requirements will be confirmed while working with the selected vendor.
60	General	Rollout Strategy: Is NCDOT considering a phased regional rollout, or is a full statewide deployment expected after system readiness?	Phased regional may be possible based on the rate of rollout, but statewide deployment is preferred.
61	General	Internal Resource Availability: Will NCDOT provide technical staff (e.g., GIS, SAP integration, DBAs) to support schema design, migration, and configuration, or should the vendor team assume full responsibility? Will NCDOT provide staff for maintenance after the contract term?	Beyond deployment support, NCDOT does not anticipate the need to provide technical support for this implementation. Maintenance hand off should be considered for state-hosted solution proposals.

Failure to acknowledge receipt of this addendum may result in rejection of the response.

Check ONE of the following options:

- Bid has not been mailed. Any changes resulting from this addendum are included in our bid response.
- Bid has been mailed. No changes resulted from this addendum.
- Bid has been mailed. Changes resulting from this addendum are as follows:

Execute Addendum:

Offeror: _____

Authorized Signature: _____

Name and Titled (Typed): _____

Date: _____