



**NORTH CAROLINA
DEPARTMENT OF INFORMATION TECHNOLOGY
STATEWIDE IT PROCUREMENT OFFICE**
<https://it.nc.gov/resources/statewide-it-procurement-office>

Solicitation Addendum

Solicitation Number:	41-2026 02LB Accessibility Improvement RFP
Solicitation Description:	The purpose of this Request For Proposal (RFP) is to solicit Offers for various Software and Professional Services to assist any State entity to improve the Accessibility of their websites, apps, and other digital contracts for accessibility issues.
Solicitation Opening Date:	03/05/2026
Time:	2:00PM
Addendum Number:	1
Addendum Date:	
Contract Specialist or Purchasing Agent:	La-Tisha.Byrd@nc.gov

1. This addendum does not need to be returned.

No.	Section	Vendor Question	State's response
1.	2.3 Contract Ordering and Administration, page 5	For agency issued SOWs, will the State use a standard SOW template, and can vendors propose their own SOW template for review.	The State will use a standard SOW and vendors must use the one provided by the State.
2.	2.5 Open Enrollment, page 5	Please clarify the cadence and process for open enrollment, including whether pricing can be updated during open enrollment or must remain fixed for the full contract term.	Pricing to remain fixed for the full contract term.
3.	3.2 Security Specifications, pages 6 to 7	Please confirm whether vendors should respond to both "State hosted" and "Non State hosted" security requirements, or only the hosting model that applies to the offered solution.	Vendors should respond to all options that apply to their offered solutions.
4.	3.3.2 Solution Roadmap, page 8	Please clarify whether the roadmap request applies only to software offerings, or also to	A Solution Roadmap defines the vision and strategic elements of the solution. The Solution Roadmap is a plan of action for how

		services only offerings, such as audits, remediation, and training.	a Solution will evolve over time whether software or service offering.
5.	3.3.4 Integration Approach, page 8	Please describe the State's expected integration scenarios for this contract, including common systems used by agencies for ticketing, CMS, or document management.	The state is seeking solutions that would have the potential to flexibly integrate with a variety of ticketing, CMS, and document management solutions.
6.	3.3.8 Accessibility, pages 8 to 9	Please confirm whether the State requires a VPAT for any software portals used to deliver reports, training, or document remediation tooling, and whether VPATs must be current to a specific edition.	Vendors should be prepared to offer VPAT if requested. Check with procurement on specific edition
7.	3.3.8 Accessibility Standards, page 9	The RFP cites WCAG 2.1 A and AA as the State standard, and notes standards can change during the contract. Please confirm how the State will handle scope and pricing impacts if standards change mid SOW.	If the standards will not change, then there should be no change orders required. Our response is that it will not change, as the standards are the national and international standards, so this is probably a moot issue. I would assume that if they do change, a standard amendment / change order would be the process.
8.	Category A Audit and Remediation, page 10	Please clarify whether "website pages" includes authenticated areas, and whether vendors should assume test credentials and test environments will be provided for staging and production.	Website pages may include authenticated areas. Vendors would receive test credentials in these cases
9.	Category A Schedule, page 10	Please clarify how agencies will define priorities for public sites versus intranet sites, and whether the State anticipates fixed turnaround times for specific audit sizes, such as number of templates, pages, or flows.	Priorities, turnaround times and audit size will be set by individual agency
10.	Category A Audit Testing Types, page 11	Please clarify minimum expectations for automated scanning coverage, such as maximum pages, crawl depth, and whether authenticated crawling is required.	Minimum expectations will be set by individual agency

11.	Category A Findings Report Demonstration, page 11	Please confirm whether the State expects live walkthrough sessions for findings, and if so, whether those sessions should be included in the base category pricing or priced separately as consulting.	Vendors should be prepared to offer all options.
12.	Category A Remediation Plan, page 12	Please clarify whether vendors are expected to perform hands-on code fixes and content updates, or whether vendors are expected to provide recommendations while agency teams implement remediation.	Vendors should be prepared to offer both.
13.	Category A Retesting, page 12	Please confirm how many retest cycles agencies should assume are included, and whether vendors should price additional retest cycles separately.	State open to differing retest cycle approaches
14.	Category C Consulting Services, page 13	Please clarify whether the State expects vendors to provide ongoing help desk services as part of Category C, and if so, what hours of operation and response time expectations apply.	Ongoing help desk services, hours, and time expectations will be set by individual agency.
15.	Category C Development and QA Testing, page 13	Please confirm whether agencies will require defect entry into an agency ticketing system, and whether vendors should support specific tools such as Jira, Azure DevOps, or ServiceNow.	Agencies will not be required to enter defects into agency ticketing system. Vendors are welcome to offer service if available.
16.	Category C Design and Development Support, page 13	Please clarify whether agencies expect vendors to produce code samples, pull requests, or direct code contributions, and whether code review support is in scope.	Vendors should be prepared to offer all options.
17.	Category D Document Remediation Services, page 14	Please clarify whether vendors are expected to remediate source files only, or also produce accessible PDF outputs, and whether the State expects tagged PDF conformance verification for each document.	Vendors may or may not be given source files in each case. State expects tagged PDF conformance verification for each document.
18.	Category D Pricing, page 14	The RFP requests estimated cost per page. Please confirm how the State defines a “page” for	State is open to options provided by vendor.

		spreadsheets, slide decks, complex PDFs, and scanned documents, and whether minimum charges or complexity tiers are allowed.	
19.	Category D Testing and Remediation Plan, page 14	Please confirm whether the State expects a sample plan template in the proposal, and whether agencies will require document level acceptance criteria, such as PDF/UA, WCAG mapping, or Section 508 checklist.	State is open to vendor options. Title II requires WCAG 2.1 AA compliance.
20.	4.1 Offer Costs and Attachment E, page 16 and pages 54 to 55	Attachment E shows category pricing fields, plus document format lines and a cost per page field. Please confirm whether Attachment E is only for Category D document remediation pricing, or whether the State expects costs populated for all categories A through F in that same table.	The State anticipates making multiple awards. Proposers are encouraged to populate as many offering columns as applicable.
21.	5.1 Source Selection and Clarifications, pages 16 to 17	Please clarify whether the State anticipates vendor interviews, demos, or oral presentations, and whether they will be required for all finalists or only as needed.	Reserve option
22.	6.3 Offer Submission, pages 22 to 23	Please confirm the required file structure for the consolidated submission, including whether the State prefers one combined PDF or separate files aligned to RFP sections.	There is no preference.
23.	6.3 Offer Submission, page 23	Please confirm whether vendors must include all pages of the solicitation in the response file, and if so, whether that includes all attachments, terms and conditions, and blank forms.	Please provide the entire RFP with signature.
24.	7.1 Location of Workers, pages 57 to 58	Please confirm whether remote work from US territories and US military installations abroad is acceptable under the location restriction language, and whether subcontractors must complete the	In accordance with the Statewide Information Security Manual (SISM), the State restricts the location of information systems that receive, process, store, or transmit State and Federal data to the United States which includes the following areas: US States, US Territories, US

		same disclosure details as the prime.	Embassies, and US Military installations (stateside or overseas). This restriction applies to the Vendor and to any subcontractors engaged to provide Services under this Agreement or with access to State Data. The Vendor must ensure that its subcontractor agreements contain the same restrictions and will be responsible for monitoring and enforcing subcontractor compliance at all times.
25.	Attachment C Description of Offeror, page 51	Please confirm whether the State requires completion of Attachment C for every offer, even if the vendor is proposing services only and not software.	Attachment C should be included with all offers.
26.	Attachment I Financial Review Form, page 62	Please confirm whether vendors must submit audited statements for three years for services only proposals, and whether alternative evidence of financial stability is acceptable for small businesses.	Please submit your company financials for the last three years. Alternative evidence may be provided.
27.	3	Is there an existing statewide contract for accessibility services and software?	There is not a current contract in place.
28.	Accessibility Improvement Service Categories	What is the estimated volume of work for each category?	Volume of work will differ depending upon agency.
29.	2	Will North Carolina agencies choose from the list of vendors on the master contract, or will agencies issue RFPs against the master contract for secondary competition?	Agencies should choose from vendors on master contract.
30.	2	Will this be a mandatory contract for all agencies, or an optional master contract that agencies may choose to utilize at their discretion?	Optional

31.	6	Can you please confirm what is needed for proposal submission? Do we prepare proposals according to Sections 6.3 and 7 and complete Attachments C to K? Do we need to answer and provide documentation for 3.2 Security Specifications and 3.3 Enterprise Requirements and Specifications at the time of proposal submission?	Please follow the directions of the RFP.
32.	ATTACHMENT G: LOCATION OF WORKERS UTILIZED BY VENDOR	Can work be conducted outside of the United States?	This will depend in what work is being conducted outside the United States.
33.	7	Can we submit more than one proposal as a prime contractor, as well as a subcontractor under another company?	You can submit an alternative proposal. As a subcontractor, that is up to you.
34.	ATTACHMENT D: HISTORICALLY UNDERUTILIZED BUSINESSES	Is there Historically Underutilized Business (HUB) preference?	This is for informational purposes.
35.	ATTACHMENT B: DEPARTMENT OF INFORMATION TECHNOLOGY TERMS AND CONDITIONS	Can we submit exceptions to Terms and Conditions?	Yes
36.	ATTACHMENT C: DESCRIPTION OF OFFEROR	Is registration in North Carolina required in advance of contract award?	It we required before contract award.
37.	ATTACHMENT E: COST TABLE	The "Electronic Doc Format" column is not applicable to the Categories that are not D. Document Remediation Services. Can we provide our own pricing table?	Yes, you can submit a different table but please follow out format,
38.	6	Only one file can be uploaded per section in Ariba, but the RFP asks for attachments like Financial Statements and a sample Testing	Please combine files.

		and Remediation Plan for Category D. Can you please allow for more than one file to be uploaded per section in Ariba?	
39.	7	Can Financial Statements be password protected for confidentiality? We would provide the NCDIT contact with the password in an email.	We ask that they are not. These documents will only be reviewed by personnel who are involved in the procurement.
40.	ATTACHMENT K: GENERATIVE ARTIFICIAL INTELLIGENCE (GENAI)	Does AI-assisted tagging or alternative text generation for document remediation classify as GenAI under this RFP?	Yes, any content generator using an LLM/GenAI clarifies as GenAI under this RFP.
41.	Accessibility Improvement Service Categories	For Category D: Document Remediation Services, what is the estimated annual volume of documents (by page and by file count), and by format (PDF, Word, PowerPoint, Excel, etc.)?	Volume of work will differ depending upon agency.
42.	Accessibility Improvement Service Categories	For Category D: Document Remediation Services, what are the required turnaround times by document size or complexity?	Turnaround times will be determined by agency
43.	3	Seeing that the Accessibility data involved with this contract is rated as low, why are NIST 800-53 security controls required? Would SOC 2, HIPAA, and PCI be sufficient?	Where medium or high-risk data will be stored in a vendor's environment, the vendor must provide a current SOC 2 Type II, ISO 27001, HIPAA, or FedRAMP attestation. If State data is classified low and/or will not be stored in the vendor's environment, this requirement is not applicable.
44.	3	Sections 3.1 and 3.2 mention that annual security/risk assessments on our information systems using NIST 800-53 controls will be completed annually. What happens if some of the controls are not met during the assessment?	See answer above. If controls are not met during a required assessment, the vendor may not perform work for the State.

45.	Accessibility Improvement Service Categories	For Category A: Website and Digital Content Accessibility Audit and Remediation Services, for both the initial audit and re-testing, will the Agency's team be making required changes to address accessibility issues identified in the Audit, or is the expectation that the Vendor's team will be making website changes?	Will be set by individual agency. Vendors should be prepared to offer options.
46.	3.0 RFP Requirements and Specifications	Section "3.4 Business and Technical Requirements" (page 9 of the RFP) appears to be blank. What would you like us to include in this section?	There are no business requirements.
47.	5.0 Evaluation	Can you provide more detail on how "strength of references" will be evaluated? What constitutes a strong reference in this context?	Use references that are relevant to this requirement and the same level of service.
48.	6.0 Vendor Information and Instructions	Can you define what constitutes "the most effective and efficient solution"? Are there specific metrics or outcomes that the State is looking to achieve?	See 5.0 Evaluation
49.	3.5 Business and Technical Specifications	Are there any specific areas of IT accessibility that the State is prioritizing for consulting services? How will these priorities influence the selection process?	Priorities will be set by individual agency
50.	3.5 Business and Technical Specifications	What are the specific accessibility requirements and techniques that agency staff should be trained on? Is there a preferred format for this training?	Agency staff should be trained on a minimum standard of WCAG 2.1 AA. Vendor should be prepared to offer format options.
51.	Attachment I	On page 62 of the RFP, question 9 states, "Provide the following information for the past three complete fiscal years:" However,	This is financial information.

		no information is listed. Please specify what information is needed for question 9.	
52.	Attachment E	For each category, on the Cost Table, what content is expected to be included directly under the category headers (ex: C. Accessibility Consulting Services column)	Please provide what service you provide pertaining to the format and the cost.
53.	Attachment E	What exactly is the State expecting for the Cost Table details? Are you requesting costs for assets, personnel, or another dimension?	This cost should be all encompassing.
54.	Attachment E	If we choose NOT to response to categories related to Remediation Services, do respondents need to complete the cost form?	If it is a service you don't provide, please don't complete it.
55.	Attachment E	For category C: Accessibility Consulting Services, what exactly is the State expecting under "Costs"?	The all-encompassing dollar amount.
56.	6.3 Instructions for Offer Submission	For category F: Accessibility Training Services, what exactly is the State expecting under "Costs"?	See No. 20, above
57.	6.3 Instructions for Offer Submission	Does the State wish for respondents to include the full 65 page RFP document and any future Addendums in the single, signed copy of the final response as part of our submission in Ariba?	Yes, please provide the RFP filled out and signed. You can provide additional information.
58.	Section 1.0 – Procurement Schedule	Will the State consider issuing a consolidated response document that clarifies how answers to vendor questions affect proposal requirements?	This document provides all questions received and responses.

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59.	Section 1.0 – Procurement Schedule	If an addendum materially changes scope or pricing assumptions, will the State consider adjusting the proposal due date?	Yes
60.	Section 2.1 – Introduction	Does the State have estimated usage volumes (annual or per agency) for each service category (A–F)?	Not able to determine
61.	Section 2.1 – Introduction	Are there specific agencies, programs, or digital properties expected to be early or high-volume users of this contract?	Variety of interested agencies
62.	Section 2.1 – Introduction	Does the State anticipate agencies primarily engaging vendors for one-time remediation, ongoing accessibility programs, or compliance-driven emergency remediation?	Vendor should be prepared to offer all options.
63.	Section 2.2 – Contract Term	During the optional contract extension year, will pricing remain fixed, or may vendors submit revised pricing subject to State approval?	Pricing should remain fixed.
64.	Section 2.3 – Contract Ordering and Administration	Will all work be issued through formal Statements of Work (SOWs), or may agencies purchase services directly from the rate card?	Through a formal SOW.
65.	Section 2.3 – Contract Ordering and Administration	Is there a minimum or maximum expected SOW size (duration or dollar value)?	No
66.	Section 2.3 – Contract Ordering and Administration	May agencies engage multiple awarded vendors simultaneously for the same service category?	Yes

67.	Section 2.3 – Contract Ordering and Administration	Does NCDIT anticipate issuing master SOW templates to ensure consistency across agencies?	This hasn't been determined yet.
68.	Section 2.5 – Open Enrollment	Can vendors already awarded under this RFP add new services or software offerings during open enrollment without rebidding the full contract?	Should additional services become needed/required by the State; the State will solicit awardees and award accordingly.
69.	Section 3.1 – General Requirements	When specifications are silent, how does the State define "best commercial practice" for accessibility services?	Vendor should rely on own understanding
70.	Section 3.2 – Security Specifications	For vendors providing professional services only (no hosted solution), which security documents are mandatory at proposal submission?	None of the security documents mentioned in section 3.2 would be required for only professional services.
71.	Section 3.2 – Security Specifications	If security documentation is not available at submission, may it be provided post-award without disqualification?	Please provide security document at time of submittal.
72.	Section 3.2 – Security Specifications	Should vendors assume NIST 800-53 Moderate controls even when handling low-risk data?	No. Just NIST low controls.
73.	Section 3.3 – Enterprise Requirements (Architecture & Integration)	Are vendors expected to provide architecture diagrams for professional-services-only offerings?	If it is purely professional services, no architecture diagrams are required. If there will be modifications to the architecture, then an architecture diagram will be required.
74.	Section 3.3 – Enterprise Requirements (Architecture & Integration)	Are there preferred CMS, DAM, or document platforms commonly used by NC agencies that vendors should anticipate integrating with?	Based on what I could find, Digital Commons serves as the primary CMS platform for content, document publication, and web delivery. There are other agency-specific tools — not part of DIT's core CMS/DAM offerings, but I am not sure they are relevant currently. However, since some agencies do have different/additional CMS/LMS type platforms that would require integration should they participate (SharePoint, SAP Fiori)

75.	Section 3.3 – Identity & Access Management	Will accessibility platforms need to support agency-specific IAM implementations, or only statewide standards?	NCID is the statewide IAM standard — all accessibility platforms should support it. Digital Commons is fully integrated with NCID for state employee and contractor login. Other platforms—cloud-hosted apps, ITSM, LMS, document management—are expected to support NCID as well, ensuring centralized authentication across the ecosystem.
76.	Section 3.3 – Disaster Recovery & Data Migration	For SaaS solutions, are specific RPO/RTO thresholds required, or may vendors propose industry-standard metrics?	RTO/RPO values are really business continuity questions, not Enterprise Architecture questions. Architectures SUPPORTS designs that enable the uptime and recovery requirements defined by the agency based on their determined business impact, regulatory exposure, and acceptable risk, and does not set uptime or recovery SLAs Ultimately, Agencies must create and document their own RPO/RTO targets Still limited involvement from the vendor.
77.	Section 3.3.8 – Accessibility	If accessibility standards evolve during the contract (e.g., WCAG 2.2), should vendors assume compliance with the most current standard at SOW execution?	See No. 7, above
78.	Section 3.3.8 – Accessibility	Does the State require VPATs in a specific format or version (e.g., WCAG-based VPAT 2.4+)?	Responses should be captured in VPAT 2.4 or 2.5 WCAG Edition which covers WCAG 2.1 A & AA) – Available at https://www.itic.org/policy/accessibility/vpat
79.	Section 3.3.8 – Accessibility	How does the State define acceptable compliance when third-party platforms technically limit full remediation?	Mutual agreement
80.	Section 3.5 – Category A: Website & Digital Content Accessibility	Does the State prefer full-site audits or template-based sampling where appropriate?	Determined by individual agency

81.	Section 3.5 – Category A	Is assistive technology user testing required for every audit, or only selected engagements?	Selected engagements
82.	Section 3.5 – Category A	Are vendors expected to perform hands-on code remediation, or may advisory remediation be acceptable?	Vendor should be prepared to offer both
83.	Section 3.5 – Category A	Are open-source accessibility testing tools acceptable, or must automated tools be commercially licensed?	yes
84.	Section 3.5 – Category B: Multimedia Accessibility	How will the 99.5% accuracy requirement for transcription, captioning, and audio description be measured and validated?	Open to methodology provided by vendor
85.	Section 3.5 – Category B	Are turnaround time SLAs anticipated for multimedia remediation?	Based on agency
86.	Section 3.5 – Category B	Is live captioning within scope, or only prerecorded content?	Vendor should be prepared to offer both options
87.	Section 3.5 – Category C: Accessibility Consulting	Does the State anticipate long-term programmatic consulting engagements, or primarily short-term advisory support?	Determined by individual agency. Vendor should be prepared to offer both.
88.	Section 3.5 – Category C	Are vendors expected to support enterprise accessibility governance models across agencies?	State open to vendor options
89.	Section 3.5 – Category D: Document Remediation Services	Does the cost-per-page pricing assume basic remediation only, or complex documents (tables, forms, charts)?	Vendors would do well to provide for both
90.	Section 3.5 – Category D	Should vendors assume OCR remediation for scanned PDFs is included in per-page pricing?	State is open to all options.

91.	Section 3.5 – Category D	Will agencies require quality-assurance validation reports following document remediation?	Agencies should receive validation report following document remediation
92.	Section 3.5 – Category E: Document Remediation Software	Should software pricing include implementation, onboarding, and training, or will those be separate services?	Vendors would do well to provide for both
93.	Section 3.5 – Category E	Are there preferred deployment models (cloud vs. desktop) for remediation software?	State open to different solutions
94.	Section 3.5 – Category F: Accessibility Training	Is there a preferred class size range for live training?	State open to different ranges.
95.	Section 3.5 – Category F	Should vendors assume role-based training tracks (developers, content authors, leadership)?	Yes
96.	Section 3.5 – Category F	Are train-the-trainer programs within scope?	State is open to all options
97.	Section 3.5 – Category F	Will training content require State approval prior to delivery?	Yes
98.	Section 4.0 – Cost of Vendor’s Offer	Should vendors assume pricing must remain fixed for the full contract term, including renewals?	Please feel free to provide own pricing table if pricing will adjust from year to year.
99.	Section 4.0 – Cost of Vendor’s Offer	Are tiered pricing or volume discounts encouraged?	Volume discounts are encouraged
100.	Section 4.0 – Cost of Vendor’s Offer	May agencies negotiate lower pricing post-award, or must they adhere strictly to awarded rates?	Open based on agency
101.	Section 5.0 – Evaluation	Approximately how many vendors does the State anticipate awarding per category?	The States anticipates making multiple awards.
102.	Section 5.0 – Evaluation	Will vendors be evaluated independently by category or	The States plan is to make sure each category is fulfilled.

		holistically across all categories proposed?	
103.	Section 5.0 – Evaluation	In close evaluations, how are cost, technical merit, and references weighted?	See 5.0, Evaluation
104.	Section 5.0 – Evaluation	Should vendors anticipate demonstrations or interviews prior to award or only during BAFO?	Prior to award.
105.	Attachment K – Generative Artificial Intelligence	If accessibility tools include AI-assisted features used internally by vendors, must Attachment K be completed?	Yes, any use of AI-assisted features should be documented in the vendors response to Attachment K.
106.	Attachment K – Generative Artificial Intelligence	Does the State distinguish between AI embedded in deliverables versus AI used internally during service delivery?	No, AI used internal to deliver a service and AI embedded in a deliverable both qualify as use of AI under this RFP.
107.	Attachment K – Generative Artificial Intelligence	How will evolving State AI policies be incorporated during the contract term—via amendment or operational guidance?	Both amendments and operational guidance may be used to incorporate evolving policies. However, preference is given to amendments when necessary.
108.	3.2.2(a) Vendor Readiness Assessment Report (VRAR)	Can the State confirm whether the Vendor Readiness Assessment Report (VRAR) must be completed by the prime vendor, the OEM/solution provider, or both?	Generally, the VRAR should be provided by the vendor who provides the service/solution. It should only be provided once per solution/service.
109.	3.2.2(b) Independent 3rd Party Assessment Reports	Can the State clarify whether independent 3rd party assessment reports (e.g., SOC 2, ISO 27001, FedRAMP) may be provided by the OEM/solution provider rather than the reseller/prime vendor?	If the 3rd party security assessment is current and it is scoped for the solution/service the State is procuring, then it does not matter who provides it.
110.	3.2.2 (c) Additional Security Documentation	Can the State clarify whether vulnerability assessment and penetration test reports must be	If requested by the State, vulnerability assessment reports and penetration test reports should be provided for the solution the State is procuring or implementing.

		provided at the solution level, organizational level, or both?	
111.	3.3.2 Solution Roadmap	Can the State clarify whether the Solution Roadmap should be provided by the OEM/solution provider when the vendor is acting as a reseller, and whether a shared or OEM-provided roadmap will be acceptable?	Open to either approach
112.	3.3.4 Integration Approach	Can the State provide additional information regarding the existing systems or platforms with which the proposed solution is expected to integrate, to allow vendors to tailor their integration approach accordingly?	Diverse variety of systems, cannot provide cohesive summary
113.	3.3.6 Data Migration	Can the State provide additional details regarding the expected data types, data volumes, and source systems for data migration? Additionally, does the State anticipate data migration services being performed by the vendor or the State?	Diverse variety of volume cannot provide cohesive summary
114.	3.3.8 Accessibility Compliance	Can the State confirm whether accessibility compliance requirements (e.g., WCAG 2.1, Section 508, VPAT) apply to the OEM solution itself, the vendor's services, or both?	Goal is ensuring the applications people use to be accessible. Vendor should be prepared to provide both options.
115.	3.3.9 Enterprise Services & Standards	Can the State confirm whether vendors are required to fully comply with all referenced enterprise architecture, security, and digital standards at time of offer submission, or whether alignment and compliance may be demonstrated during implementation?	For statewide security standards, the vendor must demonstrate compliance to those standards before contract award. Check with Enterprise Architecture group for their standards.

116.	6.2.5 Vendor Errata and Exceptions	Can the State confirm that vendors may take exceptions to the State terms and conditions?	Yes – this allowed.
117.	7.2 Financial Statements	Given that audited financial statements for Fiscal Year 2025 may not yet be available, will the State accept the most recent available audited financial statements (Fiscal Year 2024)?	Yes – the most recent are acceptable.
118.	7.4 License or Support Agreements	Can the State clarify whether license or support agreements are required from resellers or from the OEM?	OEM
119.	Sales Volume	Can the State confirm whether the requested 2022-2023 sales volume should reflect sales specific to the State of North Carolina, public sector sales, or the vendor’s total overall sales?	Open
120.	Historically Underutilized Businesses	Can the State confirm whether participation in Historically Underutilized Business (HUB) programs is a mandatory requirement or a scored/optional consideration?	Not mandatory or scored. This is for informational purposes.
121.	Attachment E	Can the State confirm whether vendors may bid on one or multiple cost categories listed in Attachment E, and whether separate pricing is required for each selected category?	Vendor to indicate which of the following electronic document formats they provide (with an “X”) remediation services for. Please provide pricing for the services provided.
122.	Attachment K	Can the State clarify whether Attachment K (Generative Artificial Intelligence) must be completed only for offerings that include GenAI capabilities, or whether all vendors must respond	Attachment K must be completed when GenAI is utilized for any service deliveries or solution deliverables.

		regardless of solution applicability?	
123.	RFP Due date	Requesting extension of the RFP due date by 2 weeks.	Denied.
124.	General	Does the State have a preference or mandate regarding whether white glove services must be provided CONUS or OCONUS?	No – each case will be reviewed.
125.	3.3 Enterprise Requirements and Specifications	It is expected that 508 solution providers for documents and website content can submit without affiliation to an Accessibility service provider?	Open
126.	4.1 OFFER Costs	Should vendor include costs like storage and processing expansions that fallout of the solution but are not on offer from the vendor. Ex. Expanded NAS storage for continuous automated audit and multi-format storage to support different access types.	Open Potential amendment at later time

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

Check ONE of the following options:

- ☐ A response was submitted prior to this Addendum. An updated response has been submitted to address the changes resulting from this Addendum.
- ☐ A response was submitted prior to this Addendum. **NO CHANGES** have resulted from this Addendum.
- ☐ A response was **not** submitted prior to this Addendum. **ANY CHANGES** resulting from this Addendum are included in our response.

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME

Addendum Number: 1

Execute Addendum:

Offeror:

Authorized Signature:

Name and Titled (Typed):

Date: