

OPEN ENROLLMENT ATTACHMENT A-3-ADDENDUM 3



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

Solicitation Addendum

Solicitation Number: ITS-400343-001

Solicitation Description: IT Services

Solicitation Opening Date and Time: **March 7, 2019 @ 2:00pm ET**

Addendum Number: 3

Addendum Date: February 26, 2019

Contract Specialist or Kristen Burnette, Contract and Vendor Manager

Purchasing Agent: Kristen.burnette@nc.gov; 919-754-6678

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1. Return one properly executed copy of this addendum with bid response or prior to the Bid Opening Date/Time listed above.
 2. Bid opening/due date is being extended to **March 7, 2019**

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: _____



Solicitation Addendum

Solicitation Number: ITS-400343-001

Solicitation Description: IT Services

Solicitation Opening Date and Time: **February 28, 2019 @ 2:00pm ET**

Addendum Number: 2

Addendum Date: January 28, 2019

Contract Specialist or Purchasing Agent: Kristen Burnette, Contract and Vendor Manager
Kristen.burnette@nc.gov; 919-754-6678

1. Return one properly executed copy of this addendum with bid response or prior to the Bid Opening Date/Time listed above.
2. Bid opening date is being extended to February 28, 2019
3. The solicitation is hereby modified as follows:
 - M1. Section 3.5, Table 1 is amended to add:

INDEPENDENT VERIFICATION and VALIDATION (IV&V) SERVICES (8)

This specialty area addresses the skills and disciplines required for IV&V services. Prospective vendors in this area need to have knowledge and experience in one or more of the IV&V categories below that may include but are not limited to:

PLANNING

- Project Feasibility
- Methodologies
- Business Case, Procurement, and Project Complexity

PROJECT MANAGEMENT

- Project Sponsorship, Management Assessment
- Process Improvement
- Risk, Change, Communication, and Configuration Management
- Project Estimating and Scheduling, Personnel and Organization

QUALITY MANAGEMENT

- Quality Assurance
- Process Definition and Product Standards

KNOWLEDGE TRANSFER

- Instructional Design, Development, and Delivery
 - Documentation
- REQUIREMENTS MANAGEMENT**
- Requirements Evaluation and Validation
 - Security, Privacy, and Interface Requirements
 - Requirements Analysis
- DEVELOPMENT and OPERATION ENVIRONMENT**
- Hardware, Software, and System Development
 - Quality Assurance (QA), User Acceptance Testing (UAT)
 - Data Migration/Conversion
 - Implementation

M2. 9.0 Attachments replaced in its entirety with the below.

Vendor shall review the Submission Requirements, General Information for the IT Services Listed tables below, and in the space provided below each section describe its proposed approach or ability to meet or exceed each category. **Vendor must notate which IT Service(s), one (1) through eight (8) below.** Vendor's responses must be complete and concise and clear. Vendor may include additional materials in a separate Appendix and reference those materials below. **Vendor shall not add or delete rows in this Attachment, or change the order of the rows in the tables.**

Revised Attachment B: Offeror Response Template

A. Submission Requirements

Submission Requirements (Agree or Disagree)	
SR1	Vendor acknowledges that pursuant to Chapter 55 of North Carolina General Statutes, vendors are required to be registered with the Secretary of State in order to do business with the State of North Carolina.
SR2	Vendor certifies to the no conflict of interest requirement. Applicable standards may include: N.C.G.S. §§143B-1352 and 143B-1353, 14-234, and 133-32.
SR3	Vendor shall respond to the civil litigation, arbitration, proceeding, or judgments requirement. Vendor shall also provide its response regarding convictions.
SR4	Vendor acknowledges State shall conduct a criminal background check of all staff provided by the Vendor, with such cost assumed by Vendor.
SR5	Vendor acknowledges that the State does not guarantee a minimum, or a maximum amount of business under this contract, and nothing in this shall be construed as such a guarantee

B. General Information

General Information (Notate IT Service in each GS below)	
1. Industry Experience, People and Company	
GS1	Vendor should include evidence of its qualifications to provide IT Services within the scope of this solicitation. This should include number of years providing services, number of current customers, presence in the State of North Carolina, etc. This should also include the years of experience of the staff who will be under this contract and SOWs. Please identify which IT Service for each industry experience.
GS2	Vendor should list other states or government agencies where it provides similar services as included in the scope of this solicitation and describe any unique challenges for supporting these customers. Please identify which IT Service for each industry experience.
GS3	Vendor should list the number of public sector customers Vendor has provided similar Services to, the size of the contract, and the duration of the contract. These contracts should be within the last three years. Please identify which IT Service for each industry experience.

C. IT Services

List of IT Services (Section 3.5. Table 1)	
#	IT Service Name
1	Agile Services
2	Digital/Website Services
3	Electronic Content Management (ECM) Services
4	Geographic Information Systems (GIS) Services
5	IT Application Development Services
6	Microsoft Dynamic Customer Relationship Management (CRM) Services
7	Process Improvement Services
8	Independent Verification and Validation (IV&V) Services

4. Following are questions received about the solicitation and the State's answers to the questions.

?	Page(s)	Vendor Question	State's response
1	3	Will software procurement be included within this RFP?	No. This is for professional services only.
2	3	Can you give examples of what NC considers as geocomputation development?	Geocomputation Development is the application of mathematical and statistical concepts and methods to the study of geography. This includes computational techniques, algorithms, and paradigms that are dependent upon and can take advantage of high performance computing. It involves Artificial intelligence (AI), computational intelligence (CI), and Machine learning.
3	9	Can the vendor submit more than the two customer jobs for an IT Service?	Yes, you can submit more than 2 customer job references for each IT Services.
4	9	If the vendor can submit more than the two customer jobs for an IT Service, can the additional jobs include jobs in the private sector?	Yes, private sector job customers can be included in Attachment C.
5	39	We are a private company which does not have audited financial statements but rather, internally-prepared financials. Would the State accept 'Not Applicable' as a response, as this seems to only apply to publicly-traded corporations?	The State will not accept "Not Applicable". For a privately held company, when certified audited financial statements are not prepared: a written statement from the company's certified public accountant stating the financial condition, debt-to-asset ratio for the past three (3) years and any pending actions that may affect the company's financial condition.
6	39	We are a private company which does not produce annual reports. Would the State accept 'Not Applicable' as a response, as this seems to only apply to publicly-traded corporations?	Please refer to response #5.

?	Page(s)	Vendor Question	State's response
7	4	The reference to Security Assessment Services seems to be out of place. Will the State please confirm?	Error made. Revised wording is: C. Process: Multiple Vendors. The State intends to pre-qualify multiple Vendors. Pre-qualified Vendors will be eligible to submit bids for IT Services pursuant to a Statement of Work. Pre-qualified Vendors are not required to bid on each Statement of Work. The State makes no commitment to acquire IT Services or to qualify any Vendors for future Statements of Work. The State reserves the right to make partial, progressive or multiple awards: where it is advantageous to award separately by items; or where more than one supplier is needed to provide the contemplated specifications as to quantity, quality, delivery, service, geographical areas; and where other factors are deemed to be necessary or proper to the purchase in question.
8	6	This section states that Paragraphs #47 a) and #47 b) are not applicable to this solicitation. Does the State intend to reference #48 a) – d)?	Correct reference for 2.8 is #48.
9	35-36	The IFB indicates "Vendor must be capable of providing Services Specifications in Section C, (1) one through (6) six below; the remaining Service Specifications are optional." Will the State please clarify if it is mandatory to respond to Service Specifications 1-6?	Please respond to only the IT Services your company can provide services for.
10	35-36	The sections referenced in the table do not correspond to sections in the IFB. Will the State please clarify the sections in which it wants vendors to respond to?	Yes. Vendors are you respond to Attachments B to F.

?	Page(s)	Vendor Question	State's response
11	37	Are we required to have a past performance and showcase our industry experience in the Public sector only or we can also showcase our industry and customer experience in the Private or commercial sector also under - Attachment C. Customer Job Form	Please refer to response #4.
12	35-36	Can we submit responses to one or more IT Services categories or we are required to submit a response for each IT Services categories listed on C. IT Services category of the solicitation	Please refer to response #9.
13	35-36	Vendor must be capable of providing Services Specifications in Section C, one (1) through six (6) below; the remaining Service Specifications are optional. Does this mean a vendor cannot bid on less than 6 or should they be marked N/A if not bidding on a particular IT Service?	Please refer to response #9.
14	39	Are private companies disqualified for this bid? We do not have an annual report or release detailed financial information.	No, private companies are not disqualified for this bid. Please refer to #5.
15	4	This section references Security Assessment Services. Which category of IT Specialty Services does Security Assessment Services fall under?	Please refer to response #7.
16	35-36	Vendor must be capable of providing Services Specifications in Section C, one through six (6) below; the remaining Service Specifications are optional. The vendor must be capable of providing all 6 Services? Service 7 Process Improvement Services is optional?	Please refer to response #9.
17	35-37	Can these References be Commercial References?	Please refer to response #4.
18	37	Where is Section V.1?	Please refer to response #10.
19	19	What portions of the Offer Response will be used to evaluate a vendor's cost?	Vendor cost will not be evaluated in the pre-qualification of vendors for this contract. Cost will be request in the Statement of Work .

?	Page(s)	Vendor Question	State's response
20	8-14	<p>Section 3.5 the IFB states that "Vendor should refer to Attachment C, wherein Vendor should enter which IT Services your company can provide for. A pre-qualified Vendor under this contract will then be able to bid on SOWs that align with the size and category of Services awarded hereunder" but in Section 9, Attachment B, it states that "Vendor must be capable of providing Services Specifications in Section C, one (1) through six (6) below; the remaining Service Specifications are optional". Please clarify if a vendor must be capable of providing services 1-6, or if they can propose for a smaller number of Service Specifications.</p>	<p>Please refer to response #9.</p>
21	4	<p>There are two references to "Security Assessment Services" in this subsection. Did the State intend to reference "Services" instead?</p>	<p>Please refer to response #7.</p>
22	15	<p>There is a reference to "RFQ" in this subsection as follows: Only information that is received in response to this RFQ will be evaluated. Did the State intend for the reference to be "IFB" instead?</p>	<p>Yes. Revised wording: INFORMATION AND DESCRIPTIVE LITERATURE: Vendor is to furnish all information requested and in the spaces provided in this document. Further, if required elsewhere in this /RFQ, each Vendor must submit with their offer sketches, descriptive literature and/or complete specifications covering the products offered. Only information that is received in response to this IFB will be evaluated. Reference to information previously submitted or Internet Website Addresses (URLs) will not satisfy this provision. Offers, which do not comply with these requirements, will be subject to rejection. All RFQ's should be changed to IFB.</p>
23	2	<p>Would the State consider holding negotiations with all the responsive and qualified vendors, at the same time, in order to arrive at a single Contract that is acceptable to all parties?</p>	<p>No. Per Section 1. Intent (page 2), This IFB solicits offers to develop a list of pre-qualified vendors for a Statewide contract offering IT Services to State Agencies.</p>

?	Page(s)	Vendor Question	State's response
24	22	<p>Because the prime contractor will be entirely responsible for its subcontractors, and the agreements will be directly between the prime contract and the subcontractor, we request removal of the last two sentences in Section 8.0, Section 1, Para 5 (Subcontracting).</p>	<p>No. The State is not changing terms and conditions during the question and answer period.</p>
25	24	<p>We request that the reference to “commercial best efforts” in Section 8.0, Section 1, Para 18(a) be modified to “commercially reasonable efforts”. We request the third sentence of Section 8.0, Section 1, Para 18(b) be deleted or otherwise modified to a mutually agreed non-disclosure and confidentiality agreement, where the main agreement itself would already include confidentiality obligations and anything further should be mutually agreed by the parties. We request that the word “strictest” be deleted from Section 8.0, Section 1, Para 18(c) and instead it be clarified that information will be held “in confidence, using no less than a reasonable degree of care”, and that “or as otherwise required by law” be added at the end of this paragraph.</p>	<p>Please refer to response #24.</p>

?	Page(s)	Vendor Question	State's response
26	25-26	<p>We request that Section 8.0, Section 1, Para 19 be replaced with the following, to better align with the terminology from Para 21(a) and allow for the flexibility of IP ownership provisions including in some cases where the State may want to in fact own custom software Deliverables: "Deliverables" means all authorship, materials, information, and other intellectual property, including software and source code, that Contractor or its subcontractors create for delivery to the State as a result of the services under an SOW. Upon full payment to Vendor for the applicable Deliverable, Vendor hereby assigns to the State all rights in and to the Deliverable, except to the extent they include any Vendor Technology. Vendor Technology will be licensed to the State as provided in Para 21(a), below. The State hereby grants to Vendor a non-exclusive, worldwide, royalty-free, perpetual, irrevocable license (with right to sublicense and the right of sublicensees to sublicense further) to use, make, execute, reproduce, sell, display, perform, distribute, modify or otherwise prepare derivative works based on, any or all of the Deliverables, and any derivatives thereof, and all intellectual property rights therein. The rights granted in this section do not apply to any intellectual property (including any modifications or enhancements thereto or derivative works based thereon) that is subject to a separate license agreement between the State and Vendor or any other third party. Wherever used, Vendor Technology shall include modifications and derivative works thereto.</p>	Please refer to response #24.

?	Page(s)	Vendor Question	State's response
27	28	<p>We request that "or other" be added after "direct" in Section 8.0, Section 1, Para 29(a), where the Vendor should not be liable for any such damages. We request that Section 8.0, Section 1, Para 29(b) be modified as follows to be tied to the applicable SOW and include a consequential damages disclaimer: The Vendor's liability for all damages to the State arising under this Contract or any SOW shall be limited to an aggregate of two (2) times the value of the applicable SOW. In no event shall Vendor be liable to the State for any consequential, special, indirect, incidental, punitive, or exemplary loss, damage, or expense relating to this Contract or any SOW. We request "other specific provisions including but not limited to" be deleted from Section 8.0, Section 1, Para 29(c), where the exceptions to the LOL should be specifically and expressly stated and we do not believe there are any such other provisions.</p>	Please refer to response #24.
28	5	<p>In 2.3. Offeror Submittal, would the State consider extending the due date to February 18th?</p>	Bid extension notated in section 1 of Addendum.
29	various	<p>What impact does this IFB have on existing IT Services under ITS-400191 IT Supplemental Staffing (ITSS) currently managed by CAI.</p>	<p>This is an IT Services contract for a team of people based on fixed prices, and not the same as ITS-009440 (ITS-400191) Supplemental Staffing contract based on hourly rates for personnel.</p>
30	38	<p>Is the State open to companies who have not reached the level SOW delivery requested in this IFB</p>	Not at this time.
31	8-14	<p>Does vendor need to bid on all categories?</p>	Please refer to response #9.
32	5	<p>Does a vendor submit the required forms only as proposal?</p>	Please refer to response #40.
33	5	<p>Besides all the required forms, does a vendor need to submit any other standard technical proposals?</p>	No
34	5	<p>Does vendor need to submit a cost proposal?</p>	Please refer to response #19.

?	Page(s)	Vendor Question	State's response
35	18	Does the solicitation has a preference for HUB firms?	No. Per Section 4, 4.1, "Pursuant to N.C.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, disabled, disabled business enterprises and non-profit work centers for the blind and severely disabled. This includes utilizing subcontractors to perform the required functions in this IFB."
36	8	What does the term " reserved" mean here?	The term is not included in this contract.
37	8-14	Section 3.5 states that vendors can specify which IT services it is able to provide. However, Att. B states that the vendor must be capable of providing all 6 of the IT services listed (with an additional service being optional). Can you please clarify if vendors can bid only on the IT services they are interested in providing?	Please refer to response #9.
38	19	Are any prices required to be submitted with the Proposal or is the pricing done at the specific SOW level?	Please refer to response #19.
39	5	When submitting the offer through the IPS system, will we need to upload our completed offer document (including all attachments) as a PDF file or will we manually enter our responses to each requirement and on each attachment within the system?	Yes, you will upload a PDF including all attachments to NCBIDS. An electronic version (via USB) sent to address noted on page 5, Deliver To section.
40	5	Can the offer be submitted on the flash drive as a PDF?	Per instructions on Section 2, 2.3 - "Please submit your offer through NCBIDS located on the Interactive Purchasing System (IPS), https://www.ips.state.nc.us/ips/ ." Also, deliver one (1) signed, executed electronic copy of the offer on a USB Flash Drive(s)" to the Deliver to Address. address.
41	35	When will the answers to vendor questions be posted for review?	The Addendum will be posted to IPS as soon as all questions are answered .
42	37	What is meant by "vendor should include representative reports"? Are these reports required?	Please refer to response #10.

?	Page(s)	Vendor Question	State's response
43	6	Can you please clarify the two different fees mentioned? Would we be charged both a 4% fee and a 1.75% fee?	1.75% fee is the eProcurement fee for the State which is charged on goods. Per Section 2, 2.82 This is NOT an eProcurement solicitation so the fee 1.75% fee will not be charged.
44	37	Can we use the same Customer Jobs references for each of the 7 IT Service areas?	Yes, the same customer job references can be used as long as the correct IT Service is notated.
45	7	In Section 2.10 IFB AWARD of the IFB, it is mentioned that one of the criterion for the award will be lowest price. However, there does not appear to be a place within Attachments A, B, C, D, E, or F to include any pricing. Please advise where we should include our rates.	This is a pre-qualification of vendors for IT Services. Please refer to response for #19 .
46	21	Section 8 Department of Information Technology Terms and Conditions references "Key Personnel" multiple times. Is there a specific or minimum number of key personnel vendors should propose and do you need their resumes?	No.
47	5	Can you confirm that the proposal only needs to be uploaded through NC BIDS and physically delivered on a USB, and not actually printed out on paper and delivered, as described on page 5?	Correct. Please refer to response to #40.
48	5	Section 2.3 Offer Submittal of the IFB indicates that the offer must be submitted on the forms provided. Can vendors include letterheads, headings, a cover letter, and a table of contents to provide context to evaluators and make navigation of proposals easier? Must each attachment be uploaded separately to NC BIDS or can they be submitted as one complete proposal?	The populated forms are required to be included in the proposal. Other information can also be included. One complete proposal can be uploaded into NCBIDS.
49	39	Attachment E asks for financial information from the latest complete fiscal year. Is it expected that vendors will have complete financial reports for 2018 or parts of 2018, being that the year just ended?	It is not expected that vendors will have completed financial reports for 2018.
50	35-40	In Section C of Attachment B, the seven IT services are listed, but it is unclear what response is necessary for this section. Could you please clarify what responders should include in this section?	Vendor are required to fill out Attachments B through F.
51	5	Is the bid to be submitted online only through the Interactive Purchasing System and an electronic copy on a USB drive mailed or do vendors need to mail a hard copy as well?	Please refer to response #40.

?	Page(s)	Vendor Question	State's response
52	5	Should the forms that are included in Offeror Response Template be filled in online or do we need to request them in a Word file to fill in? Are these forms the only information that should be submitted?	Please refer to response #40. The entire bid solicitation to be included in the proposal submission.
53	35-40	Instructions state that "Vendor must be capable of providing Services Specifications in Section C, one (1) through six (6) below; the remaining Service Specifications are optional." Based on all other descriptions of the intent of this bid, however, it appears that prospective vendors can attempt to compete for enrollment in specific individual categories, such as only ELECTRONIC CONTENT MANAGEMENT (ECM) SERVICES (3). Please clarify.	Please refer to response #9.
54	20	Is any pricing information required for this bid, or will pricing factors be limited to competition for specific SOWs among awarded vendors within an applicable service category? The bid mentions multiple times that awards will be made based on "best value analysis" and "lowest price technically acceptable." Obviously specific pricing would vary based on particulars of a specific SOW, but is any general pricing information required to compete for enrollment via this bid?	Please refer or response #19.
55	35-37	Attachment B states: Vendor must be capable of providing Services Specifications in Section C, one (1) through six (6) below; the remaining Service Specifications are optional. Can a vendor respond to a single Services Specification, or are vendors required to respond to items one (1) through six (6)?	Please refer to response #9.
56	various	Is this RFP ITS-400343-001 a replacement of the current IT Staffing Provider Contract (ITS-009440)?	Please refer to response #29.
57	19	Does the State expect the vendor to offer prices/rates in response to this IFB?	Please refer to response #19 .
58	19	If yes to Question #1 (above), then please specify preferred format(s) or give additional direction on how to provide those prices/rates, as part of Attachment B.	Please refer to response #19.
59	5	If sealed offer is delivered in-person to 3700 Wake Forest Road by the deadline, do we need to take any action on-line with NCBIDS?	No.
60	6	We assume reference made to "#47 a) and #47 b)" should be "#48 a) and #48 b)" Please confirm.	Please refer to response #8.

?	Page(s)	Vendor Question	State's response
61	35-40	Regarding Bold statement " Vendor must be capable of providing Services Specifications in Section C, one (1) through six (6) below, the remaining Service Specifications are optional." Other sections of the IFB (such as top of p. 37) imply that Firm can request to be pre-qualified for a sub-set of the Services Specifications. Please clarify, can Vendor/Firm respond only on a subset of the 6 Listed Services and still be considered responsive to the IFB?	Yes, vendor can respond only to a subset of Listede Services. Please refer to response #9.
62	various	Are there any registrations of the state that we have to meet?	Pursuant to Chapter 55 of the North Carolina General Statutes, vendors are required to be registered with the Secretary of State in order to do business with the State of North Carolina.
63	38	What is the work location?	Work locations will be defined on Statement of Work.
64	various	Is this an existing requirement, if so who is the incumbent vendor and can we have the incumbent rate card?	This contract is not replacing an incumbent vendor(s).
65	19-20	Could you please let us know how many points will be allocated for each factor in Evaluation Criteria?	Point system is not part of the evaluation process. Vendors will be selected based on substantial conformity to the intent of the specifications.
66	various	Anticipated Start Date of this project/engagement	No anticipated state date. Each Statement of Work will define this.
67	various	What is the estimated value for this Contract?	No estimated value of this contract.
68	38	Are there any references to be provided as a firm? If so, please let us know the number of references to be provided and the type of reference (Government or Commercial)?	Attachment C. Customer Job Form will include references for the IT Service Area .
69	36-38	Geographic Technologies Group would like to submit a bid for Category 4, GIS Services. Is it permissible to bid on just one category or are vendors required to bid on all categories?	Yes, vendors can bid on just one category. Please refer to response #9.
70	38	Please clarify if Bidder can provide form for commercial/private sector Customer(s)	Please refer to response #4.
71	36-38	Please clarify if Bidder can leverage the qualifications of a sub-contractor/partner to fully meet the capabilities for Services Specifications in Section C, one (1) through six (6) <u>or</u> if Prime vendor must bring all the capabilities independently.	Member submitting bid is contractor for this bid/ contract.
72	19-20	Please confirm that no pricing/rate card information is needed as part of the offeror response and evaluation.	No pricing/rate card is required as part of the offer. Please refer to response for #19 .

?	Page(s)	Vendor Question	State's response
73	36-38	Is there a minimum or maximum threshold for agency size -- based on financials, number of employees or otherwise?	No
74	5	<i>"Vendor must return all the pages of this solicitation with its offer."</i> However for the purposes of this IFB, please confirm that we are only providing response/answers to the title coversheet and Attachments A - F. Is that correct?	Please refer to response #40.
75	various	Vendor is very keen in being able to participate in the upcoming 2019 bids as per your Req. 400343-001. We are on ITS-009440 (ITSS). Can you please advise when the results will be posted?	The results will be posted after the award is complete.
76	5	You have indicated <i>"Please submit your offer through NC BIDS located on the Interactive Purchasing System (IPS)"</i> . You also indicated a postal address for delivery and requested a USB drive. It is not clear to us how to submit. It appears redundant that we need to upload an electronic copy to the IPS in addition to submitting an electronic copy in USB drive, and sending a printed copy. Please, could you explain how shall we send our offers? For instance, will it be sufficient for us to just upload one electronic copy to the IPS or do we need to send the USB and a printed copy, in addition to uploading?	If you submit your signed, executed bid proposal directly to IPS, you only need to submit an electronic copy on a USB Flash drive to our office by the bid opening date.
77	5	Is it optional to submit a hardcopy response to the stated address or submit on portal? Or do we have to do the both for submission of our response?	Your company can choose to submit hardcopy of signed, executed bid proposal to our office with USB Flash drive instead of submitting bid to IPS and submitting electronic copy via USB Flash drive too our office.
78	18	We are not a certified Historically Underutilized Business. Do we have to subcontract to fulfil this requirement?	No.
79	5	Can we create all the attachment in a separate word document to provide responses to the question?	You can create all attachments in a Word document but it is preferable to used the attachments provided.
80	various	Is this a new requirement? If no, who is the current incumbent	Please refer to response #64.
81	various	What is the estimated budget for this IFB?	Such information is not available.

?	Page(s)	Vendor Question	State's response
82	35-36	We have skills and experience related to application security design that applies to "Application Security" Practice Category under IT Application Development Services (5). The question is whether our coverage of only one or more of a specific Practice Category (i.e. Application Security) for a specific IT Service (i.e. IT Application Development Service) is sufficient to apply and be considered for this solicitation?	Please refer to response #9.
83	4	"Multiple vendors may be selected for each IT specialty service area as described in Attachment A." How many total vendors does the State plan to award in each IT specialty service area?	We do not know how many vendors will get awarded per IT Service.
84	5	Is it a requirement to submit both soft and hard copies of the bid response? What will be the number of hard copies to be submitted, if required?	Please refer to response #40.
85	8-14	Is it mandatory to bid on all the IT Service Specifications? Or can the vendor respond on the Specifications where he has the necessary experience?	Please refer to response #9.
86	19	'Experience and location of Vendor's proposed personnel that will be serving the State. Depth and location of Vendor's operations that will be serving the State.' By the proposed personnel does the State mean the key personnel (Account Manager) who will be managing the contract vehicle's requirements on a daily basis? Is the State going to provide preference or give more weightage to vendors who are local to the State? Is there any weightage assigned to the individual points under the evaluation criteria?	No. This is to pre-qualify vendors to perform IT Services.
87	19	The Invitation for Bids document does not provide any information on the Labor Categories required for the IT Services Specifications (subsection 3.5) or anywhere else in the document. Will this information (e.g. hourly rate pricing Excel sheet) be provided in next addendum by the State?	No, hourly rate pricing will not be provided in next addendum. Please refer to response #19 .
88	37	"Vendor must be capable of providing Services Specifications in Section C, one (1) through six (6) below; the remaining Service Specifications are optional." Does the statement mean that responding to the IT Services Specifications in Section C, 1 through 6 is mandatory?	Please refer to response #9.

?	Page(s)	Vendor Question	State's response
89	37	"Vendor should include representative reports provided to other customers with any confidential information anonymized." What type of representative reports are required?	Please refer to response #10.
90	37	In B. Submission Requirements under General Information point GS1 a line reads "This should also include the years of experience of the staff who will be under this contract and SOWs." Does the staff here mean the key personnel (Account Manager) who will be managing the contract vehicle's requirements on a daily basis?	Personnel providing this service.
91	36-41	Is there any particular structure/format in which the State requires the vendors to prepare the bid response?	Attachments B, C, D, E and F are to provide your answers/ proposal.
92	5	It is unclear if electronic and hard copies must be delivered to the State or if submitting through IPS/NC Bids is fully acceptable. Can you clarify how the bid should be submitted? Both?	Please refer to response #77.
93	19-20	The evaluation criteria list cost as an evaluation criterion, can you provide more detail.	Please refer to response #19 .
94	35	We are unable to locate the referenced information in the IFB; can you kindly point us in the direction to find it?	Please refer to response #10.
95	36	We are unable to locate the referenced information in the IFB; can you kindly point us in the direction to find it?	Please refer to response #10.
96	3	Will bid files be made available for SOWs issued through this process or is this just specific to this procurement (ITS-400343-001)?	Just specific to this procurement.
97	38	Without knowing the exact, SOW, it is difficult to know whether we would suggest utilizing resources outside the US. What will the follow up on the SOWs issued under this agreement be for tracking foreign work?	If your company would ever provide services from outside the US, please mark Yes.
98	5	The Offer Submittal Instructions reference delivering the responses to 3700 Wake Forest Road but two paragraphs later says to submit online via IPS. Can you please clarify how vendors are to submit our responses?	Please refer to response #77.
99	10-11	Can you please provide details of various software products and technologies that State currently use for Imaging and ECM?	I cannot provide details of various software products and technologies that the State currently uses for Imaging and ECM because it varies between State Agencies. Please identify software products and technologies for which your company is well qualified for.

?	Page(s)	Vendor Question	State's response
100	35-37	List of IT Services (Section III, B. IT SERVICES SPECIFICATIONS Pages 16-21) Please clarify what this references? Section not found in the document, should it be referencing Section 3.5 IT Service specifications starting on page 8?	Please refer to response #10.
101	Add. 1	Since Addendum #1 changed the Bid Opening date to February 7, 2019, has the submittal date changed to match or is it still January 29, 2019?	Bid opening and submittal date is the same.
102	8-14	Are traditional networking services such as Network Engineering, Network Technician and Project Manager going to be included in this RFP?	Only the IT Services listed in Section 3, 3.5 are currently in scope for this contract.
103	14-16	Is a Cover page or cover letter allowed?	Yes
104	5	I see on Page 5, it says to submit your bids through the NC Bids and then also delivery 1 electronic copy on a USB flash drive. (sealed to the address listed). Is this all the final copies needed? Any hard copies?	That is all that is needed.
105	35	On page 35, it states that we can include additional materials in an Appendix as long as we reference these additional materials in the templated forms. Can we use dividers within the Appendix? Is there a page limit to the Appendix?	Dividers can be used and there is no page limit.
106	41	In the Attachment F, it says to provide a link to complete annual report that contains financial statements and management discussion for past three years in columns, B, C, and D. Can we provide any additional financial information in the Appendix and reference it in that section of Attachment F? Not sure how we would provide the link.	Yes
107	37	Should respondents include staff resumes and/or organization chart? What kind of detail does NC require related to vendor's staff resources?	No. Resumes will be requested when vendor is selected for each Statement of Work. Prior work experience is requested on each IT Service your company is pre-qualifying for.
108	36-38	IFB states Vendor must be capable of providing Services Specifications in Section C, one (1) through six (6) below; the remaining Service Specifications are optional. Can NC clarify if vendors are required to respond to all IT Service categories listed in the IFB? In what section of responses shall vendors indicate the categories for which they are submitting?	Please refer to response #9 and #91.

?	Page(s)	Vendor Question	State's response
109	18-20	Cost is identified as an evaluation criteria. What section shall the respondents provide cost information? How would NC like costs to be proposed (such as a resource classification and standard rate table, etc.)?	Please refer to response #19 .
110	various	Can/Should vendors include a cover letter in their response?	Vendor is allowed to include a cover letter if you want.
111	various	Do respondents fill out an entirely new IFB package for each category we're proposing, or can categories be combined into one package?	Categories can be combined in one package but should be each IT Services needs to be clearly marked.
112	35-37	Can NC clarify what service category qualifications/information should be outlined in section B vs section C?	Attachment B, Section B has questions to answer and Section C lists the different IT Service Areas.
113	35-37	Is the vendor responsible for bidding on all of the first 6 task areas of the services specifications (the 7th- Process Improvement Services-being optional)?	Please refer to response #9.
114	35-37	Can the vendor provide a response in which the vendor is responsible for several IT services, and a partner vendor is responsible for the remaining IT services?	Please refer to response #77.
115	3	What is the role of Computer Aid, Inc.? Will they be the Prime for this contract? Do we only need to utilize their system for bidding and SOW processing? Are they going to be providing consulting resources as part of this project, etc.?	CAI will be the Managed Service Provider for IT Services. Solicitation and collections of proposals will be handle through PeopleFluent, CAI's tool.
116	8-14	Will the State provide Subject Matter Experts for each service? And is the goal for the vendor to work with these SMEs to develop applications and features in a modern fashion, upskilling state SMEs to work in a new Agile/ Lean / DevOps way?	Could vary per SOW.
117	3	Is there a specific number of vendors you are looking to pre-qualify for each of the service related categories? If so, what is that number?	Not at this time.
118	3	Is the state looking to establish new standard development practices on a program level across all service related categories, including Agile, Lean and DevOps methodologies?	The State is aware of multiple practices and expects agencies to develop SOWs targeting practices suitable to their needs. Vendors should identify their expertise for the IT services offered and support such with appropriate references.
119	8-14	Are the developers for these service areas state employees, or is the software development to be built by the vendors and delivered to the state?	Varies by State Agency and will be reflected in the SOWs.

?	Page(s)	Vendor Question	State's response
120	16	The definition of "Deliverables" is broad and contains not only Work Product that would be proprietary to Bidder, but software products that could be, and in our case always be, licensed by a third party. Bidder proposes we remove "Hardware, Software and provided modifications to any Software, and incidental materials, including any goods, Software or Services access license" from the definition of Deliverables and narrow the scope of the definition to Vendor Services, professional Services, data, reports and documentation created during the performance of or provision Services hereunder. Will the State make this change or allow Bidder to propose this change with our response?	Please refer to response #24 .
121	16	There is no definition of "Licensor" as used in the definition of Work Product. Should this be changed to Vendor?	No.
122	21	The State is requesting names and references of substitute personnel. Did the State intend to request for resumes instead of references?	No. Resumes will be requested when vendor is selected for each Statement of Work.
123	28	If the State terminates the Services under this provision, how would that termination be classified? If the Vendor offers reasonably comparable personnel, but the State does not agree, that should not be considered termination for default or breach.	Termination for default.
124	20	Under subsection d), Vendor proposes to add "subject to the OEM warranty policy," as third party hardware is warranted by a standard OEM policy that Vendor cannot void or negate. There may be additional caveats within the warranty policy. Will the State consider this addition or allow Bidder to propose this with the response?	Please refer to response #24 .
125	21	Will the State allow an additional subsection for a Warranty Disclaimer? Bidder proposes the following: "AS OTHERWISE EXPRESSLY PROVIDED IN THIS AGREEMENT, CONTRACTOR HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, RELATED TO SERVICES OR DELIVERABLES TO BE PROVIDED BY VENDOR HEREUNDER, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WARRANTY OF NONINFRINGEMENT, OR ANY WARRANTY RELATING TO THIRD PARTY PRODUCTS."	Please refer to response #24 .

?	Page(s)	Vendor Question	State's response
126	23	Will the State add "Unless otherwise specified in the SOW," to the beginning of this clause? Depending on the SOW and Services being performed, billing and payment schedules could vary from this.	Please refer to response #24 .
127	24	Will the State add ""Unless otherwise specified in the SOW," to the beginning of this clause? Depending on the SOW and Services being performed, Acceptance criteria and timeframes could vary.	Please refer to response #24 .
128	25	Since this is a duplicate clause, can we eliminated this and keep the definition of Deliverables from Section 6.0, with our requested changes?	Please refer to response #24 .
129	26	In subsection d) the language reads any Services or software supplied by the Vendor; can we change this to read any Services or Deliverables supplied by Vendor? Software is not licensed by us, and any infringement indemnification offered on software included in the scope of this contract would be provided directly by the software licensor via their end user license agreement required to license the software to the State or end user.	Please refer to response #24 .
130	28	In subsection b) i, Termination for Cause, the language reads "any goods, software or service furnished by Vendor"; can we replace goods, software or service with "Service or Deliverables"?	Please refer to response #24 .
131	28	In subsection b) i, Termination for Cause, there is a cost to cover provision. The State would not be expected to pay for Services/Deliverables not rendered/accepted in the event of a breach. However, the additional cost to cover may be too far-reaching and there is no incentive to keep reprocurement costs low. Will the State remove this provision, or consider a lower liability amount other than three times the contract price in this instance?	Please refer to response #24 .
132	28	There is no standard waiver of indirect/consequential damages in this limitation of liability provision. Would the State consider adding this to Subsection b)? "Neither party will be liable for any special, punitive, indirect, incidental or consequential damages, including, but not limited to, loss of or damage to data, loss of anticipated revenue or profits, work stoppage or impairment of other assets, whether or not foreseeable and whether or not a party has been advised of the possibility of such damages."	Please refer to response #24 .

?	Page(s)	Vendor Question	State's response
133	various	How does the State define "personal Services"?	Personal services provided by a professional individual (person) on a temporary or occasional basis.
134	various	Does the separate bid document need to be in a specific format (e.g., PowerPoint or Word)?	No specific form is required.
135	7	How will our proposal be shared or be made available broadly? Will any information be kept confidential?	Please refer to Section 2.9. Possession and Review on page 7.
136	various	Can you please provide the average length of assignment and working hours?	Each Statement of Work will differ depending upon the needs of the purchasing agency.
137	various	In what city will the work mostly be performed?	Please refer to response #63.
138	various	Does the solicitation have local preference policy?	No.
139	various	When do you anticipate work starting once the list of preferred vendors is finalized?	Please refer to response #66.
140	various	How many SOWs projects does the State of North Carolina need annually on average? What type of SOW projects are needed most?	I cannot provide the number of SOWs annually as each agency handles their own. The IT Services include in this solicitation are the services for the most needed projects at this time.
141	3	Is the need from the State of North Carolina project based SOW work or individual contributor roles?	Project based SOWs.
142	1	Do you have internal change management capabilities? Are there specific methodologies that you use or looking for experience with?	Some agencies have internal change management capabilities but others may not. Vendors should identify their expertise for the IT services offered and support such with appropriate references.
143	3	Does the State of North Carolina plan to source PMs and BAs independent of service provider they might use to perform the work or is it the State of North Carolina's desire to leverage a service provider that can bring a team to conduct technical work and PM/BA work?	Some agencies may include PMs and BAs but others may not. The State is aware of multiple practices and expects agencies to develop SOWs targeting practices suitable to their needs. Vendors should identify their expertise for the IT services offered and support such with appropriate references.
144	21	When providing project staff information for project team roles, how many names should we include on the list?	The list should include the personnel it will take to provide the IT Service.
145	various	Are there specific technologies and/or certifications desired or required by role?	No
146	various	What is your average spend on IT professional services annually?	The average annual spend on IT professional services for the state is unknown.
147	10-11	Do you have an existing Enterprise Content Management solution?	Please refer to response #99.

?	Page(s)	Vendor Question	State's response
148	various	Outside of the list of technologies and products supplied in the IFB, are any new platforms/products being evaluated by the State of North Carolina? If so, for what business functionality?	No
149	various	Can you provide an overview of the State of North Carolina's technology landscape and supporting application stacks?	No, I cannot provide NC technology roadmap or application stacks as agencies vary in what they use and need. Vendors should identify their expertise for the IT services offered and support such with appropriate references.
150	various	What technologies does the State of North Carolina use for custom software development?	No, I cannot provide what technologies NC use for custom software development as agencies vary in what they use and need. Vendors should identify their expertise for the IT services offered and support such with appropriate references.
151	various	Can you please describe the network infrastructure and any special requirements or components?	No, I cannot describe the network infrastructure, requirements of components as the agencies vary in what they use and need. Vendors should identify their expertise for the IT services offered and support such with appropriate references.
152	4	This section describes an Administrative Fee of 4.0%; However, Section 2, Subsection 2.8 states this is not an E-Procurement solicitation. Is the 4.0% Managed Services Provider fee the only additional fee that will be charged to vendor proposals?	Yes
153	4	This section references "Security Assessment Services". Should this instead refer to the 7 specific service areas described in Section 1.0 A. and Section 3.5 Table 1?	Please refer to response #7.
154	6	In the second sentence it says Paragraph #47 a) and #47 b). Should this read Paragraph #48 a) and #48 b)?	Please refer to response #8.
155		While the first paragraph clearly states that this IFB is NOT an E-Procurement solicitation, the second paragraph describes terms and conditions related to E-Procurement. Are the terms and conditions in the second paragraph, including a), b), c) applicable?	This is NOT an eProcurement solicitation where the eProcurement fee is charged because it is a service and not a good. All vendors still are required to register in eProcurement to be able to get purchase orders out of eProcurement, State's purchasing system.

?	Page(s)	Vendor Question	State's response
156		Can a vendor submit a different Vendor Technical Point of Contact for each of the IT services areas for which they submit a proposal?	Yes
157		On page 8, it indicates that the Vendor can choose the service areas that they wish to participate in. However, in Section 7, Subsection 2, paragraph c), it indicates that for a vendor to be considered eligible for consideration, a vendor's offer must substantially conform to the intent of all specifications. Does this mean that a vendor must submit a proposal for all service areas or just that the vendor must conform to the intent of all specifications relevant to the service area for which they have submitted proposals?	Please refer to response #9.
158		When proposals are based on prime contractor and sub-contractor relationships, should a separate Attachment E (Financial Review Form) be submitted for each company?	Yes
159	4	With reference to the following statement, "The State intends to pre-qualify multiple Vendors. Pre-qualified Vendors will be eligible to submit bids for <i>Security Assessment Services</i> pursuant to a Statement of Work." <i>Security Assessment Services</i> is not on the State's list of specified IT Services for this IFB. Should the reference be "IT Services specified in Section 3.5, Table 1 this IFB"? If not, please clarify, the reference to Security Assessment Services ins Section 1.0.	Please refer to response #7.
160	5	With reference to the following statements: "Sealed offers, subject to the conditions made a part hereof, will be received at the address below" "Please submit your offer through NC BIDS located at the Interactive Purchasing System" Please confirm that both electronic and paper submissions are required to be submitted for this bid? If electronic bids are accepted, does the USB Flash Drive requirement apply?	Please refer to response #40.
161	6	To confirm Vendor's interpretation of this section, is the State saying it will not entertain or consider any amendments or changes to, or otherwise negotiate any aspect of the terms and conditions of this IFB including those set forth in Section 8.0, except those that may be addressed through this Q&A process?	Please refer to response #24 .

?	Page(s)	Vendor Question	State's response
162	6	Please confirm that the reference is intended to be paragraphs #48 a) and #48 b) instead of Paragraph #47 (8.0, Section 1, Page 31)?	Please refer to response #8.
163	4	IT Application Development Services includes reference to Application Security. Will you please explain how this convenience contract compares or overlaps with the existing Security Assessment Services Contract (#ITS-400279)?	Please refer to response #7.
164	20	Would the State consider clarifying in a) and c) that Vendor would use Confidential Information using "commercially reasonable efforts" and would affirm versus warrant to use "reasonable care" to hold data in confidence versus 'strict' confidence?	No.
165	20	The State cites compliance with HIPAA. Does the State foresee required access to personally identifiable health information? If so, will Vendors and the State have opportunity to mutually negotiate a Business Associate Agreement to address those scenarios specific to each Statement of Work?	A BAA will be required when vendor's personnel have access to PHI. Such matters will be addressed as needed by agencies through their respective SOWs.
166	25-26	Citing and cross referencing IFB 8(1)(19) Deliverables, IFB 21(a), and 21(f) relating to Vendor's pre- existing IP, which may be embedded in any Deliverables – would the State be willing to clarify Vendor's rights in its "Vendor Technology", "Pre-Existing IP", and "Vendor Material" includes any enhancements and modifications to such (materials), whether or not such enhancements and modifications are developed as part of the Services under an applicable SOW?	Please refer to response #24 .
167	28	For IFB 8(1) (29) Limitation of Liability, would the State consider the following clarifications? <ul style="list-style-type: none"> • (b) limiting Vendor's liability to direct damages and 2X the applicable SOW in lieu of the entire contract? E.g., Notwithstanding anything indicated in the Contract (including any attachments to the contrary, that "Vendor's liability shall not exceed ... an aggregated cap of direct damages of two times the value of the applicable SOW." • (c) amendment in 29(c), 30(a), and 30(b) that "personal property" is clarified to read, "tangible personal property." Would the State consider adding language clarifying that, "in no event will Vendor be liable for any other direct or indirect, incidental, consequential, or punitive damages not referenced in this section"?	Please refer to response #24 .

?	Page(s)	Vendor Question	State's response
168	29-30	Would the State consider the following? For both 30(a) and 30(b), clarifying "personal property" to mean "tangible personal property."	Please refer to response #24 .
169	35	Is the reference intended to be to section 6, item 4 rather than to section II.C.4?	Please refer to response #10.
170	35	Is the reference intended to be to section 6, item 7 rather than to section II.C.7?	Please refer to response #10.
171	35	Can you please clarify the reference to which this requirement is referring? Section V, item 4a) and 4b) do not seem to exist in this IFB.	Please refer to response #94 .
172	35	Can you please clarify the reference to which this requirement is referring? Section V, 8 does not seem to exist in this IFB.	Please refer to response #95 .
173	35	Submittal Requirement 4 (SR4) Section V. 8, requires Vendor to acknowledge the State shall conduct a criminal background check of all staff provided by the Vendor, with such cost assumed by Vendor. Due to privacy concerns, would the State agree to working with Vendor to mutually define a scope for any background checks and to allow Vendor to conduct those checks through its national provider and provide the State 'pass/fail' results?	Please refer to response #95 .
174	various	Is there a dollar or duration limit to the services that may be procured through an individual SOW under the Convenience Contract resulting from this IFB?	There is not a limitation on the dollar amounts. The term of any SOW must be determined by the purchasing agency and cannot be indefinite.
175	8-14	Would the State like the opportunity to utilize artificial intelligence-related services (chatbot, voice recognition, RPA, etc.) as part of this backdrop? If so, should those services be applicable under the Digital/Website Services area?	Agencies may want to use AI related Services as part of the back-drop. Not sure if these services will be applicable under Digital/ Website Services or not.
176	various	Given the number of service areas included in the RFP, would the State consider an extension to February 28 for the RFP responses?	Please refer to response #28.
177	5	This section says "Failure to execute/sign offer prior to submittal shall render offer invalid." Do we need to sign this and submit before we submit our bid? If so, where does this need to be sent?	Vendor is required to submit executed/ signed offer before bid opening date/time.
178	5	Is the sealed offer delivered to the Raleigh office just the electronic version on the USB Flash Drive or is a paper printout also requested?	Please refer to response #40.

?	Page(s)	Vendor Question	State's response
179	14	"Offer must be submitted on the forms provided herein"- is any additional information requested and/or permitted? Items would include cover, cover letter, staff resumes, firm bio, and approach.	Additional information is permit but not requested.
180	various	Is there a page limit for the bid?	No
181	5	"Offer must be submitted on the forms provided herein"- these forms appear to be an interactive PDF but we are unable to click into the document to edit. Can an interactive/fillable form be sent out? Or is the interactive document provided through the electronic vendor system/Interactive Purchasing System (IPS) and designed to be completed and uploaded through that system only? If so, can the documents from the system be exported as a PDF for our USB Flash Drive copy?	Please refer to response #40.
182	5	Alternate proposals are required to be bold type, 14 font. Are standard proposals also required to follow this guideline for font when completing the attachments/forms?	No
183	14	"Is Vendor a Historically Underutilized Business"- there is a check box here, but is there a place to indicate this in the bid attachments?	Yes, Page 14, section 4.1.
184	20	"Evaluation Method: Method 1- Narrative"- what narrative will be reviewed for evaluation? Where in the bid should this narrative be included?	Narrative method is for the evaluation committee, not vendors.
185	8-14	"Vendor must be capable of providing Services Specifications in Section C, one (1) through six (6) below; the remaining Service Specifications are optional"- the IFB previously indicated that the vendor can submit on SOWs that are related to our services. Are we required to submit for all 6 categories, and if our firm does not do all 6 in-house, are we required to show a subcontractor to complete these tasks?	Please refer to response #9.
186	39	In Attachment E: Financial Review Form, inventory is not applicable to our company. Can this be marked "N/A"? Will this result in a penalization in review? If marking "N/A," would we be permitted to provide further explanation in a document titled "Appendix" (similar to the ability to do so in Section 9, Attachment B, "Vendors may include additional materials in a separate Appendix and reference these additional materials referencing the particular question below.")	Yes

?	Page(s)	Vendor Question	State's response
187	4	Can you elaborate on the 4.0% administrative fee associated with each Statement of Work?	It is the managed service/ administrative fee.
188	6	"The successful vendor shall pay a transaction fee of 1.75% on the total dollar amount"- can you elaborate on this fee?	Please refer to response #155.
189	19	One of the evaluation criteria is cost. Is there a place other than Attachment E where we are supposed to include cost information? If so, what content is needed? Do you require disclosure of hourly rates per position?	Please refer to response #19.
190	12-13	Is there a state driven strategy as far as the usage of Dynamics CRM?	Yes
191	12-13	Is there a cloud instance of Dynamics CRM already in use for the state and/or counties?	Yes
192	20	Will the Department of Information Technology for the State of North Carolina ("State") be willing to consider commercially reasonable modifications, clarifications, and/or additions to the Terms and Conditions contained in the Invitation for Bids No. ITS-400343-001 (e.g., limitations of liability, indemnity, warranty, cure/default, insurance, audit/inspection, deliverable, ownership/licensing, and third-party product provisions) that are customary and commensurate with the nature of the services sought?	Please refer to response #24 .
193	36-38	This section requests vendors include years of experience of staff who will be under this contract and SOW's. This requirement is difficult to address since it is unknown which contracts which vendors will support. Can this requirement be deferred to the contract award stage?	No. IT Service area should be referenced when experience is described.
194	39	Can vendors use the same reference for more than 1 area, as applicable?	Yes
195	39	Would the State of North Carolina like us to keep the references 2 per page based on your template? Or, is it acceptable to use additional space specifically for the section "Describe the Services provided to this customer under contract?"	Additional pages can be added or you can request editable version of the attachments to provide answers can be requested from kristen.burnette@nc.gov.
196	36-38	Are vendors required to provide PP references for all services specifications, 1 through 7, or only the areas they plan to support under the contract?	Only the areas they plan to support under this contract.

?	Page(s)	Vendor Question	State's response
197	various	Statement: Offer must be submitted on the forms provided herein. If additional sheets are required (for example, Vendors who are offering alternate proposals); the Vendor should submit a separate bid document: Question: If vendor requires more space to respond to a requirement (and is not submitting an "Alternate" proposal), can vendor use additional sheets?	Yes
198	4	Page 4 states: Administrative Fee - The State requires Vendors awarded individual Statements of Work to pay an administrative fee as part of the fixed fee. This fee is currently four percent (4.0%), but the State will evaluate opportunities to decrease this fee when/if possible. – will this mean we will need to build the 4% in our firm fixed fee? There is no option to provide any cost or fee as there is no specific task. They keep stating in the IFB that selection is price based so where do we include cost?	Yes, 4% will need to be built into fixed fee based on each SOW. Please refer to response for #19.
199	5	On page 5, the RFP asks for "Also, deliver one (1) signed, executed electronic copy of the offer on a USB Flash Drive(s). Vendor must return all the pages of this solicitation with its offer." Please clarify what the Department is expecting in the package. Is it one electronic copy on a USB flash drive, and one paper copy of all pages of the solicitation?	Please refer to response #40.
200	36	Is an approach required?	Answer agree or not agree.

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:

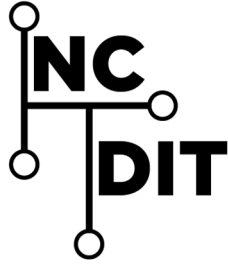
Offeror: _____

Authorized Signature: _____

Name and Titled (Typed): _____

Date: _____

OPEN ENROLLMENT ATTACHMENT A-5-ADDENDUM 1



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

Solicitation Addendum

Solicitation Number: ITS-400343-001

Solicitation Description: IT Services

Solicitation Opening Date and Time: February 7, 2019 at 2:00 EST

Addendum Number: 1

Addendum Date: December 21, 2018

Contract Officer: Kristen Burnette
kristen.burnette@nc.gov

-
1. This addendum does not need to be returned.
 2. The solicitation is hereby modified as follows:
 - M1. On Page 1, Bid Opening will be February 7, 2019 at 2:00pm EST
 - M2. On Page 4, Vendor Questions are due January 10, 2019 before 11:00am
-

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: _____

OPEN ENROLLMENT ATTACHMENT A-1-ORIGINAL BID

STATE OF NORTH CAROLINA DEPARTMENT OF INFORMATION TECHNOLOGY	INVITATION FOR BIDS NO. ITS-400343-001	
	Offers will be publicly opened: January 29, 2019 at 2:00pm EST	
	Issue Date: December 19, 2018	
Refer <u>ALL</u> inquiries regarding this IFB to: Kristen Burnette kristen.burnette@nc.gov 919-754-6678	Commodity Number: 920	
	Description: IT Services	
	Using Agency: Various	
See page 5 for mailing instructions.	Requisition No.: NA	

OFFER AND ACCEPTANCE

The State seeks offers for the goods, software, and/or services described in this solicitation. The State's acceptance of any offer must be demonstrated by execution of the acceptance found below and any subsequent Request for Best and Final Offer, if issued. Acceptance shall create a contract having an order of precedence as follows: In cases of conflict between documents comprising the contract, the order of precedence shall be (1) Best and Final Offers, if any, (2) special terms and conditions specific to this IFB, (3) specifications, (4) Department of Information Technology Terms and Conditions of this IFB, and (5) the agreed portions of the awarded Vendor's offer. **No contract shall be binding on the State until an encumbrance of funds has been made for payment of the sums due under the contract.**

EXECUTION

In compliance with this Invitation for Bids, and subject to all the conditions herein, the undersigned offers and agrees to furnish any or all Services or goods upon which prices are offered, at the price(s) offered herein, within the time specified herein. By executing this offer, I certify that this offer is submitted competitively and without collusion.

Failure to execute/sign offer prior to submittal shall render offer invalid. Late offers are not acceptable.

OFFEROR:		
STREET ADDRESS:		P.O. BOX:
CITY, STATE & ZIP:		ZIP:
PRINT NAME & TITLE OF PERSON SIGNING:		TELEPHONE NUMBER:
AUTHORIZED SIGNATURE:		TOLL FREE TEL. NO
DATE:		FAX NUMBER:
E-MAIL:		

Offer valid for ninety (90), days from date of offer opening unless otherwise stated here: ____ days

ACCEPTANCE OF OFFER

If any or all parts of this IFB are accepted, an authorized representative of Department of Information Technology shall affix their signature hereto. A copy of this acceptance will be forwarded to the successful vendor(s).

<p><u>FOR STATE USE ONLY</u></p> <p>Offer accepted and contract awarded this ____ day of _____, 20____, as indicated on attached certification,</p> <p>by _____ (Authorized representative of Department of Information Technology).</p>

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1.0 **INTENT, USE, DURATION AND SCOPE**

Note: Definitions, acronyms and abbreviations are contained throughout this IFB.

- A. Intent.** This Information for Bid (IFB) solicits offers to develop a list of pre-qualified Vendors for a statewide contract offering IT Services to State Agencies. DIT intends to develop a contractual relationship with a list of prequalified vendors to provide information technology specialty services through subsequently issued Statements of Work for state agencies, community colleges, institutions, counties, municipalities, public schools and other local governmental entities. Only prequalified vendors will be requested to respond to a Statement of Work (SOW) when a need for IT specialty services is identified. Multiple vendors may be selected for each IT specialty service area as described in Attachment A. Prequalified vendors can respond to each Statement of Work with a proposal, including a firm fixed price for the deliverables identified in the SOW. Evaluation and selection of a specific vendor will be based on a “Best-Value” analysis and done by the State Agency.

Contract goals include:

Provide flexibility for meeting the challenges and opportunities encountered by state government resulting from new legislative initiatives, increasing citizen expectations for better and more responsive services, and more demanding business and program requirements for economical operations and improved outcomes.

Enable the state to make use of the capabilities of new and emerging technologies in a timely fashion for meeting its constantly changing business and program needs.

Facilitate obtaining quality services at competitive prices to develop and implement technically current systems and modern technologies.

Assist the state in developing systems and implementing technology under increasingly aggressive time frames, while meeting more exacting quality standards.

The purpose of this Invitation for Bid (IFB) and any resulting contract award is to solicit Vendors for prequalification of services related to the following categories: Digital / Website Services, IT Application Development Services, Microsoft Dynamics Services, Geographic Information Systems (GIS) Services, Agile Services, Process Improvement Services, and Electronic Content Management (EMC) Scanning Services.

The State utilizes a Managed Services Provider (MSP), Computer Aid, Inc. (CAI) for the delivery of IT Supplemental Staffing and intends to utilize CAI and the Vendor Management System (VMS), PeopleFluent to process Statements of Work for IT services. Prequalified IT Service Providers will be managed cooperatively by the State and the MSP with the State having overall management and decision-making authority.

The State intends to identify IT Services Providers capable of providing IT Specialty Services to the State at fixed prices based on a Statement of Work. This will establish a Convenience Contract pursuant to 9 NCAC 06B.0701 for an indefinite quantity contract between the Vendor and the State. The need for IT services required will vary, and the State cannot make any guarantees to the amount of services needed annually.

Prequalified Vendors will remain on this contract for the duration of the term unless terminated for convenience or cause. The State will conduct annual Open Enrollment updates to this contract or as needed at the State’s discretion.

B. Managed Services Provider Operating Model for State of North Carolina North Carolina has established an updated IT Services Program and adopted a new operating model for procuring IT Services. Statement of Work (SOW) will be issued by individual agencies and will go through a Managed Services Provider (MSP) that will handle all administrative aspects of placing IT Services, centralized invoicing and payment for State Agency purchases, as well as other key activities. The MSP will serve as a key point of contact for both State Agencies and the IT Services Providers.

Administrative Fee - The State requires Vendors awarded individual Statements of Work to pay an administrative fee as part of the fixed fee. This fee is currently four percent (4.0%), but the State will evaluate opportunities to decrease this fee when/if possible. The fee will be calculated on a fixed rate for each IT Service on individual Statements of Work. Invoicing and payments to IT Services Providers will be consolidated through the MSP.

C. Process: Multiple Vendors. The State intends to pre-qualify multiple Vendors. Pre-qualified Vendors will be eligible to submit bids for Security Assessment Services pursuant to a Statement of Work. Pre-qualified Vendors are not required to bid on each Statement of Work. The State makes no commitment to acquire Security Assessment Services or to qualify any Vendors for future Statements of Work. The State reserves the right to make partial, progressive or multiple awards: where it is advantageous to award separately by items; or where more than one supplier is needed to provide the contemplated specifications as to quantity, quality, delivery, service, geographical areas; and where other factors are deemed to be necessary or proper to the purchase in question.

D. Term Contract. The Contract shall have an initial term of three (3) years, beginning on the date of award (the "Effective Date").

At the end of the initial term, the State shall have the option, at its sole discretion, to exercise up to two (2) one-year renewal periods. The State will give the Vendor written notice of its intent to exercise this option not less than thirty (30) days before the end of the Contract's three (3) year term and every year thereafter.

At a minimum, the State will conduct annual Open Enrollments to this contract. The State reserves to right to conduct as-needed Open Enrollments in addition to the annual ones. During this enrollment period, Vendors wishing to add or delete categories of service, or new Vendors wishing to provide IT Services resources to the State may submit a response to the Open Enrollment.

2.0 GENERAL INFORMATION

2.1. VENDOR QUESTIONS

Due Date: January 3, 2019
Time: Before 11:00am Eastern Time
Email: kristen.burnette@nc.gov

Instructions: Using Attachment A, written questions will be received at kristen.burnette@nc.gov until the date and time specified above. Please enter "Questions IFB ITS-400343-001" as the subject for the email. Vendor questions posed orally at any pre-offer site visit or conference must be reduced to writing by the Vendor and provided to the Purchasing Officer as directed by said Officer.

Critical updated information may be included in these Addenda. It is important that all Vendors bidding on this IFB periodically check the State website for any and all Addenda that may be issued prior to the offer opening date.

Vendor contact regarding this with anyone other than the Strategic Sourcing Officer listed on Page One of this may be grounds for rejection of said Vendor's Offer.

2.2. **ADDENDUM TO IFB**

The State may issue addenda if Vendor questions are permitted as described below, or if additional terms, specifications or other changes are necessary for this procurement. All addenda will be posted to the Interactive Purchasing System (IPS), <https://www.ips.state.nc.us/ips/>, and shall become an Addendum to this IFB.

2.3. **OFFER SUBMITTAL**

Due Date: January 29, 2019
Time: 2:00pm Eastern Time

Instructions: **Sealed offers**, subject to the conditions made a part hereof, will be received at the address below, for furnishing and delivering the goods, software, and/or services as described herein.

DELIVER TO:
OFFER NUMBER: ITS-400343-001 North Carolina Department of Information Technology, Statewide IT Procurement Office Attn: Kristen Burnette 3700 Wake Forest Road Raleigh, NC 27609

It is the responsibility of the Vendor to deliver the offer in this office by the specified time and date of opening, regardless of the method of delivery. Address envelope and include IFB number as shown above. Vendors are cautioned that offers sent via U.S. Mail, including Express, Certified, Priority, Overnight, etc., may not be delivered in time to meet the deadline.

Please submit your offer through NC BIDS located on the Interactive Purchasing System (IPS), <https://www.ips.state.nc.us/ips/>.

Also, deliver **one (1) signed, executed electronic copy** of the offer on a USB Flash Drive(s). **Vendor must return all the pages of this solicitation with its offer.** The files must not be password-protected and must be capable of being copied to other media. Offers submitted via facsimile (FAX) machine or telephone in response to this will not be accepted.

Offer must be submitted on the forms provided herein. If additional sheets are required (for example, Vendors who are offering alternate proposals); the Vendor should submit a separate bid document. **Any alternate proposals must be clearly marked as such with the phrase "alternate offer for 'name of Vendor" and numbered sequentially with the first offer. This legend must be in bold type of not less than 14 point type on the face of the offer, and on the text of the alternative proposal.**

Prices and any other entry made hereon by the Vendor shall be considered firm and not subject to change.

2.4. BASIS FOR REJECTION

Pursuant to 9 NCAC 06B.0401, the State reserves the right to reject any and all offers, in whole or in part; by deeming the offer unsatisfactory as to quality or quantity, delivery, price or service offered; non-compliance with the specifications or intent of this solicitation; lack of competitiveness; error(s) in specifications or indications that revision would be advantageous to the State; cancellation or other changes in the intended project, or other determination that the proposed requirement is no longer needed; limitation or lack of available funds; circumstances that prevent determination of the best offer; or any other determination that rejection would be in the best interest of the State. Vendor contact regarding this with anyone other than Kristen Burnette may be grounds for rejection of said Vendor's offer.

2.5. LATE OFFERS

Regardless of cause, late offers will not be accepted and will automatically be disqualified from further consideration. It shall be the Vendor's sole risk to ensure delivery at the designated office by the designated time. Late offers will not be opened and may be returned to the Vendor at the expense of the Vendor or destroyed if requested.

2.6. NON-RESPONSIVE OFFERS

Vendor offers will be deemed non-responsive by the State and will be rejected without further consideration or evaluation if statements such as the following are included:

- "This offer does not constitute a binding offer",
- "This offer will be valid only if this offer is selected as a finalist or in the competitive range",
- "Vendor does not commit or bind itself to any terms and conditions by this submission",
- "This document and all associated documents are non-binding and shall be used for discussion purposes only",
- "This offer will not be binding on either party until incorporated in a definitive agreement signed by authorized representatives of both parties", or
- A statement of similar intent.

2.7. NOTICE TO VENDORS

The State objects to and will not be required to evaluate or consider any additional terms and conditions not previously agreed to by the State and submitted with an Offeror's response. This applies to any language appearing in or attached to the document as part of the Offeror's response. By execution and delivery of this Invitation for Bids and response(s), the Offeror agrees that any additional terms and conditions, whether submitted purposely or inadvertently, shall have no force or effect.

2.8. E-PROCUREMENT SOLICITATION

This is NOT an E-Procurement solicitation. Paragraphs #47 a) and #47 b) of the attached Department of Information Technology Terms and Conditions, do not apply to this solicitation.

The Terms and Conditions made part of this solicitation contain language necessary for the implementation of North Carolina's statewide E-Procurement initiative. It is the Vendor's responsibility to read these terms and conditions carefully and to consider them in preparing the offer. By signature vendor acknowledges acceptance of all terms and conditions including those related to E-Procurement.

- a) General information on the E-Procurement service can be found at <http://eprocurement.nc.gov/>
- b) Within two days after notification of award of a contract, vendor must register in NC E-Procurement @ Your Service at the following web site: <https://vendor.ncgov.com/vendor/login>

- c) As of the IFB submittal date, the Vendor must be current on all e-Procurement fees. If the Vendor is not current on all E-Procurement fees, the State may disqualify the Vendor from participation in this IFB.

2.9. POSSESSION AND REVIEW

During the evaluation period and prior to award, possession of the bids and accompanying information is limited to personnel of the issuing agency, and to the committee responsible for participating in the evaluation. Vendors who attempt to gain this privileged information, or to influence the evaluation process (i.e. assist in evaluation) will be in violation of purchasing rules and their offer will not be further evaluated or considered.

After award of contract the complete bid file will be available to any interested persons with the exception of trade secrets, test information or similar proprietary information as provided by statute and rule. Any proprietary or confidential information, which conforms to exclusions from public records as provided by N.C.G.S. §132-1.2 **must be clearly marked as such in the offer when submitted.**

2.10. IFB AWARD

It is the general intent to award this contract to multiple Vendors based on IT Service area. As provided by statute, award will be based on Best Value Analysis, Lowest Price Technically Acceptable Source Selection Method in accordance with N.C.G.S. §143B-1350(h), which provides that the offer must be in substantial conformity with the specifications herein, and 09 NCAC 06B.0302.

A link to the Interactive Purchasing System (IPS) allows the public to retrieve contract award information electronically from the Internet web site: <https://www.ips.state.nc.us/ips/> Results may be found by searching by number or agency name. This information may not be available for several weeks dependent upon the complexity of the acquisition and the length of time to complete the process.

2.11. POINTS OF CONTACT

Contact by the Offeror with the persons shown below for contractual and technical matters related to this is only permitted if expressly agreed to by the purchasing lead named on page 5, or upon award of contract:

Vendor Contractual Point of Contact	Vendor Technical Point of Contact
<p>[NAME OF VENDOR]</p> <p>Street: [STREET ADDRESS]</p> <p>[CITY, STATE, ZIP]</p> <p>Attn: Assigned Contract Manager</p>	<p>[NAME OF VENDOR]</p> <p>Street: [STREET ADDRESS]</p> <p>[CITY, STATE, ZIP]</p> <p>Attn: Assigned Technical Lead</p>

3.0 SPECIFICATIONS

3.1. VENDOR UTILIZATION OF WORKERS OUTSIDE U.S.

Please fill out Attachment D.

In accordance with N.C.G.S. §143B-1361(b), Vendor must detail in the IFB response, the manner in which it intends to utilize resources or workers located outside the U.S. The State of North Carolina will evaluate the additional risks, costs, and other factors associated with such utilization prior to making an award for any such Vendor's offer. The Vendor shall provide the following for any offer or actual utilization or contract performance:

- a) The location of work performed under a state contract by the Vendor, any subcontractors, employees, or other persons performing the contract and whether any of this work will be performed outside the United States.
- b) The corporate structure and location of corporate employees and activities of the Vendors, its affiliates or any other subcontractors.
- c) Notice of the relocation of the Vendor, employees of the Vendor, subcontractors of the Vendor, or other persons performing Services under a state contract outside of the United States.
- d) Any Vendor or subcontractor providing call or contact center Services to the State of North Carolina shall disclose to inbound callers the location from which the call or contact center Services are being provided.

Will any work under this contract be performed outside the United States? YES NO

If Vendor answered "YES" above, list the location(s) outside the United States where work under this contract will be performed by Vendor, any sub-contractors, employees, or other persons performing work under the contract.

3.2. E-VERIFY

Pursuant to N.C.G.S. § 143B-1350(k), the State shall not enter into a contract unless the awarded Vendor and each of its subcontractors comply with the E-Verify requirements of N.C.G.S. Chapter 64, Article 2. Vendors are directed to review the foregoing laws. Any awarded Vendor must submit a certification of compliance with E-Verify to the awarding agency, and on a periodic basis thereafter as may be required by the State.

3.3. RESTRICTIONS ON CONTRACTS WITH THE STATE: Reserved

3.4. CONTRACT TERM: A contract awarded pursuant to this shall have an effective date as provided in the Notice of Award. The term shall be three (3) years and will expire upon the anniversary date of the effective date unless otherwise stated in the Notice of Award, or unless terminated earlier. The State retains the option to extend this contract for two (2) additional one (1) year periods at its sole discretion.

3.5. IT SERVICES SPECIFICATIONS

Table 1 below provides an overview of the Services Specifications. Vendor should refer to **Attachment C**, wherein Vendor should enter which IT Services your company can provide for. A pre-qualified Vendor under this contract will then be able to bid on SOWs that align with the size and category of Services awarded hereunder.

Table 1: Overview of IT Services Specifications

The services below refer to the sections in Attachment C, wherein Vendor should respond if their company provides the services associated with these categories.

AGILE SERVICES (1)
<p>This specialty area addresses the skills and disciplines required for Agile support services. Prospective vendors in this area need to have knowledge and experience in one or more of the Agile practice categories below that may include but are not limited to:</p> <p>METHODOLOGIES / FRAMEWORKS</p> <ul style="list-style-type: none"> • Scrum • Kanban • Lean • DevOps • Safe <p>PLANNING and STRATEGY</p> <ul style="list-style-type: none"> • Assessments • Analysis • Alignment • Roadmaps • KPIs • Expansion/scale <p>ORGANIZATIONAL CHANGE MANAGEMENT</p> <ul style="list-style-type: none"> • Transformation Strategy and Management • Leadership and Stakeholder Engagement • Organization Design • Skills and Knowledge • Culture Transformation • Communities of Practice <p>IMPLEMENTATION</p> <ul style="list-style-type: none"> • Pilots, Phases • Coaching, Monitoring, Roadmap adjustments • Expansion/scale <p>SUPPORT</p>
DIGITAL/WEBSITE SERVICES (2)
<p>This specialty area addresses the skills and disciplines required for Digital/Website project services, from strategic planning through design, development, implementation, operational support, and management. Prospective vendors in this group need to have knowledge and experience in one or more of the Digital/Website services below that may include but are not limited to:</p> <p>PLANNING and DISCOVERY SERVICES</p> <ul style="list-style-type: none"> • Web/digital strategic plans, road maps for transition from Drupal v7 to v8 or a

comparable alternative; and

- Website content/needs assessments, content strategy, analytics reviews; and business/user/technical requirements.

DESIGN, USER EXPERIENCE and MARKETING SERVICES

- User experience (UX), e.g., persona development, information architecture, and user research/surveys;
- Accessibility audits and related services, i.e., Americans with Disabilities Act (ADA); and
- Visual, branding/identity design, and style guides.

DEVELOPMENT, DEVOPS, and IMPLEMENTATION SERVICES

- Strategic consulting on transition to Agile, DevOps, and related contemporary development practices (i.e., continuous integration and deployments);
- Web-based Content Management Systems (CMS) using Drupal/frameworks such as front-end/theming, custom module, and back-end development;
- Security compliance, testing, Quality Assurance (QA)/automated testing services, style guides;
- Small/medium application development and support implemented in PHP, Node, and other modern high-performing low-overhead technologies;
- Implementation/deployment, instructional design/development/delivery, user guides/manuals; and
- Website content migration.

MAINTENANCE, SUPPORT, and CONSULTING SERVICES

- Technical, pre-implementation and post-implementation;
- Audits, debugging, performance monitoring/tuning, analysis, and integration;
- Workflow and work procedures optimization,
- Security, functional, content updates, enhancements, and modifications;
- Drupal and Amazon Web Services (AWS);
- Omni-channel and conversational interfaces; and
- Ongoing or as-needed services to stay current with best practices and industry standards.

ELECTRONIC CONTENT MANAGEMENT (ECM) SERVICES (3)

This specialty area addresses the skills and disciplines required for Electronic Content Management (ECM) services associated with Imaging (document scanning/microfilm conversion), Electronic Document Management (EDM), and Content Management Systems (CMSs). Prospective vendors in this area need to have knowledge and experience in one or more of the ECM categories below that may include but are not limited to:

PLANNING and DESIGN

- Business and Systems Assessment
- Technical Requirements/Specifications
- Data Assessment
- Workflow Automation Design
- Records/Document Management and Distribution
- Security and Access

DEVELOPMENT and DEPLOYMENT

- Image Enablement/Preparation
- System Configuration
- Digitization/Conversion/Migration
- Quality Assurance (QA) / Quality Control (QC)
- Skills, Knowledge Transfer, and Documentation

TECHNICAL SUPPORT

Technical Support & Maintenance

GEOGRAPHIC INFORMATION SYSTEMS (GIS) SERVICES (4)

This specialty area addresses the skills and disciplines required for GIS project services, from strategic planning through design, development, implementation, operational support, and management. Prospective vendors in this group need to have knowledge and experience in one or more of the GIS services below that may include but are not limited to:

GIS PLANNING SERVICES

- Strategic plans, needs assessments, implementation plans, user requirements analyses, feasibility studies; and
- Technical user guides, manuals, and technical reports.

GIS DATA DEVELOPMENT and CONVERSION SERVICES

- Digitize/code/edit points, lines, and polygons; enter/update attribute information;
- Project and transform geospatial raster and vector data;
- Reformat, georeference, and rectify geospatial vector data to a project-specific basemap;
- Quality Assurance/Quality Control (QA/QC), data migration;
- Scan/georeference maps and GIS data, data creation; and
- Create/maintain geospatial metadata and spatial data cleansing/manipulation.

GIS APPLICATION DEVELOPMENT and IMPLEMENTATION SERVICES

- Develop and support geospatial system design and architecture, custom web-based GIS applications and GIS web services for service-oriented architecture;
- Design, model, tune, and model spatial databases and document work using best practices and industry standards;
- Manage large vector and raster datasets; and
- Develop/customize GIS desktop applications/GIS commercial/open source/Commercial off-the-shelf (COTS) products or components.

GIS TECHNICAL SERVICES

- Geospatial analysis, integration, assimilation, geospatial modeling, model development, workflows, work procedures, training; and
- Cartographic, visualization, and geocomputation development and support

IT APPLICATION DEVELOPMENT SERVICES (5)

This specialty area addresses the skills and disciplines required for IT Application Development services, from strategic planning through design, development, implementation, operational support, and management. Prospective vendors in this group need to have knowledge and experience in one or more of the IT Application Development services below that may include but are not limited to:

SOFTWARE DEVELOPMENT LIFE CYCLES (SDLCs)

- Agile
- DevOps
- Waterfall

ASSESSMENT and PLANNING

- Business and Systems Analysis
- Process Architecture
- Technical Writing

PROJECT MANAGEMENT

- Project Management/Coordination
- Project Reporting, Communication, and Change Management

APPLICATION DESIGN, DEVELOPMENT, INTEGRATION, and IMPLEMENTATION

- Application Design and Development
- Application Architecture
- Application Integration
- Migration/Conversion
- Knowledge Transfer / Documentation

APPLICATION TESTING

- Test Planning and Management
- Test Architecture
- Test Development
- Test Automation, Development, Implementation, and Execution
- General and User Acceptance Testing (UAT)

DATA ANALYSIS and REPORTING

- Data Architecture
- Database Administration
- Business Intelligence (BI), Reporting, and Analytics
- Data Analysis

APPLICATION SECURITY

- Security Analysis and Testing
- Security Risk Assessment

APPLICATION SUPPORT

- Support and Maintenance Services

MICROSOFT DYNAMICS CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SERVICES (6)

This specialty area addresses the skills and disciplines required to design, build, and deploy Customer Relationship Management (CRM) projects using the Microsoft Dynamics solution. Prospective vendors in this group need to have knowledge and experience in one or more of the Microsoft Dynamics and Dynamics 365 services below that may include but are not limited to:

DIAGNOSTIC

- Scoping
- Planning

ANALYSIS

- Requirements
- Process Maps

DESIGN

- Gap, Solution, Technical Design

DEVELOPMENT

- Build
- Configuration
- Custom Coding

DEPLOYMENT

- Portals
- Data Conversion/Migration
- Training
- Quality Assurance (QA)

OPERATION/SUPPORT

- Knowledge Transfer
- On-going support

PROCESS IMPROVEMENT SERVICES (7)

This specialty area addresses the skills and disciplines required for services related to Process Improvement engagements/activities. Prospective vendors need to have various levels of expertise in the Lean Six Sigma process improvement methodology. At a minimum, Vendors must have proven government experience in each of the DMAIC phases and activities listed below:

DEFINE

- Problem Statement Identification
- Project/process Scoping
- Goal Definition
- Voice of the Customer Analysis

MEASURE

- Current State Analysis
- Value Stream and Process Mapping
- Data Collection Planning

ANALYZE

- Value Add vs Non-Value Add Analysis
- Root Cause Analysis

IMPROVE

- Plan-Do-Check-Act

- Impact / Effort Matrix
 - Risk Assessments
- CONTROL**
- Knowledge Transfer
 - Performance Management Systems
 - Change Management

4.0 **ADDITIONAL INFORMATION**

4.1. **HISTORICALLY UNDERUTILIZED BUSINESSES**

“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) of the aforementioned categories. Also included in this category are disabled business enterprises and non-profit work centers for the blind and severely disabled.” <http://ncadmin.nc.gov/businesses/hub>

Pursuant to N.C.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, disabled, disabled business enterprises and non-profit work centers for the blind and severely disabled. This includes utilizing subcontractors to perform the required functions in this IFB.

Is Vendor a Historically Underutilized Business? YES NO If “YES”, specify classification. _____

5.0 **DEPARTMENT OF INFORMATION TECHNOLOGY INSTRUCTIONS TO VENDORS**

- 1) **READ, REVIEW AND COMPLY:** It shall be the Vendor’s responsibility to read this entire document, review all enclosures and attachments, and comply with all requirements specified herein.
- 2) **DEFINITIONS:**
 - **NCDIT:** The North Carolina Department of Information Technology, formerly Office of Information Technology Services
 - **NCDIT CONVENIENCE CONTRACT:** A contract that is used for the procurement of IT goods or Services. These contracts are in place for the convenience of the state and use of them is optional.
 - **OPEN MARKET CONTRACT:** A contract for the purchase of goods or Services not covered by a term, technical, or convenience contract.
 - **TERM CONTRACT:** A contract in which a source of supply is established for a specified period of time for specified Services or supplies; usually characterized by an estimated or definite minimum quantity, with the possibility of additional requirements beyond the minimum, all at a predetermined unit price
 - **THE STATE:** Is the state of North Carolina and its agencies.
 - **VENDOR:** Company, firm, corporation, partnership, individual, etc., submitting a response to a solicitation.
- 3) **PROMPT PAYMENT DISCOUNTS:** Vendors are urged to compute all discounts into the price offered. If a prompt payment discount is offered, it will not be considered in the award of the contract except as a factor to aid in resolving cases of identical prices.
- 4) **TIME FOR CONSIDERATION:** The Vendor’s Offer must be valid for ninety (90) days from the date of Offer opening.

- 5) **INFORMATION AND DESCRIPTIVE LITERATURE:** Vendor is to furnish all information requested and in the spaces provided in this document. Further, if required elsewhere in this IFB, each Vendor must submit with their offer sketches, descriptive literature and/or complete specifications covering the products offered. **Only information that is received in response to this RFQ will be evaluated.** Reference to information previously submitted or Internet Website Addresses (URLs) will not satisfy this provision. Offers, which do not comply with these requirements, will be subject to rejection.
- 6) **RECYCLING AND SOURCE REDUCTION:** It is the policy of this State to encourage and promote the purchase of products with recycled content to the extent economically practicable, and to purchase items, which are reusable, refillable, repairable, more durable, and less toxic to the extent that the purchase or use is practicable and cost-effective. We also encourage and promote using minimal packaging and the use of recycled/recyclable products in the packaging of commodities purchased. However, no sacrifice in quality of packaging will be acceptable. The company remains responsible for providing packaging that will protect the commodity and contain it for its intended use. Companies are strongly urged to bring to the attention of the relevant purchasers in the State those products or packaging they offer which have recycled content and that are recyclable.
- 7) **CLARIFICATIONS/INTERPRETATIONS:** Any and all questions regarding this document must be addressed to the purchaser named on the cover sheet of this document. Do not contact the user directly. Any and all revisions to this document shall be made only by written addendum from NCDIT. The Vendor is cautioned that the requirements of this IFB can be altered only by written addendum and that verbal communications from whatever source are of no effect.
- 8) **ACCEPTANCE AND REJECTION:** The State reserves the right to reject any and all offers, to waive any informality in offers and, unless otherwise specified by the Vendor, to accept any item in the offer. If either a unit price or an extended price is obviously in error and the other is obviously correct, the incorrect price will be disregarded.
- 9) **AWARD OF CONTRACT:** Responsive offers will be evaluated and acceptance may be made in accordance with Best Value procurement practices as defined by N.C.G.S. §143-135.9, and in accordance with N.C.G.S. §143B-1350(h), which provides that the offer must be in substantial conformity with the specifications herein, and 09 NCAC 06B.0302. Unless otherwise specified by the State or the Vendor, the State reserves the right to accept any item or group of items on a multi-item offer. In addition, on agency specific or term contracts, NCDIT reserves the right to make partial, progressive or multiple awards: where it is advantageous to award separately by items; or where more than one supplier is needed to provide the contemplated requirements as to quantity, quality, delivery, service, geographical areas; other factors deemed by NCDIT to be pertinent or peculiar to the purchase in question.
- 10) **SAMPLES:** Sample of items, when required, must be furnished as stipulated herein, free of expense, and if not destroyed will, upon request be returned at the Vendor's expense. Written request for the return of samples must be made within 10 days following date of offer opening. Otherwise the samples will become the property of the State. Each individual sample must be labeled with the Vendor's name, offer number, and item number. A sample, on which an award is made, will be retained until the contract is completed, and then returned, if requested, as specified above.
- 11) **MISCELLANEOUS:** Masculine pronouns shall be read to include feminine pronouns and the singular of any word or phrase shall be read to include the plural and vice versa.
- 12) **PROTEST PROCEDURES:** When an offeror wants to protest a contract awarded pursuant to this solicitation that is over \$25,000 they must submit a written request to the issuing agency at the address given in this document. This request must be received in this office within fifteen (15) calendar days from the date of the contract award, and must contain specific sound reasons and any supporting documentation for the protest. **Note:** Contract award notices are sent **only** to those actually awarded contracts, and not to every person or firm responding to this solicitation. IFB status and Award notices are posted on the Internet at <https://www.ips.state.nc.us>. **All protests will be governed by NCAC Title 9, Department of Information Technology (formerly Office of Information Technology Services), Subchapter 06B Sections .1101 - .1121.**

- 13) VENDOR REGISTRATION AND SOLICITATION NOTIFICATION SYSTEM:** Vendor Link NC allows Vendors to electronically register with the State to receive electronic notification of current procurement opportunities for goods and services available on the Interactive Purchasing System at the following web site: <https://www.ips.state.nc.us/ips>
- 14) DIGITAL IMAGING:** The State will digitize the Vendor's response if not received electronically, and any awarded contract together with associated contract documents. This electronic copy shall be a preservation record, and serve as the official record of this solicitation with the same force and effect as the original written documents comprising such record. Any printout or other output readable by sight shown to reflect such record accurately is an "original."

6.0 GENERAL TERMS AND CONDITIONS FOR OFFERS

- 1) DEFINITIONS, ACRONYMS AND REFERENCES:** Generally, see 9 NCAC 06A.0102 for definitions. The following are additional defined terms:

Following are definitions, acronyms, and abbreviations utilized in this :

- a) **24x7:** A statement of availability of systems, communications, and/or supporting resources every hour (24) of each day (7 days weekly) throughout every year for periods specified herein. Where reasonable downtime is accepted, it will be stated herein. Otherwise, 24x7 implies NO loss of availability of systems, communications, and/or supporting resources.
 - b) **Deliverables:** Deliverables, as used herein, shall comprise all Hardware, Vendor Services, professional Services, Software and provided modifications to any Software, and incidental materials, including any goods, Software or Services access license, data, reports and documentation provided or created during the performance or provision of Services hereunder. Deliverables include "Work Product" and means any expression of Licensor's findings, analyses, conclusions, opinions, recommendations, ideas, techniques, know-how, designs, programs, enhancements, and other technical information; but not source and object code or software.
 - c) **Goods:** Includes intangibles such as computer software; provided, however that this definition does not modify the definition of "goods" in the context of N.C.G.S. §25-2-105 (UCC definition of goods).
 - d) **Reasonable, Necessary or Proper:** as used herein shall be interpreted solely by the State of North Carolina.
 - e) : Invitation for Bid
 - f) **SDLC:** Software Development Lifecycle
 - g) **SOW:** Statement of Work which is a detailed description of the specific services or tasks a contractor or firm is required to perform under a contract
 - h) **Vendor or Offeror:** Company, firm, corporation, partnership, individual, etc., submitting an offer in response to a solicitation.
 - i) **The State:** Means the State of North Carolina, and its Agencies.
- 2) READ AND REVIEW:** It shall be the Vendor's responsibility to read this entire document, review all enclosures and attachments, and comply with all specifications, requirements and the State's intent as specified herein. If a Vendor discovers an inconsistency, error or omission in this solicitation, the Vendor should request a clarification from the State's contact person listed on the front page of the solicitation. Questions and clarifications must be submitted in writing and may be submitted by personal delivery, letter, fax or e-mail within the time period identified hereinabove.

- 3) **VENDOR RESPONSIBILITY:** The Vendor(s) will be responsible for investigating and recommending the most effective and efficient technical configuration. Consideration shall be given to the stability of the proposed configuration and the future direction of technology, confirming to the best of their ability that the recommended approach is not short lived. Several approaches may exist for hardware configurations, other products and any software. The Vendor(s) must provide a justification for their proposed hardware, product and software solution(s) along with costs thereof. Vendors are encouraged to present explanations of benefits and merits of their proposed solutions together with any accompanying Services, maintenance, warranties, value added Services or other criteria identified herein. The Vendor acknowledges that, to the extent the awarded contract involves the creation, research, investigation or generation of a future IFB or other solicitation; the Vendor will be precluded from bidding on the subsequent IFB or other solicitation and from serving as a subcontractor to an awarded vendor. The State reserves the right to disqualify any bidder if the State determines that the bidder has used its position (whether as an incumbent Vendor, or as a subcontractor hired to assist with the IFB development, or as a Vendor offering free assistance) to gain a competitive advantage on the IFB or other solicitation.
- 4) **ELIGIBLE VENDOR:** The Vendor certifies that in accordance with N.C.G.S. §143-59.1(b), Vendor is not an ineligible vendor as set forth in N.C.G.S. §143-59.1 (a).
- 5) **ORAL EXPLANATIONS:** The State will not be bound by oral explanations or instructions given at any time during the bidding process or after award. Vendor contact regarding this IFB with anyone other than the Agency contact or procurement officer named on Page 2 above may be grounds for rejection of said Vendor's offer. Agency contact regarding this IFB with any Vendor may be grounds for cancellation of this IFB.
- 6) **INSUFFICIENCY OF REFERENCES TO OTHER DATA:** Only information that is received in response to this IFB will be evaluated. Reference to information previously submitted or Internet Website Addresses (URLs) will not suffice as a response to this solicitation.
- 7) **CONFLICT OF INTEREST:** Applicable standards may include: N.C.G.S. §§143B-1352 and 143B-1353, 14-234, and 133-32. The Vendor shall not knowingly employ, during the period of the Agreement, nor in the preparation of any response to this solicitation, any personnel who are, or have been, employed by a Vendor also in the employ of the State and who are providing Services involving, or similar to, the scope and nature of this solicitation or the resulting contract.
- 8) **CONTRACT TERM:** A contract awarded pursuant to this IFB shall have an effective date as provided in the Notice of Award. The term shall be three (3) year, and will expire upon the anniversary date of the effective date unless otherwise stated in the Notice of Award, or unless terminated earlier. The State retains the option to extend the Agreement for **two (2) additional one (1) year** periods at its sole discretion.
- 9) **EFFECTIVE DATE:** This solicitation, including any Exhibits, or any resulting contract or amendment shall not become effective nor bind the State until the appropriate State purchasing authority/official or Agency official has signed the document(s), contract or amendment; the effective award date has been completed on the document(s), by the State purchasing official, and that date has arrived or passed. The State shall not be responsible for reimbursing the Vendor for goods provided nor Services rendered prior to the appropriate signatures and the arrival of the effective date of the Agreement. No contract shall be binding on the State until an encumbrance of funds has been made for payment of the sums due under the Agreement.
- 10) **RECYCLING AND SOURCE REDUCTION:** It is the policy of this State to encourage and promote the purchase of products with recycled content to the extent economically practicable, and to purchase items which are reusable, refillable, repairable, more durable, and less toxic to the extent that the purchase or use is practicable and cost-effective. We also encourage and promote using minimal packaging and the use of recycled/recyclable products in the packaging of goods purchased. However, no sacrifice in quality of packaging will be acceptable. The Vendor remains responsible for

providing packaging that will protect the commodity and contain it for its intended use. Vendors are strongly urged to bring to the attention of the purchasers at the NCDIT Statewide IT Procurement Office those products or packaging they offer which have recycled content and that are recyclable.

- 11) HISTORICALLY UNDERUTILIZED BUSINESSES:** Pursuant to N.C.G.S. §§143B-1361(a), 143-48 and 143-128.4 and any applicable Executive Order, the State invites and encourages participation in this procurement process by businesses owned by minorities, women, disabled, disabled business enterprises and non-profit work centers for the blind and severely disabled. Additional information may be found at: <http://ncadmin.nc.gov/businesses/hub/>.
- 12) CLARIFICATIONS/INTERPRETATIONS:** Any and all amendments or revisions to this document shall be made by written addendum from the DIT Procurement Office. Vendors may call the purchasing agent listed on the first page of this document to obtain a verbal status of contract award. If either a unit price or extended price is obviously in error and the other is obviously correct, the incorrect price will be disregarded.
- 13) RIGHTS RESERVED:** While the State has every intention to award a contract as a result of this IFB, issuance of the IFB in no way constitutes a commitment by the State of North Carolina, or the procuring Agency, to award a contract. Upon determining that any of the following would be in its best interests, the State may:
 - a) waive any formality;
 - b) amend the solicitation;
 - c) cancel or terminate this IFB;
 - d) reject any or all offers received in response to this IFB;
 - e) waive any undesirable, inconsequential, or inconsistent provisions of this IFB;
 - f) if the response to this solicitation demonstrate a lack of competition, negotiate directly with one or more Vendors;
 - g) not award, or if awarded, terminate any contract if the State determines adequate State funds are not available; or
 - h) if all offers are found non-responsive, determine whether Waiver of Competition criteria may be satisfied, and if so, negotiate with one or more known sources of supply.
- 14) CO-VENDORS:** Vendors may submit offers as partnerships or other business entities. Such partners or other "co-Vendors", if any, shall disclose their relationship fully to the State. The State shall not be obligated to contract with more than one Vendor. Any requirements for references, financial statements or similar reference materials shall mean **all** such partners or co-Vendors.
- 15) SUBMITTING AN OFFER:** Each Vendor submitting an offer warrants and represents that:
 - a) The offer is based upon an understanding of the specifications and requirements described in this IFB.
 - b) Costs for developing and delivering responses to this IFB and any subsequent presentations of the offer as requested by the State are entirely the responsibility of the Vendor. The State is not liable for any expense incurred by the Vendors in the preparation and presentation of their offers.
- 16) SUBMITTED MATERIALS:** All materials submitted in response to this IFB become the property of the State and are to be appended to any formal documentation, which would further define or expand any contractual relationship between the State and the Vendor resulting from this IFB process.
- 17) MODIFICATIONS TO OFFER:** An offer may not be unilaterally modified by the Vendor.

7.0 EVALUATION PROCESS

- 1) **BEST VALUE:** "Best Value" procurement methods are authorized by N.C.G.S. §§143-135.9 and 143B-1350(h). The award decision is made based on multiple factors, including: total cost of ownership, meaning the cost of acquiring, operating, maintaining, and supporting a product or service

over its projected lifetime; the evaluated technical merit of the Vendor's offer; the Vendor's past performance; and the evaluated probability of performing the specifications stated in the solicitation on time, with high quality, and in a manner that accomplishes the stated business objectives and maintains industry standards compliance. The intent of "Best Value" Information Technology procurement is to enable Vendors to offer and the Agency to select the most appropriate solution to meet the business objectives defined in the solicitation and to keep all parties focused on the desired outcome of a procurement. Evaluation shall also include compliance with information technology project management policies, compliance with information technology security standards and policies, substantial conformity with the specifications, and other conditions set forth in the solicitation.

- 2) **SOURCE SELECTION:** A trade-off/ranking method of source selection will be utilized in this procurement to allow the State to award this IFB to the Vendor providing the Best Value, and recognizing that Best Value may result in award other than the lowest price or highest technically qualified offer. By using this method, the overall ranking may be adjusted up or down when considered with, or traded-off against other non-price factors.
 - a) The evaluation committee may request clarifications, an interview with or presentation from any or all Vendors as allowed by 9 NCAC 06B.0307. However, the State may refuse to accept, in full or partially, the response to a clarification request given by any Vendor. Vendors are cautioned that the evaluators are not required to request clarifications; therefore, all offers should be complete and reflect the most favorable terms. Vendors should be prepared to send qualified personnel to Raleigh, North Carolina, to discuss technical and contractual aspects of the offer.
 - b) Evaluation Process Explanation. State Agency employees will review all offers. All offers will be initially classified as being responsive or non-responsive. If an offer is found non-responsive, it will not be considered further. All responsive offers will be evaluated based on stated evaluation criteria. Any references in an answer to another location in the IFB materials or Offer shall have specific page numbers and sections stated in the reference.
 - c) To be eligible for consideration, a Vendor's offer must substantially conform to the intent of all specifications. Compliance with the intent of all specifications will be determined by the State. Offers that do not meet the full intent of all specifications listed in this IFB may be deemed deficient. Further, a serious deficiency in the offer to any one factor may be grounds for rejection regardless of overall score.
 - d) Vendors are advised that the State is not obligated to ask for, or accept after the closing date for receipt of offer, data that is essential for a complete and thorough evaluation of the offer.
- 3) **BEST AND FINAL OFFERS (BAFO):** If negotiations or subsequent offers are solicited, the Vendors shall provide BAFOs in response. Failure to deliver a BAFO when requested shall disqualify the non-responsive Vendor from further consideration. The State may establish a competitive range based upon evaluations of offers, and request BAFOs from the Vendors within this range; e.g. "Finalist Vendors". The State will evaluate BAFOs and add any additional weight to the Vendors' respective offer. Additional weight awarded from oral presentations and product demonstrations during negotiations, if any, will be added to the previously assigned weights to attain their final ranking.
- 4) **EVALUATION CRITERIA:** Each of the criteria below shall be evaluated in accordance with the solicitation documents:
 - a) Vendor's ability to provide IT Services listed in Section 3.5, Table 1 and Attachment B. Experience and location of Vendor's proposed personnel that will be serving the State. Depth and location of Vendor's operations that will be serving the State.
 - b) Strength of references relevant or industry experience to technology IT Services area(s) or Specifications.
 - c) Cost

- 5) **PAST PERFORMANCE:** The Vendor may be disqualified from any evaluation or award if the Vendor or any key personnel proposed, has previously failed to perform satisfactorily during the performance of any contract with the State, or violated rules or statutes applicable to public bidding in the State.
- 6) **EVALUATION METHOD:**
Method 1 – Narrative
- 7) **INTERACTIVE PURCHASING SYSTEM (IPS):** The State has implemented links to the Interactive Purchasing System (IPS) that allow the public to retrieve offer award information electronically from our Internet web site: <https://www.ips.state.nc.us/ips/>. Click on the IPS BIDS icon, click on Search for BID, enter the Agency prefix-offer number (XXXXX), and then search. This information may not be available for several weeks dependent upon the complexity of the acquisition and the length of time to complete the evaluation process.
- 8) **PROTEST PROCEDURES:** Protests of awards exceeding \$25,000 in value must be submitted to the issuing Agency at the address given on the first page of this document. Protests must be received in this office within fifteen (15) calendar days from the date of this IFB award and provide specific reasons and any supporting documentation for the protest. **All protests will be governed by Title 9, Department of Information Technology (formerly Office of Information Technology Services), Subchapter 06B Sections .1101 - .1121.**

8.0 DEPARTMENT OF INFORMATION TECHNOLOGY TERMS AND CONDITIONS

Section 1. General Terms and Conditions Applicable to All Purchases

- 1) **DEFINITIONS:** As used herein;
 - a) **Deliverable/Product Warranties** shall mean and include the warranties provided for products or deliverables licensed to the State in Paragraphs 7 and 8, and included in Paragraph 29 c) of these Terms and Conditions unless superseded by a Vendor's Warranties pursuant to Vendor's License or Support Agreements.
 - b) **Purchasing State Agency or Agency** shall mean the Agency purchasing the goods or Services.
 - c) **Services** shall mean the duties and obligations accepted by the Vendor to carry out the requirements, and meet the specifications, of this procurement.
 - d) **State** shall mean the State of North Carolina, the Department of Information Technology as an Agency or in its capacity as the Award Authority.
- 2) **STANDARDS:** Manufactured items and/or fabricated assemblies comprising Deliverables shall meet all requirements of the Occupational Safety and Health Act (OSHA), and State and federal requirements relating to clean air and water pollution, if applicable. Vendor will provide and maintain a quality assurance system or program that includes any Deliverables and will tender to the State only those Deliverables that have been inspected and found to conform to the requirements of this Contract. All manufactured items and/or fabricated assemblies comprising Deliverables are subject to operation, certification or inspection, and accessibility requirements as required:
 - by State or federal Regulation,
 - by the Chief Information Officer's (CIO) policy or regulation, or
 - acceptance with appropriate standards of operations or uses of said Deliverables as may be shown by identification markings or other means of the appropriate certifying standards organization.
 - a) **Site Preparation:** Vendors shall provide the Purchasing State Agency complete site requirement specifications for the Deliverables, if any. These specifications shall ensure that the Deliverables to be installed shall operate properly and efficiently within the site environment. The Vendor shall advise the State of any site requirements for any Deliverables required by the State's specifications. Any alterations or modification in site preparation which are directly attributable to

- incomplete or erroneous specifications provided by the Vendor and which would involve additional expenses to the State, shall be made at the expense of the Vendor.
- b) **Goods Return:** Deliverables and any other goods or materials furnished by the Vendor to fulfill technical requirements shall be in good working order and be maintained in good working order by Vendor for the duration of the Contract; unless otherwise provided in a separate maintenance agreement or in the Solicitation Documents. Deliverables failing to meet the State's technical requirements shall be considered non-conforming goods and subject to return to the Vendor for replacement at the State's option, and at the Vendor's expense. The State is responsible for the return costs related to the termination of a Contract, including deinstallation, and freight to destinations within the Continental United States; except in the case of default by the Vendor or delivery of non-conforming goods by Vendor. Shipping or freight charges, if any, paid by the State for non-conforming goods will be reimbursed to the State.
 - c) **Specifications:** The apparent silence of the specifications as to any detail, or the apparent omission of detailed description concerning any point, shall be regarded as meaning that only the best commercial practice is to prevail and only material and workmanship of the first quality may be used. Upon any notice of noncompliance provided by the State, Vendor shall supply proof of compliance with the specifications. Vendor must provide written notice of its intent to deliver alternate or substitute products, goods or Deliverables. Alternate or substitute products, goods or Deliverables may be accepted or rejected in the sole discretion of the State; and any such alternates or substitutes must be accompanied by Vendor's certification and evidence satisfactory to the State that the function, characteristics, performance and endurance will be equal or superior to the original Deliverables specified.
- 3) **WARRANTIES:** Vendor shall assign all applicable third party warranties for Deliverables to the Purchasing State Agency.
 - 4) **PERSONNEL:** Vendor shall not substitute key personnel assigned to the performance of this Contract without prior written approval by the Agency Contract Administrator. Any desired substitution shall be noticed to the Agency's Contract Administrator accompanied by the names and references of Vendor's recommended substitute personnel. The Agency will approve or disapprove the requested substitution in a timely manner. The Agency may, in its sole discretion, terminate the Services of any person providing Services under this Contract. Upon such termination, the Agency may request acceptable substitute personnel or terminate the contract Services provided by such personnel.
 - a) Vendor personnel shall perform their duties on the premises of the State, during the State's regular work days and normal work hours, except as may be specifically agreed otherwise, established in the specification, or statement of work.
 - b) This Contract shall not prevent Vendor or any of its personnel supplied under this Contract from performing similar Services elsewhere or restrict Vendor from using the personnel provided to the State, provided that:
 - i) Such use does not conflict with the terms, specifications or any amendments to this Contract, or
 - ii) Such use does not conflict with any procurement law, regulation or policy, or
 - iii) Such use does not conflict with any non-disclosure agreement, or term thereof, by and between the State and Vendor or Vendor's personnel.
 - 5) **SUBCONTRACTING:** The Vendor may subcontract the performance of required Services with other Vendors or third parties, or change subcontractors, only with the prior written consent of the contracting authority. Vendor shall provide the State with complete copies of any agreements made by and between Vendor and all subcontractors. The selected Vendor remains solely responsible for the performance of its subcontractors. Subcontractors, if any, shall adhere to the same standards required of the selected Vendor. Any contracts made by the Vendor with a subcontractor shall include an affirmative statement that the State is an intended third party beneficiary of the contract; that the subcontractor has no agreement with the State; and that the State shall be indemnified by the Vendor for any claim presented by the subcontractor. Notwithstanding any other term herein, Vendor shall timely exercise its contractual remedies against any non-performing subcontractor and, when appropriate, substitute another subcontractor.

- 6) **VENDOR'S REPRESENTATION:** Vendor warrants that qualified personnel will provide Services 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 information technology industry. Vendor agrees that it will not enter any agreement with a third party that might abridge any rights of the State under this Contract. Vendor will serve as the prime Vendor under this Contract. Should the State approve any subcontractor(s), the Vendor shall be legally responsible for the performance and payment of the subcontractor(s). 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. Third party subcontractors, if approved, may serve as subcontractors to Vendor. Vendor will retain executive representation for functional and technical expertise as needed in order to incorporate any work by third party subcontractor(s).
- a) **Intellectual Property.** Vendor has the right to provide the Services and Deliverables without violating or infringing any law, rule, regulation, copyright, patent, trade secret or other proprietary right of any third party. Vendor represents that its Services and Deliverables are not the subject of any actual or threatened actions arising from, or alleged under, any intellectual property rights of any third party.
 - b) **Inherent Services.** If any Services, Deliverables, functions, or responsibilities not specifically described in this Contract are required for Vendor's proper performance, provision and delivery of the Service and Deliverables pursuant to this Contract, or are an inherent part of or necessary sub-task included within the 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 in the Contract, 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 Deliverables.
 - c) Vendor warrants that it has the financial capacity to perform and to continue 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.
 - d) **Warranty as to Equipment; Hardware.** Vendor warrants that the equipment and hardware that it provides pursuant to this Contract shall be free from defects in materials, in good working order and be maintained in good working order.
- 7) **SOFTWARE LICENSE** - Reserved
- 8) **MAINTENANCE/SUPPORT SERVICES:** Reserved
- 9) **TRAVEL EXPENSES: All travel expenses should be included in the Vendor's proposed costs. Separately stated travel expenses will not be reimbursed.** In the event that the Vendor may be eligible to be reimbursed for travel expenses arising under the performance of this Contract, reimbursement will be at the out-of-state rates set forth in N.C.G.S. §138-6; as amended from time to time. Vendor agrees to use the lowest available airfare not requiring a weekend stay and to use the lowest available rate for rental vehicles. All Vendor incurred travel expenses shall be billed on a monthly basis, shall be supported by receipt and shall be paid by the State within thirty (30) days after invoice approval. Travel expenses exceeding the foregoing rates shall not be paid by the State. The State will reimburse travel allowances only for days on which the Vendor is required to be in North Carolina performing Services under this Contract.
- 10) **GOVERNMENTAL RESTRICTIONS:** In the event any restrictions are imposed by governmental requirements that necessitate alteration of the material, quality, workmanship, or performance of the Deliverables offered prior to delivery thereof, the Vendor shall provide written notification of the necessary alteration(s) to the Agency Contract Administrator. The State reserves the right to accept any such alterations, including any price adjustments occasioned thereby, or to cancel the Contract. The State may advise Vendor of any restrictions or changes in specifications required by North Carolina legislation, rule or regulatory authority that require compliance by the State. In such event, Vendor shall use its best efforts to comply with the required restrictions or changes. If compliance

cannot be achieved by the date specified by the State, the State may terminate this Contract and compensate Vendor for sums due under the Contract.

- 11) PROHIBITION AGAINST CONTINGENT FEES AND GRATUITIES:** Vendor warrants that it has not paid, and agrees not to pay, any bonus, commission, fee, or gratuity to any employee or official of the State for the purpose of obtaining any contract or award issued by the State. Vendor further warrants that no commission or other payment has been or will be received from or paid to any third party contingent on the award of any contract by the State, except as shall have been expressly communicated to the State Purchasing Agent in writing prior to acceptance of the Contract or award in question. Each individual signing below warrants that he or she is duly authorized by their respective Party to sign this Contract and bind the Party to the terms and conditions of this Contract. Vendor and their authorized signatory further warrant that no officer or employee of the State has any direct or indirect financial or personal beneficial interest, in the subject matter of this Contract; obligation or contract for future award of compensation as an inducement or consideration for making this Contract. Subsequent discovery by the State of non-compliance with these provisions shall constitute sufficient cause for immediate termination of all outstanding contracts. Violations of this provision may result in debarment of the Vendor(s) as permitted by 09 NCAC 06B.1206, or other provision of law.
- 12) AVAILABILITY OF FUNDS:** Any and all payments to Vendor are expressly contingent upon and subject to the appropriation, allocation and availability of funds to the Agency for the purposes set forth in this Contract. If this Contract or any Purchase Order issued hereunder is funded in whole or in part by federal funds, the Agency's performance and payment shall be subject to and contingent upon the continuing availability of said federal funds for the purposes of the Contract or Purchase Order. If the term of this Contract extends into fiscal years subsequent to that in which it is approved such continuation of the Contract is expressly contingent upon the appropriation, allocation, and availability of funds by the N.C. Legislature for the purposes set forth in the Contract. If funds to effect payment are not available, the Agency will provide written notification to Vendor. If the Contract is terminated under this paragraph, Vendor agrees to take back any affected Deliverables and software not yet delivered under this Contract, terminate any Services supplied to the Agency under this Contract, and relieve the Agency of any further obligation thereof. The State shall remit payment for Deliverables and Services accepted prior to the date of the aforesaid notice in conformance with the payment terms.
- 13) PAYMENT TERMS:** Payment terms are Net 30 days after receipt of correct invoice or acceptance of the Deliverables, whichever is later; unless a period of more than 30 days is required by the Agency. The Purchasing State Agency is responsible for all payments under the Contract. No additional charges to the Agency will be permitted based upon, or arising from, the Agency's use of a Business Procurement Card. The State may exercise any and all rights of Set Off as permitted in Chapter 105A-1 et. seq. of the N.C. General Statutes and applicable Administrative Rules. Upon Vendor's written request of not less than 30 days and approval by the State or Agency, the Agency may:
- a) Forward the Vendor's payment check(s) directly to any person or entity designated by the Vendor, or
 - b) Include any person or entity designated in writing by Vendor as a joint payee on the Vendor's payment check(s), however
 - c) In no event shall such approval and action obligate the State to anyone other than the Vendor and the Vendor shall remain responsible for fulfillment of all Contract obligations.
- 14) ACCEPTANCE CRITERIA:** In the event acceptance of Deliverables is not described in additional Contract documents, the State shall have the obligation to notify Vendor, in writing ten calendar days following installation of any Deliverable described in the Contract if it is not acceptable. The notice shall specify in reasonable detail the reason(s) a deliverable is unacceptable. Acceptance by the State shall not be unreasonably withheld; but may be conditioned or delayed as required for installation and/or testing of Deliverables. Final acceptance is expressly conditioned upon completion of all applicable inspection and testing procedures. Should the Deliverables fail to meet any specifications or acceptance criteria the State may exercise any and all rights hereunder, including such rights provided by the Uniform Commercial Code as adopted in North Carolina. Deliverables

discovered to be defective or failing to conform to the specifications may be rejected upon initial inspection or at any later time if the defects contained in the Deliverables or non-compliance with the specifications was not reasonably ascertainable upon initial inspection. If the Vendor fails to promptly cure the defect or replace the Deliverables, the State reserves the right to cancel the Purchase Order, contract with a different Vendor, and to invoice the original Vendor for any differential in price over the original Contract price. When Deliverables are rejected, the Vendor must remove the rejected Deliverables from the premises of the State Agency within seven (7) calendar days of notification, unless otherwise agreed by the State Agency. Rejected items may be regarded as abandoned if not removed by Vendor as provided herein.

- 15) **EQUAL EMPLOYMENT OPPORTUNITY**: Vendor shall comply with all Federal and State requirements concerning fair employment and employment of the disabled, and concerning the treatment of all employees without regard to discrimination by reason of race, color, religion, sex, national origin or physical disability.
- 16) **INSPECTION AT VENDOR'S SITE**: The State reserves the right to inspect, during Vendor's regular business hours at a reasonable time, upon notice of not less than two (2) weeks, and at its own expense, the prospective Deliverables comprising equipment or other tangible goods, or the plant or other physical facilities of a prospective Vendor prior to Contract award, and during the Contract term as necessary or proper to ensure conformance with the specifications/requirements and their adequacy and suitability for the proper and effective performance of the Contract.
- 17) **ADVERTISING/PRESS RELEASE**: The Vendor absolutely shall not publicly disseminate any information concerning the Contract without prior written approval from the State or its Agent. For the purpose of this provision of the Contract, the Agent is the Purchasing Agency Contract Administrator unless otherwise named in the solicitation documents.
- 18) **CONFIDENTIALITY**: In accordance with N.C.G.S. §§143B-1350(e), 143B-1375 and 09 NCAC 06B.0103 and 06B.1001 and to promote maximum competition in the State competitive bidding process, the State may maintain the confidentiality of certain types of information described in N.C.G.S. §132-1 et seq. Such information may include trade secrets defined by N.C.G.S. §66-152 and other information exempted from the Public Records Act pursuant to N.C.G.S. §132-1.2. Vendor may designate appropriate portions of its response as confidential, consistent with and to the extent permitted under the Statutes and Rules set forth above, by marking the top and bottom of pages containing confidential information with a legend in boldface type "**CONFIDENTIAL**". By so marking any 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 marked confidential meet the requirements of the Rules and Statutes set forth above. ***However, under no circumstances shall price information be designated as confidential.*** The State may serve as custodian of Vendor's confidential information and not as an arbiter of claims against Vendor's assertion of confidentiality. If an action is brought pursuant to N.C.G.S. §132-9 to compel the State to disclose information marked confidential, the Vendor agrees that it will intervene in the action through its counsel and participate in defending the State, including any public official(s) or public employee(s). The Vendor agrees that it shall hold the State and any official(s) and individual(s) harmless from any and all damages, costs, and attorneys' fees awarded against the State in the action. The State agrees to promptly notify the Vendor in writing of any action seeking to compel the disclosure of Vendor's confidential information. The State shall have the right, at its option and expense, to participate in the defense of the action through its counsel. The State shall have no liability to Vendor with respect to the disclosure of Vendor's confidential information ordered by a court of competent jurisdiction pursuant to N.C.G.S. §132-9 or other applicable law.
 - a) Care of Information: Vendor agrees to use commercial best efforts to safeguard and protect any data, documents, files, and other materials received from the State or the Agency during performance of any contractual obligation from loss, destruction or erasure.
 - b) Vendor warrants that all its employees and any approved third party Vendors or subcontractors are subject to a non-disclosure and confidentiality agreement enforceable in North Carolina. Vendor will, upon request of the State, verify and produce true copies of any such agreements. Production of such agreements by Vendor may be made subject to applicable confidentiality, non-

disclosure or privacy laws; provided that Vendor produces satisfactory evidence supporting exclusion of such agreements from disclosure under the N.C. Public Records laws in N.C.G.S. §132-1 et seq. The State may, in its sole discretion, provide a non-disclosure and confidentiality agreement satisfactory to the State for Vendor's execution. The State may exercise its rights under this subparagraph as necessary or proper, in its discretion, to comply with applicable security regulations or statutes including, but not limited to 26 USC 6103 and IRS Publication 1075, (Tax Information Security Guidelines for Federal, State, and Local Agencies), HIPAA, 42 USC 1320(d) (Health Insurance Portability and Accountability Act), any implementing regulations in the Code of Federal Regulations, and any future regulations imposed upon the Department of Information Technology or the N.C. Department of Revenue pursuant to future statutory or regulatory requirements.

- c) Nondisclosure: Vendor agrees and specifically warrants that it, its officers, directors, principals and employees, and any subcontractors, shall hold all information received during performance of this Contract in the strictest confidence and shall not disclose the same to any third party without the express written approval of the State.

19) DELIVERABLES: Deliverables, as used herein, shall comprise all Services, project materials, including goods, software licenses, data, and documentation created during the performance or provision of Services hereunder. Deliverables are the property of the State of North Carolina, except where licensed or leased to the State. Proprietary Vendor materials licensed to the State shall be identified to the State by Vendor prior to use or provision of Services hereunder and shall remain the property of the Vendor. Embedded software or firmware shall not be a severable Deliverable. Deliverables include "Work Product" and means any expression of Licensor's findings, analyses, conclusions, opinions, recommendations, ideas, techniques, know-how, designs, programs, enhancements, and other technical information; but not source and object code or software. All Software source and object code is the property of Licensor and is licensed nonexclusively to the State, at no additional license fee, pursuant to the terms of the software license contained herein, and in the Supplemental Terms and Conditions for Software and Services or the License Agreement if incorporated in the Solicitation Documents.

20) LATE DELIVERY, BACK ORDER: Vendor shall advise the Agency contact person or office immediately upon determining that any Deliverable will not, or may not, be delivered at the time or place specified. Together with such notice, Vendor shall state the projected delivery time and date. In the event the delay projected by Vendor is unsatisfactory, the Agency shall so advise Vendor and may proceed to procure substitute Deliverables or Services.

21) PATENT, COPYRIGHT, AND TRADE SECRET PROTECTION:

- a) Vendor has created, acquired or otherwise has rights in, and may, in connection with the performance of Services for the State, employ, provide, create, acquire or otherwise obtain rights in various concepts, ideas, methods, methodologies, procedures, processes, know-how, techniques, models, templates and general purpose consulting and software tools, utilities and routines (collectively, the "Vendor Technology"). To the extent that any Vendor Technology is contained in any of the Deliverables including any derivative works, the Vendor hereby grants the State a royalty-free, fully paid, worldwide, perpetual, non-exclusive license to use such Vendor Technology in connection with the Deliverables for the State's purposes.
- b) Vendor shall not acquire any right, title, and interest in and to the copyrights for goods, any and all software, technical information, specifications, drawings, records, documentation, data or derivative works thereof, or other work products provided by the State to Vendor. The State hereby grants Vendor a royalty-free, fully paid, worldwide, perpetual, non-exclusive license for Vendor's internal use to non-confidential Deliverables first originated and prepared by the Vendor for delivery to the State.
- c) The Vendor, at its own expense, shall defend any action brought against the State to the extent that such action is based upon a claim that the Services or Deliverables supplied by the Vendor, or the operation of such Deliverables pursuant to a current version of Vendor-supplied software, infringes a patent, or copyright or violates a trade secret in the United States. The Vendor shall pay those costs and damages finally awarded against the State in any such action; damages shall

be limited as provided in N.C.G.S. 143B-1350(h1). Such defense and payment shall be conditioned on the following:

- i) That the Vendor shall be notified within a reasonable time in writing by the State of any such claim; and,
 - ii) That the Vendor shall have the sole control of the defense of any action on such claim and all negotiations for its settlement or compromise provided, however, that the State shall have the option to participate in such action at its own expense.
- d) Should any Services or software supplied by Vendor, or the operation thereof become, or in the Vendor's opinion are likely to become, the subject of a claim of infringement of a patent, copyright, or a trade secret in the United States, the State shall permit the Vendor, at its option and expense, either to procure for the State the right to continue using the goods/hardware or software, or to replace or modify the same to become noninfringing and continue to meet procurement specifications in all material respects. If neither of these options can reasonably be taken, or if the use of such goods/hardware or software by the State shall be prevented by injunction, the Vendor agrees to take back such goods/hardware or software, and refund any sums the State has paid Vendor less any reasonable amount for use or damage and make every reasonable effort to assist the State in procuring substitute Deliverables. If, in the sole opinion of the State, the return of such infringing Deliverables makes the retention of other items of Deliverables acquired from the Vendor under this Contract impractical, the State shall then have the option of terminating the Contract, or applicable portions thereof, without penalty or termination charge. The Vendor agrees to take back such Deliverables and refund any sums the State has paid Vendor less any reasonable amount for use or damage.
- e) Vendor will not be required to defend or indemnify the State if any claim by a third party against the State for infringement or misappropriation (i) results from the State's alteration of any Vendor-branded product or Deliverable, or (ii) results from the continued use of the good(s) or Services and Deliverables after receiving notice they infringe a trade secret of a third party.
- f) Nothing stated herein, however, shall affect Vendor's ownership in or rights to its preexisting intellectual property and proprietary rights.

22) ACCESS TO PERSONS AND RECORDS: Pursuant to N.C.G.S. §147-64.7, the Agency, the State Auditor, appropriate federal officials, and their respective authorized employees or agents are authorized to examine all books, records, and accounts of the Vendor insofar as they relate to transactions with any department, board, officer, commission, institution, or other agency of the State of North Carolina pursuant to the performance of this Contract or to costs charged to this Contract. The Vendor shall retain any such books, records, and accounts for a minimum of three (3) years after the completion of this Contract. Additional audit or reporting requirements may be required by any Agency, if in the Agency's opinion, such requirement is imposed by federal or state law or regulation.

23) ASSIGNMENT: Vendor may not assign this Contract or its obligations hereunder except as permitted by 09 NCAC 06B.1003 and this Paragraph. Vendor shall provide reasonable notice of not less than thirty (30) days prior to any consolidation, acquisition, or merger. Any assignee shall affirm this Contract attorning to the terms and conditions agreed, and that Vendor shall affirm that the assignee is fully capable of performing all obligations of Vendor under this Contract. An assignment may be made, if at all, in writing by the Vendor, Assignee and the State setting forth the foregoing obligation of Vendor and Assignee.

24) INSURANCE COVERAGE: During the term of the Contract, the Vendor at its sole cost and expense shall provide commercial insurance of such type and with such terms and limits as may be reasonably associated with the Contract. As a minimum, the Vendor shall provide and maintain the following coverage and limits:

- a) **Worker's Compensation** - The Vendor shall provide and maintain Worker's Compensation Insurance, as required by the laws of North Carolina, as well as employer's liability coverage with minimum limits of \$100,000.00, covering all of Vendor's employees who are engaged in any work under the Contract. If any work is sublet, the Vendor shall require the subcontractor to provide the same coverage for any of his employees engaged in any work under the Contract; and

- b) **Commercial General Liability** - General Liability Coverage on a Comprehensive Broad Form on an occurrence basis in the minimum amount of \$2,000,000.00 Combined Single Limit (Defense cost shall be in excess of the limit of liability); and
- c) **Automobile** - Automobile Liability Insurance, to include liability coverage, covering all owned, hired and non-owned vehicles, used in connection with the Contract. The minimum combined single limit shall be \$500,000.00 bodily injury and property damage; \$500,000.00 uninsured/under insured motorist; and \$5,000.00 medical payment; and
- d) Providing and maintaining adequate insurance coverage described herein is a material obligation of the Vendor and is of the essence of this Contract. All such insurance shall meet all laws of the State of North Carolina. Such insurance coverage shall be obtained from companies that are authorized to provide such coverage and that are authorized by the Commissioner of Insurance to do business in North Carolina. The Vendor shall at all times comply with the terms of such insurance policies, and all requirements of the insurer under any such insurance policies, except as they may conflict with existing North Carolina laws or this Contract. The limits of coverage under each insurance policy maintained by the Vendor shall not be interpreted as limiting the Vendor's liability and obligations under the Contract.

25) DISPUTE RESOLUTION: The parties agree that it is in their mutual interest to resolve disputes informally. A claim by the Vendor shall be submitted in writing to the Agency Contract Administrator for decision. A claim by the State shall be submitted in writing to the Vendor's Contract Administrator for decision. The Parties shall 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. If a dispute cannot be resolved between the Parties within thirty (30) days after delivery of notice, either Party may elect to exercise any other remedies available under this Contract, or at law. This term shall not constitute an agreement by either party to mediate or arbitrate any dispute.

26) DEFAULT: In the event Services or other Deliverable furnished or performed by the Vendor during performance of any Contract term fail to conform to any material requirement(s) of the Contract specifications, notice of the failure is provided by the State and if the failure is not cured within ten (10) days, the State may cancel the contract. Default may be cause for debarment as provided in 09 NCAC 06B.1206. The rights and remedies of the State provided above shall not be exclusive and are in addition to any other rights and remedies provided by law or under the Contract.

- a) If Vendor fails to deliver or provide correct Services or other Deliverables within the time required by this Contract, the State shall provide written notice of said failure to Vendor, and by such notice require performance assurance measures pursuant to N.C.G.S. 143B-1340(f). Vendor is responsible for the delays resulting from its failure to deliver or provide services or other Deliverables.
- b) Should the State fail to perform any of its obligations upon which Vendor's performance is conditioned, Vendor shall not be in default for any delay, cost increase or other consequences resulting from the State's failure. Vendor will use reasonable efforts to mitigate delays, costs or expenses arising from assumptions in the Vendor's offers that prove erroneous or are otherwise invalid. Any deadline that is affected by any such failure in assumptions or performance by the State shall be extended by an amount of time reasonably necessary to compensate for the effect of such failure.
- c) Vendor shall provide a plan to cure any delay or default if requested by the State. The plan shall state the nature of the delay or default, the time required for cure, any mitigating factors causing or tending to cause the delay or default, and such other information as the Vendor may deem necessary or proper to provide.

27) WAIVER OF DEFAULT: Waiver by either party of any default or breach by the other Party shall not be deemed a waiver of any subsequent default or breach and shall not be construed to be a modification or novation of the terms of this Contract, unless so stated in writing and signed by authorized representatives of the Agency and the Vendor, and made as an amendment to this Contract pursuant to Paragraph 40) herein below.

28) TERMINATION: Any notice or termination made under this Contract shall be transmitted via US Mail, Certified Return Receipt Requested. The period of notice for termination shall begin on the day the return receipt is signed and dated.

- a) The parties may mutually terminate this Contract by written agreement at any time.
- b) The State may terminate this Contract, in whole or in part, pursuant to Paragraph 26), or pursuant to the Special Terms and Conditions in the Solicitation Documents, if any, or for any of the following:
 - i) Termination for Cause: In the event any goods, software, or service furnished by the Vendor during performance of any Contract term fails to conform to any material requirement of the Contract, and the failure is not cured within the specified time after providing written notice thereof to Vendor, the State may cancel and procure the articles or Services from other sources; holding Vendor liable for any excess costs occasioned thereby, subject only to the limitations provided in Paragraphs 29) and 30) herein. The rights and remedies of the State provided above shall not be exclusive and are in addition to any other rights and remedies provided by law or under the Contract. Vendor shall not be relieved of liability to the State for damages sustained by the State arising from Vendor's breach of this Contract; and the State may, in its discretion, withhold any payment due as a setoff until such time as the damages are finally determined or as agreed by the parties. Voluntary or involuntary Bankruptcy or receivership by Vendor shall be cause for termination.
 - ii) Termination For Convenience Without Cause: The State may terminate service and indefinite quantity contracts, in whole or in part by giving thirty (30) days prior notice in writing to the Vendor. Vendor shall be entitled to sums due as compensation for Deliverables provided and Services performed in conformance with the Contract. In the event the Contract is terminated for the convenience of the State the Agency will pay for all work performed and products delivered in conformance with the Contract up to the date of termination.

29) LIMITATION OF VENDOR'S LIABILITY:

- a) Where Deliverables are under the State's exclusive management and control, the Vendor shall not be liable for direct damages caused by the State's failure to fulfill any State responsibilities of assuring the proper use, management and supervision of the Deliverables and programs, audit controls, operating methods, office procedures, or for establishing all proper checkpoints necessary for the State's intended use of the Deliverables.
- b) The Vendor's liability for damages to the State arising under the contract shall be limited to two times the value of the Contract.
- c) The foregoing limitation of liability shall not apply to claims covered by other specific provisions including but not limited to Service Level Agreement or Deliverable/Product Warranty compliance, or to claims for injury to persons or damage to tangible personal property caused by Vendor's gross negligence or willful or wanton conduct. This limitation of liability does not apply to contributions among joint tortfeasors under N.C.G.S. 1B-1 *et seq.*, the receipt of court costs or attorney's fees that might be awarded by a court in addition to damages after litigation based on this Contract. For avoidance of doubt, the Parties agree that the Service Level Agreement and Deliverable/Product Warranty Terms in the Contract are intended to provide the sole and exclusive remedies available to the State under the Contract for the Vendor's failure to comply with the requirements stated therein.

30) VENDOR'S LIABILITY FOR INJURY TO PERSONS OR DAMAGE TO PROPERTY:

- a) The Vendor shall be liable for damages arising out of personal injuries and/or damage to real or personal property of the State, employees of the State, persons designated by the State for training, or person(s) other than agents or employees of the Vendor, designated by the State for any purpose, prior to, during, or subsequent to delivery, installation, acceptance, and use of the Deliverables either at the Vendor's site or at the State's place of business, provided that the injury or damage was caused by the fault or negligence of the Vendor.
- b) The Vendor agrees to indemnify, defend and hold the Agency and the State and its Officers, employees, agents and assigns harmless from any liability relating to personal injury or injury to real or personal property of any kind, accruing or resulting to any other person, firm or corporation

furnishing or supplying work, Services, materials or supplies in connection with the performance of this contract, whether tangible or intangible, arising out of the ordinary negligence, willful or wanton negligence, or intentional acts of the Vendor, its officers, employees, agents, assigns or subcontractors, in the performance of this Contract.

- c) Vendor shall not be liable for damages arising out of or caused by an alteration or an attachment not made or installed by the Vendor.

31) CHANGES: This Contract and subsequent purchase order(s) is awarded subject to shipment of quantities, qualities, and prices indicated by the order or Contract, and all conditions and instructions of the Contract or offer on which it is based. Any changes made to this Contract or purchase order proposed by the Vendor are hereby rejected unless accepted in writing by the Agency or State Award Authority. The State shall not be responsible for Deliverables or Services delivered without a purchase order from the Agency or State Award Authority.

32) STOP WORK ORDER: The State may issue a written Stop Work Order to Vendor for cause at any time requiring Vendor to suspend or stop all, or any part, of the performance due under this Contract for a period up to ninety (90) days after the Stop Work Order is delivered to the Vendor. The ninety (90) day period may be extended for any further period for which the parties may agree.

- a) The Stop Work Order shall be specifically identified as such and shall indicate that it is issued under this term. Upon receipt of the Stop Work Order, the Vendor shall immediately comply with its terms and take all reasonable steps to minimize incurring costs allocable to the work covered by the Stop Work Order during the period of work suspension or stoppage. Within a period of ninety (90) days after a Stop Work Order is delivered to Vendor, or within any extension of that period to which the parties agree, the State shall either:
 - i) Cancel the Stop Work Order, or
 - ii) Terminate the work covered by the Stop Work Order as provided for in the termination for default or the termination for convenience clause of this Contract.
- b) If a Stop Work Order issued under this clause is canceled or the period of the Stop Work Order or any extension thereof expires, the Vendor shall resume work. The State shall make an equitable adjustment in the delivery schedule, the Contract price, or both, and the Contract shall be modified, in writing, accordingly, if:
 - i) The Stop Work Order results in an increase in the time required for, or in the Vendor's cost properly allocable to the performance of any part of this Contract, and
 - ii) The Vendor asserts its right to an equitable adjustment within thirty (30) days after the end of the period of work stoppage; provided that if the State decides the facts justify the action, the State may receive and act upon an offer submitted at any time before final payment under this Contract.
- c) If a Stop Work Order is not canceled and the work covered by the Stop Work Order is terminated in accordance with the provision entitled Termination for Convenience of the State, the State shall allow reasonable direct costs resulting from the Stop Work Order in arriving at the termination settlement.
- d) The State shall not be liable to the Vendor for loss of profits because of a Stop Work Order issued under this term.

33) UNANTICIPATED TASKS: In the event that additional work must be performed that was wholly unanticipated, and that is not specified in the Agreement, but which in the opinion of both parties is necessary to the successful accomplishment of the contracted scope of work, the procedures outlined in this article will be followed. For each item of unanticipated work, the Vendor shall prepare a work IFB authorization in accordance with the State's practices and procedures.

- a) It is understood and agreed by both parties that all of the terms and conditions of the Agreement shall remain in force with the inclusion of any work authorization. A work authorization shall not constitute a contract separate from the Agreement, nor in any manner amend or supersede any of the other terms or provisions of the Agreement or any amendment hereto.

- b) Each work authorization shall comprise a detailed statement of the purpose, objective, or goals to be undertaken by the Vendor, the job classification or approximate skill level or sets of the personnel required, an identification of all significant material then known to be developed by the Vendor's personnel as a Deliverable, an identification of all significant materials to be delivered by the State to the Vendor's personnel, an estimated time schedule for the provision of the Services by the Vendor, completion criteria for the work to be performed, the name or identification of Vendor's personnel to be assigned, the Vendor's estimated work hours required to accomplish the purpose, objective or goals, the Vendor's billing rates and units billed, and the Vendor's total estimated cost of the work authorization.
- c) All work authorizations must be submitted for review and approval by the procurement office that approved the original Contract and procurement. This submission and approval must be completed prior to execution of any work authorization documentation or performance thereunder. All work authorizations must be written and signed by the Vendor and the State prior to beginning work.
- d) The State has the right to require the Vendor to stop or suspend performance under the "Stop Work" provision of the North Carolina Department of Information Technology Terms and Conditions.
- e) The Vendor shall not expend Personnel resources at any cost to the State in excess of the estimated work hours unless this procedure is followed: If, during performance of the work, the Vendor determines that a work authorization to be performed under the Agreement cannot be accomplished within the estimated work hours, the Vendor will be required to complete the work authorization in full. Upon receipt of such notification, the State may:
 - i) Authorize the Vendor to expend the estimated additional work hours or service in excess of the original estimate necessary to accomplish the work authorization, or
 - ii) Terminate the work authorization, or
 - iii) Alter the scope of the work authorization in order to define tasks that can be accomplished within the remaining estimated work hours.

The State will notify the Vendor in writing of its election within seven (7) calendar days after receipt of the Vendor's notification. If notice of the election is given to proceed, the Vendor may expend the estimated additional work hours or Services

34) PRICE ADJUSTMENTS FOR TERM CONTRACTS: Reserved.

35) TIME IS OF THE ESSENCE: Time is of the essence in the performance of this Contract.

36) DATE AND TIME WARRANTY: The Vendor warrants that any Deliverable, whether hardware, firmware, middleware, custom or commercial software, or internal components, subroutines, and interface therein which performs any date and/or time data recognition function, calculation, or sequencing, will provide accurate date/time data and leap year calculations. This warranty shall survive termination or expiration of the Contract.

37) INDEPENDENT CONTRACTORS: Vendor and its employees, officers and executives, and subcontractors, if any, shall be independent Vendors and not employees or agents of the State. This Contract shall not operate as a joint venture, partnership, trust, agency or any other business relationship.

38) TRANSPORTATION: Transportation of Deliverables shall be FOB Destination; unless otherwise specified in the solicitation document or purchase order. Freight, handling, hazardous material charges, and distribution and installation charges shall be included in the total price of each item. Any additional charges shall not be honored for payment unless authorized in writing by the Purchasing State Agency. In cases where parties, other than the Vendor ship materials against this order, the shipper must be instructed to show the purchase order number on all packages and shipping manifests to ensure proper identification and payment of invoices. A complete packing list must accompany each shipment.

- 39) NOTICES:** Any notices required under this Contract should be delivered to the Contract Administrator for each party. Unless otherwise specified in the Solicitation Documents, any notices shall be delivered in writing by U.S. Mail, Commercial Courier or by hand.
- 40) TITLES AND HEADINGS:** Titles and Headings in this Contract are used for convenience only and do not define, limit or proscribe the language of terms identified by such Titles and Headings.
- 41) AMENDMENT:** This Contract may not be amended orally or by performance. Any amendment must be made in written form and signed by duly authorized representatives of the State and Vendor in conformance with Paragraph 31) herein.
- 42) TAXES:** The State of North Carolina is exempt from Federal excise taxes and no payment will be made for any personal property taxes levied on the Vendor or for any taxes levied on employee wages. Agencies of the State may have additional exemptions or exclusions for federal or state taxes. Evidence of such additional exemptions or exclusions may be provided to Vendor by Agencies, as applicable, during the term of this Contract. Applicable State or local sales taxes shall be invoiced as a separate item.
- 43) GOVERNING LAWS, JURISDICTION, AND VENUE:**
- a) This Contract is made under and shall be governed and construed in accordance with the laws of the State of North Carolina. The place of this Contract or purchase order, its situs and forum, shall be Wake County, North Carolina, where all matters, whether sounding in contract or in tort, relating to its validity, construction, interpretation and enforcement shall be determined. Vendor agrees and submits, solely for matters relating to this Contract, to the jurisdiction of the courts of the State of North Carolina, and stipulates that Wake County shall be the proper venue for all matters.
 - b) Except to the extent the provisions of the Contract are clearly inconsistent therewith, the applicable provisions of the Uniform Commercial Code as modified and adopted in North Carolina shall govern this Contract. To the extent the Contract entails both the supply of "goods" and "Services," such shall be deemed "goods" within the meaning of the Uniform Commercial Code, except when deeming such Services as "goods" would result in a clearly unreasonable interpretation.
- 44) FORCE MAJEURE:** Neither party shall be deemed to be in default of its obligations hereunder if and so long as it is prevented from performing such obligations as a result of events beyond its reasonable control, including without limitation, fire, power failures, any act of war, hostile foreign action, nuclear explosion, riot, strikes or failures or refusals to perform under subcontracts, civil insurrection, earthquake, hurricane, tornado, or other catastrophic natural event or act of God.
- 45) COMPLIANCE WITH LAWS:** The Vendor shall comply with all laws, ordinances, codes, rules, regulations, and licensing requirements that are applicable to the conduct of its business, including those of federal, state, and local agencies having jurisdiction and/or authority.
- 46) SEVERABILITY:** In the event that a court of competent jurisdiction holds that a provision or requirement of this Contract violates any applicable law, each such provision or requirement shall be enforced only to the extent it is not in violation of law or is not otherwise unenforceable and all other provisions and requirements of this Contract shall remain in full force and effect. All promises, requirement, terms, conditions, provisions, representations, guarantees and warranties contained herein shall survive the expiration or termination date unless specifically provided otherwise herein, or unless superseded by applicable federal or State statute, including statutes of repose or limitation.
- 47) FEDERAL INTELLECTUAL PROPERTY BANKRUPTCY PROTECTION ACT:** The Parties agree that the Agency shall be entitled to all rights and benefits of the Federal Intellectual Property Bankruptcy Protection Act, Public Law 100-506, codified at 11 U.S.C. 365(n), and any amendments thereto.
- 48) ELECTRONIC PROCUREMENT (Applies to all contracts that include E-Procurement and are identified as such in the body of the solicitation document):** Purchasing shall be conducted through the Statewide E-Procurement Service. The State's third party agent shall serve as the Supplier Manager for this E-Procurement Service. The Vendor shall register for the Statewide E-Procurement Service within two (2) business days of notification of award in order to receive an electronic purchase order resulting from award of this contract.

- a) **The successful Vendor(s) shall pay a transaction fee of 1.75% (.0175) on the total dollar amount (excluding sales taxes) of each purchase order issued through the Statewide E-Procurement Service.** This applies to all purchase orders, regardless of the quantity or dollar amount of the purchase order. The transaction fee shall neither be charged to nor paid by the State, or by any State approved users of the contract. The transaction fee shall not be stated or included as a separate item in the proposed contract or invoice. There are no additional fees or charges to the Vendor for the Services rendered by the Supplier Manager under this contract. Vendor will receive a credit for transaction fees they paid for the purchase of any item(s) if an item(s) is returned through no fault of the Vendor. Transaction fees are non-refundable when an item is rejected and returned, or declined, due to the Vendor's failure to perform or comply with specifications or requirements of the contract.
- b) Vendor, or its authorized Reseller, as applicable, will be invoiced monthly for the State's transaction fee by the Supplier Manager. The transaction fee shall be based on purchase orders issued for the prior month. Unless Supplier Manager receives written notice from the Vendor identifying with specificity any errors in an invoice within thirty (30) days of the receipt of invoice, such invoice shall be deemed to be correct and Vendor shall have waived its right to later dispute the accuracy and completeness of the invoice. Payment of the transaction fee by the Vendor is due to the account designated by the State within thirty (30) days after receipt of the correct invoice for the transaction fee, which includes payment of all portions of an invoice not in dispute. Within thirty (30) days of the receipt of invoice, Vendor may request in writing an extension of the invoice payment due date for that portion of the transaction fee invoice for which payment of the related goods by the governmental purchasing entity has not been received by the Vendor. If payment of the transaction fee invoice is not received by the State within this payment period, it shall be considered a material breach of contract. The Supplier Manager shall provide, whenever reasonably requested by the Vendor in writing (including electronic documents), supporting documentation from the E-Procurement Service that accounts for the amount of the invoice.
- c) The Supplier Manager will capture the order from the State approved user, including the shipping and payment information, and submit the order in accordance with the E-Procurement Service. Subsequently, the Supplier Manager will send those orders to the appropriate Vendor on State Contract. The State or State approved user, not the Supplier Manager, shall be responsible for the solicitation, offers received, evaluation of offers received, award of contract, and the payment for goods delivered.
- d) Vendor agrees at all times to maintain the confidentiality of its user name and password for the Statewide E-Procurement Services. If a Vendor is a corporation, partnership or other legal entity, then the Vendor may authorize its employees to use its password. Vendor shall be responsible for all activity and all charges for such employees. Vendor agrees not to permit a third party to use the Statewide E-Procurement Services through its account. If there is a breach of security through the Vendor's account, Vendor shall immediately change its password and notify the Supplier Manager of the security breach by e-mail. Vendor shall cooperate with the state and the Supplier Manager to mitigate and correct any security breach.

49) ELECTRONIC PROCUREMENT (Applies only to Statewide Term Contracts): Reserved.

Section 2. TERMS AND CONDITIONS APPLIABLE TO PERSONNEL AND PERSONAL SERVICES

- 1) **VENDOR'S REPRESENTATION:** Vendor warrants that qualified personnel will provide Services 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 information technology industry. Vendor agrees that it will not enter any agreement with a third party that might abridge any rights of the State under the Agreement. Vendor will serve as the prime Vendor under the Agreement. Should the State approve any subcontractor(s), the Vendor shall be legally responsible for the performance and payment of the subcontractor(s). 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. Such third party subcontractors, if approved, may serve as subcontractors to Vendor. Vendor will retain executive representation for functional and technical expertise as needed in order to incorporate any work by third party subcontractor(s).

- a) Intellectual Property. Vendor represents that it has the right to provide the Services and other Deliverables without violating or infringing any law, rule, regulation, copyright, patent, trade secret or other proprietary right of any third party. Vendor also represents that its Services and other Deliverables are not the subject of any actual or threatened actions arising from, or alleged under, any intellectual property rights of any third party.
 - b) Inherent Services. If any Services or other Deliverables, functions, or responsibilities not specifically described in the Agreement are required for Vendor's proper performance, provision and delivery of the Services and other Deliverables pursuant to the Agreement, or are an inherent part of or necessary sub-task included within the Services, 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.
 - c) Vendor warrants 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 the Agreement; and that entering into the Agreement is not prohibited by any Contract, or order by any court of competent jurisdiction.
- 2) **SERVICES PROVIDED BY VENDOR:** Vendor shall provide the State with implementation Services as specified in a Statement of Work ("SOW") executed by the parties. This Agreement in combination with each SOW individually comprises a separate and independent contractual obligation from any other SOW. A breach by Vendor under one SOW will not be considered a breach under any other SOW. The Services intended hereunder are related to the State's implementation and/or use of one or more Software Deliverables licensed hereunder or in a separate software license agreement between the parties ("License Agreement").
- 3) **PERSONNEL:** Vendor shall not substitute key personnel assigned to the performance of the Agreement without prior written approval by the Agency Contract Administrator. The individuals designated as key personnel for purposes of the Agreement are those specified in the Vendor's Offer. Any desired substitution shall be noticed to the Agency's Contract Administrator in writing accompanied by the names and references of Vendor's recommended substitute personnel. The Agency will approve or disapprove the requested substitution in a timely manner. The Agency may, in its sole discretion, terminate the Services of any person providing Services under the Agreement. Upon such termination, the Agency may request acceptable substitute personnel or terminate the Contract Services provided by such personnel.
- a) Unless otherwise expressly provided in the Contract, 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 other Deliverables.
 - b) Vendor personnel shall perform their duties on the premises of the State, during the State's regular work days and normal work hours, except as may be specifically agreed otherwise, established in the specification, or statement of work.
 - c) The Agreement shall not prevent Vendor or any of its personnel supplied under the Agreement from performing similar Services elsewhere or restrict Vendor from using the personnel provided to the State, provided that:
 - i) Such use does not conflict with the terms, specifications or any amendments to the Agreement, or

- ii) Such use does not conflict with any procurement law, regulation or policy, or
 - iii) Such use does not conflict with any non-disclosure agreement, or term thereof, by and between the State and Vendor or Vendor's personnel.
- d) Unless otherwise provided by the Agency, the Vendor shall furnish all necessary personnel, Services, and otherwise perform all acts, duties and responsibilities necessary or incidental to the accomplishment of the tasks specified in the Agreement. The Vendor shall be legally and financially responsible for its personnel including, but not limited to, any deductions for social security and other withholding taxes required by state or federal law. The Vendor shall be solely responsible for acquiring any equipment, furniture, and office space not furnished by the State necessary for the Vendor to comply with the Agreement. The Vendor personnel shall comply with any applicable State facilities or other security rules and regulations.
- 4) **PERSONAL SERVICES:** The State shall have and retain the right to obtain personal Services of any individuals providing Services under the Agreement. This right may be exercised at the State's discretion in the event of any transfer of the person providing personal Services, termination, default, merger, acquisition, bankruptcy or receivership of the Vendor to ensure continuity of Services provided under the Agreement. Provided, however, that the Agency shall not retain or solicit any Vendor employee for purposes other than completion of personal Services due as all or part of any performance due under the Agreement.
- a) Vendor personnel shall perform any duties on the premises of the State during the State's regular work days and normal work hours, except as may be specifically agreed otherwise, established in the specification, or statement of work.
 - b) The State has and reserves the right to disapprove the continuing assignment of Vendor personnel provided by Vendor under the Agreement. If this right is exercised and the Vendor is not able to replace the disapproved personnel as required by the State, the parties agree to employ best commercial efforts to informally resolve such failure equitably by adjustment of other duties, set-off, or modification to other terms that may be affected by Vendor's failure.
 - c) Vendor will make every reasonable effort consistent with prevailing business practices to honor the specific requests of the State regarding assignment of Vendor's employees. Vendor reserves the sole right to determine the assignment of its employees. If one of Vendor's employees is unable to perform due to illness, resignation, or other factors beyond Vendor's control, Vendor will provide suitable personnel at no additional cost to the State.
 - d) The Agreement shall not prevent Vendor or any of its personnel supplied under the Agreement from performing similar Services elsewhere or restrict Vendor from using the personnel provided to the State, provided that:
 - i) Such use does not conflict with the terms, specifications or any amendments to the Agreement, or
 - ii) Such use does not conflict with any procurement law, regulation or policy, or
 - iii) Such use does not conflict with any non-disclosure agreement, or term thereof, by and between the State and Vendor or Vendor's personnel.

9.0 ATTACHMENTS

Attachment A. Question Submission Template

Attachment A. Question Submission Template

Vendor shall submit any questions it may have regarding this or the process via email to Kristen.burnette@nc.gov with a subject line of "Questions - ITS-400343-001". Written questions concerning this will be received until the date and time listed in Table 2 of this . Vendor should fill in its company name in cell C5, and indicate applicable Section in column B and Subsection in column C for each question entered in column D. Vendor may add additional rows to the table below if needed.

Vendor Name:	
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Question #	Section	Subsection	Vendor Question
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			

Attachment B. Offeror Response Template

Vendor shall review the Submission Requirements, General Information, and Services Specifications in the tables below, and in the space provided below each section describe its proposed approach or ability to meet or exceed each category. **Vendor must be capable of providing Services Specifications in Section C, one (1) through six (6) below; the remaining Service Specifications are optional.** Vendor’s responses shall be complete and concise and clear. Vendor should include representative reports provided to other customers with any confidential information anonymized. Vendor may include additional materials in a separate Appendix and reference these additional materials referencing the particular question below. **Vendor shall not add or delete rows in this Attachment, or change the order of the rows in the tables.**

A. Submission Requirements

Submission Requirements	
SR1	Per Section II.C.4 of the , Vendor certifies that it is in accordance with N.C.G.S. §143-59 and is not an ineligible vendor as set forth in N.C.G.S. §143-59.
Click or tap here to enter text.	
SR2	Per Section II, C. 7, Vendor certifies to the no conflict of interest requirement. Applicable standards may include: N.C.G.S. §§143B-1352 and 143B-1353, 14-234, and 133-32.
Click or tap here to enter text.	
SR3	Per Section V. 4 (a) and (b) of the , Vendor shall respond to the civil litigation, arbitration, proceeding, or judgments requirement. Vendor shall also provide its response regarding convictions.

Submission Requirements	
Click or tap here to enter text.	
SR4	Per Section V. 8, Vendor acknowledges State shall conduct a criminal background check of all staff provided by the Vendor, with such cost assumed by Vendor.
Click or tap here to enter text.	
SR5	Vendor acknowledges that the State does not guarantee a minimum, or a maximum amount of business under this contract, and nothing in this shall be construed as such a guarantee.
Click or tap here to enter text.	

B. Submission Requirements

General Information	
1. Industry Experience, People and Company	
GS1	Vendor should include evidence of its qualifications to provide IT Services within the scope of this solicitation. This should include number of years providing services, number of current customers, presence in the State of North Carolina, etc. This should also include the years of experience of the staff who will be under this contract and SOWs. Please identify which IT Technical Service for each industry experience.
Click or tap here to enter text.	
GS2	Vendor should list other states or government agencies where it provides similar services as included in the scope of this solicitation, and describe any unique challenges for supporting these customers. Please identify which IT Technical Service for each industry experience.
Click or tap here to enter text.	
GS3	Per Section V.1 Vendor shall detail the manner in which it intends to utilize any resources or workers outside the U.S.
Click or tap here to enter text.	
GS4	Vendor should list the number of public sector customers Vendor has provided similar Services to, the size of the contract, and the duration of the contract. These contracts should be within the last three years. Please identify which IT Technical Service for each industry experience.
Click or tap here to enter text.	

C. IT Services

List of IT Services (Section III, B. IT SERVICES SPECIFICATIONS Pages 16-21)	
#	IT Service Name
1	Agile Services
2	Digital/Website Services
3	Electronic Content Management (ECM) Services
4	Geographic Information Systems (GIS) Services
5	IT Application Development Services
6	Microsoft Dynamic Customer Relationship Management (CRM) Services
7	Process Improvement Services

Attachment C. Customer Job Form

Per Section V.1, Vendor shall use this template to submit two (2) Customer Jobs for **each** IT Service listed above in B. IT Services which your company is requesting to be pre-qualifying to provide Services for. These jobs must have been performed in a State or Government entity within the last three (3) years.

Name of Organization/ Division or Department	Click or tap here to enter text.	Contact Person Name	Click or tap here to enter text.
Annual Contract Value	Click or tap here to enter text.	Contact Person Title	Click or tap here to enter text.
Contract Start Date	Click or tap here to enter text.	Contact Person Telephone Number	Click or tap here to enter text.
Contract End Date	Click or tap here to enter text.	Contact Person Email Address	Click or tap here to enter text.
#/ IT Service Name	Describe the Services provided to this customer under contract.		
Click or tap here to enter text.	Click or tap here to enter text.		

Name of Organization/ Division or Department	Click or tap here to enter text.	Contact Person Name	Click or tap here to enter text.
Annual Contract Value	Click or tap here to enter text.	Contact Person Title	Click or tap here to enter text.
Contract Start Date	Click or tap here to enter text.	Contact Person Telephone Number	Click or tap here to enter text.
Contract End Date	Click or tap here to enter text.	Contact Person Email Address	Click or tap here to enter text.
#/ IT Service Name	Describe the Services provided to this customer under contract.		
Click or tap here to enter text.	Click or tap here to enter text.		

Attachment D: Foreign Worker Utilization Form

VENDOR UTILIZATION OF WORKERS OUTSIDE U.S.: Vendor shall respond to this requirement. In accordance with N.C.G.S. §143B-1361(b), the Vendor must detail the manner in which it intends to utilize resources or workers in the response. The State of North Carolina will evaluate the additional risks, costs, and other factors associated with such utilization prior to making an award for any such Vendor's Offer. The Vendor shall provide the following for any Offer or actual utilization or contract performance:

- a) The location of work performed under a state contract by the Vendor, any subcontractors, employees, or other persons performing the Agreement and whether any of this work will be performed outside the United States
- b) The corporate structure and location of corporate employees and activities of the Vendors, its affiliates or any other subcontractors
- c) Notice of the relocation of the Vendor, employees of the Vendor, subcontractors of the Vendor, or other persons performing Services under a state contract outside of the United States
- d) Any Vendor or subcontractor providing call or contact center Services to the State of North Carolina shall disclose to inbound callers the location from which the call or contact center Services are being provided

Will any work under the Agreement be performed outside the United States?	YES _____	NO _____
If yes,		
Where will Services be performed:	_____	

Attachment E: Financial Review Form

Note: This is only a picture of the table. Please request the files from procurement. The current procurement system doesn't allow the uploading of excel spreadsheets.

Vendor shall review Attachment F, provide responses in the gray-shaded boxes, and submit completed Attachment F with its offer. Vendor shall not add or delete rows or columns in Attachment F, or change the order of the rows or column in the file.

Enter Vendor name in cell B3.			
Answer the following questions in space provided in column B.			
1. Has your organization been in business for more than 3 years?			
2. How is your organization structured for tax purposes (e.g., C Corporation, S Corporation, Limited Liability Company, Limited Liability Partnership, Limited Partnership, Nonprofit Corporation)?			
3. Has your organization filed for bankruptcy in the past 3 years?			
4. Are the financial figures provided in this Attachment based on audited financial statements?			
5. Has the supplier's auditor issued any notification letters addressing significant issues for the past 3 years?			
6. If Yes was entered to Question 5, please provide explanation and include copy of notification letters with offer.			
Provide requested information below for the past 3 <u>complete</u> fiscal years in columns B, C, and D.	Latest Complete Fiscal Year minus 2 years	Latest Complete Fiscal Year minus 1 year	Latest Complete Fiscal Year
Start Date of Financial Statements			
End Date of Financial Statements			
Currency of Figures in Financial Statements			
Exchange Rate to U.S. Dollars (if applicable)			
Balance Sheet Data			
Cash and Temp. Investments			
Accounts Receivable (beginning of Year)			
Accounts Receivable (end of Year)			
Average Account Receivable for the Year (calculated)	-	-	-
Inventory (beginning of Year)			
Inventory (end of Year)			
Average Inventory for the Year (calculated)	-	-	-
Current Assets			
Current Liabilities			
Total Liabilities			
Total Stockholders' Equity (beginning of Year)			
Total Stockholders' Equity (end of Year)			
Average Stockholders' Equity during the Year (calculated)	-	-	-
Income Statement Data			
Net Sales			
Cost of Goods Sold (COGS)			
Gross Profit (Net Sales - COGS)(calculated)	-	-	-
Interest Expense for the Year			
Net Income after Tax			
Earnings for the Year before Interest and Income Tax Expense			
Statement of Cash Flows			
Cash Flow Provided by Operating Activities			
Capital Expenditures (property, plant, and equipment)			
Provide link to complete annual report that contains financial statements and management discussion for past 3 <u>complete</u> fiscal years in columns B, C, and D.			
Provide any additional comments in space provided in column B			

Attachment F: Vendor Contact Form

Vendor shall provide with its Offer the information requested below. Vendor shall notify the NCDIT Contract Administrator in a timely manner of any changes to the Vendor Contact Information via written notice or email. When Vendor submits its quarterly sales reports to the NCDIT Contract Administrator, Vendor shall verify that all Vendor Contact Information is current.

Corporate Information:

Company Name	Click here to enter text.			Federal ID Number	Click here to enter text.
Street Address	Click here to enter text.				
City	Click here to enter text.	State	Click here to enter text.	Zip Code	Click here to enter text.
Toll Free Phone Number	Click here to enter text.	Phone Number	Click here to enter text.	Fax Number	Click here to enter text.

Primary Representative for State and Local Governments:

Contact Name	Click here to enter text.				
Email Address	Click here to enter text.				
Toll Free Phone Number	Click here to enter text.	Phone Number	Click here to enter text.	Fax Number	Click here to enter text.

Local Primary Representative for State and Local Government Services:

Contact Name	Click here to enter text.				
Email Address	Click here to enter text.				
Toll Free Phone Number	Click here to enter text.	Phone Number	Click here to enter text.	Fax Number	Click here to enter text.