



Solicitation Addendum

Solicitation Number: ITS-009440 / 400191-028

Solicitation Description: IT Supplemental Staffing Provider Open Enrollment 2026

Solicitation Opening Date and Time: July 1, 2026
2:00 PM EST

Addendum Number: 2 (Two)

Addendum Date: June 17, 2026

IT Sourcing Specialist or Sandra Rosser

Purchasing Agent: Sandra.rosser@nc.gov 919-754-6672

1. Return one properly executed copy of this addendum with bid response or prior to the Bid Opening Date/Time listed above.
2. The solicitation is hereby modified as follows:
3. The Execution Page (Attachment A, Page 21) states the offer is valid for one hundred twenty (120) days from the date of bid opening. This Addendum revises the offer validity from one hundred twenty (120) days to (180) days from the date of bid opening.
4. Following are questions received about the solicitation and the State's answers to the questions.

Question No.	Citation	Vendor Question	The State's Response
1.		Can the State provide historical staffing volume and/or requisition counts by job category, technology area, and geographic region under the current ITS-002441 contract?	No, ITS-002441 contract expired
2.		What percentage of future staffing engagements are expected to be remote, hybrid, or fully onsite?	Percentage is Unknown. Each State Agency / Entity determines if the position will be remote, hybrid, or fully onsite at the time the contractor position is advertised.
3.		Will the MSP or State utilize any vendor ranking, scorecard, or prioritization methodology beyond SLA compliance that may impact requisition visibility or candidate selection?	No
4.		Will vendors be limited in the number of candidate resumes that may be submitted per requisition?	That will be determined by the State Agency/Entity at time a request to fill a contractor position is made through the States MSP/VMS tool.

5.		Although the rates are identified as Not-To-Exceed (NTE), should vendors anticipate additional rate negotiations during the candidate selection process?	The rate card is pre-established and not negotiable, however a Vendor may submit a candidate at a lower rate than the NTE rate, but not higher.
6.		Can the State provide average timelines for requisition release, interview scheduling, candidate selection, onboarding, and assignment start?	Average time to fill a position is 5 weeks, from requisition release to engagement start date.
7.		Are there agencies anticipated to require enhanced background checks, CJIS compliance, HIPAA compliance, IRS Pub 1075 compliance, or other security-related requirements?	Yes, Refer to Section 5.2.3 Background Checks <i>"The State may request additional or supplemental background checks as deemed necessary by an Agency's requirements."</i>
8.		Will vendors awarded under this Open Enrollment have the opportunity to add additional staffing categories during future Open Enrollment periods without resubmitting a full proposal response?	Should open enrollments be offered in the future, the State will decide at that time.
9.		Can the State provide information regarding historically hard-to-fill roles or categories with the highest staffing demand?	Historically hard to fill roles: SAP categories Highest Demand – Technical Specialist
10.		Does the State and/or MSP permit candidate submissions under Corp-to-Corp (C2C), subcontractor, 1099, and/or W2 employment models? If C2C and subcontractor arrangements are permitted, are there any restrictions regarding subcontracting tiers or pass-through staffing arrangements?	Refer to Attachment G: North Carolina Terms and Conditions for Services; Paragraph 6) Subcontracting Prime-Vendors are allowed to have one tier for subcontracting only.
11.		Are agencies given preference toward W2-employed consultants versus subcontractor or C2C resources during evaluation and selection?	No
12.		Will vendors be required to disclose employment type (W2, subcontractor, or C2C) at the time of candidate submission?	Not always, the State may request this information at the time of submission if needed.
13.		Please confirm whether proposal responses must be submitted exclusively through the Ariba Sourcing Module, or if any additional submission methods or acknowledgements are required outside of Ariba.	Yes, responses must be submitted through the Ariba Sourcing Module, refer to Section 2.3.3 PROPOSAL SUBMITTAL INSTRUCTIONS
14.		Does the State of North Carolina accept NCTRCA Minority Business Enterprise (MBE) certification for scoring purposes, or is state-specific HUB certification required?	The State will accept and evaluate offers to this solicitation regardless of whether the Vendor is NCTRCA, MBE or HUB.
15.		Will the State provide clarification on how 'High Demand' technology levels are validated during a VMS requisition process?	The skill level will be determined by the State Agencies/ Entities hiring manager at the time a contractor is needed to perform a specific category of service to the State.
16.		Is proof of North Carolina Secretary of State (NCSOS) registration required at the time of	Yes, NCSOS registration is a condition of award of contract.

		bid, or only as a condition of award within 30 days?	Vendors who do not provide proof of NCSOS registration in response to this IFB will have 30 days to do so. They will not be added to the IT Staffing contract until proof is provided, if after 30 days they cannot provide proof, award may be revoked.
17.		For the Insurance Coverage in Attachment G Paragraph 26, is the \$2M General Liability limit per occurrence or aggregate?	Per occurrence – refer to Attachment G, paragraph 26, b) Commercial General Liability
18.		Does the 5-day resume turnaround apply to 'New Categories' such as AI Architect and Machine Learning Engineer, or is more time allowed for specialized roles?	It applies to all categories, unless stated otherwise in the specific request to hire requisition when issued by a State Agency/Entity.
19.		Will the State consider out-of-state references for the 'Best Value' evaluation if they are from similar state-level public sector agencies?	Yes
20.		How frequently will the 'Open Enrollment' for new categories occur after the 2026 cycle?	There is no set frequency, it will be at the discretion of the State.
21.		What is the anticipated volume of requested candidates over the initial 12 months of the contract?	This contract will be utilized by State Agencies/Entities on an "as needed bases"
22.		Does the State of North Carolina already have a provider providing IT Staffing?	Yes, there are approximately 277 Staffing Vendors currently on this contract.
23.		What is the anticipated budget for this contract?	This contract will be utilized by State Agencies/Entities on an "as needed bases", the State has not pre-determined a budget.
24.	Section 1.0 – INTENT, INTRODUCTION, AND INCUMBENT VENDORS, Page no. 4	Can the State provide the current number of active IT Supplemental Staffing vendors participating under the existing contract?	A list of Incumbent Vendors can be found at the link below: https://it.nc.gov/documents/it-contracts/it-supplemental-staffing-provider-list/download?attachment
25.	Section 1.0 – INTENT, INTRODUCTION, AND INCUMBENT VENDORS, Page no. 4	Can the State provide staffing spend by agency and job category for the last three fiscal years?	No
26.	Section 1.0 – INTENT, INTRODUCTION, AND INCUMBENT VENDORS, Page no. 4	Approximately how many staffing requisitions were issued through the ITSS Program during FY 2024-25?	Approximately 500 requisitions were released, 450 were new positions, 50 were backfill request.
27.	Section 1.0 – INTENT, INTRODUCTION, AND INCUMBENT VENDORS, Page no. 4	What percentage of requisitions were successfully filled during the last contract period?	An estimated 95%, the 5% not filled, was due to budget related issues not a lack of qualified candidates.

28.	Section 1.0 – INTENT, INTRODUCTION, AND INCUMBENT VENDORS Page no. 4	What percentage of awards were made to incumbent vendors versus newly enrolled vendors?	100% of engagements awarded went to Incumbent Vendors, The State's last Open Enrollment was in 2020.
29.	1.1 INTENT AND INTRODUCTION Page 4	What are the estimated funds allocated for this contract?	Refer to Answer for Question 23
30.	1.1 INTENT AND INTRODUCTION Page 4	Please provide the incumbent's name and pricing.	Refer to Answer for Question 24 Incumbent Vendors adhere to the same rates as noted in Attachment B (Tables 1 and 2)
31.	1.1 INTENT AND INTRODUCTION Page 4	Are there any pain points or issues with the current vendor(s)?	No
32.	1.1 INTENT AND INTRODUCTION Page 4	Is there any mandatory subcontracting requirement for this contract? If yes, is there a specific goal for the subcontracting?	Refer to Attachment G, paragraph 6) Subcontracting
33.	Section 1.1, pg 4	How were the market rates established?	Through market data with the States MSP research assistance, feedback from State agencies, internet benchmarking tools, AI research through Co-Pilot
34.	1.1, Intent and Introduction, Page 4	What has been the historical hours per week for contracted resources on their assignments that last between 6 months and 1 year?	Historically, contractor engagements are for 8 hour/5 day work weeks / 40 hours per week.
35.	1.1, Intent and Introduction, Page 4	How many vendors are anticipated to be awarded under this procurement?	There is no cap set
36.	1.1, Intent and Introduction, Page 4	Are vendors on the previous Short Term IT Staffing contract considered incumbents for this procurement?	Contract ITS-009440 has been active since 2015. Vendors who are currently preapproved of this contract are considered Incumbent Vendors.
37.	Section 1.1, Page 4	Can the State provide insight into the most frequently utilized job categories and skill levels under the ITSS program during the most recent fiscal year?	Technical Specialist, Curam Developer/Programmer, CurmDeveloper/Programmer, Project Manager, Technical Architect, Business Analyst, Tester/QA Analyst,
38.	Section 1.1, Page 4	The IFB provides historical spending of approximately \$169M for FY 2023-2024 and \$175M for FY 2024-2025. Can the State provide the approximate number of active IT supplemental staffing resources currently engaged under the ITSS program during those fiscal years?	These are approximate numbers only 2023-2024 – 2138 Active engagements 2024 -2025 – 2400 Active engagements
39.	Section 1.1, Page 4	Please confirm that this Open Enrollment IFB is solely for the purpose of onboarding qualified IT Supplemental Staffing Providers to the ITSS Program, and does not contemplate or solicit any managed services, platform, or technology deliverables from responding vendors. We want to ensure our response	This Open Enrollment is to pre-qualify Vendors only

		scope is appropriately limited to supplemental staffing services.	
40.	Section 1.1 – Intent and Introduction	Can the State please provide the annual spend by vendor for the top three (3) vendors under the current contract for the past three (3) years?	No
41.	Section 1.1 – Intent and Introduction	Can the State please provide historical statistics regarding the number of requisitions released under the current contract and identify the top five (5) most frequently requested roles?	Refer to Answers for Questions 9,26,37 and 38
42.	Section 1.1 – Intent and Introduction	Can the State please provide the anticipated contract value and/or estimated annual spend expected under the resulting contract?	No – The State cannot provide future projections
43.	Section 1.1 – Intent and Introduction	Can the State please provide an estimated annual volume of requisitions expected to be issued under the resulting contract?	No – The State cannot provide future projections
44.	Section 1.1 – Intent and Introduction	The IFB states that the average assignment length has historically been six (6) months to one (1) year. Can the State provide the anticipated minimum and maximum assignment durations expected under the resulting contract?	12-month minimum is the norm, engagements may be extended if deemed necessary by a State Agency/Entity.
45.	Section 1.1 – Intent and Introduction	Can the State provide historical metrics regarding the number of active IT supplemental staff resources engaged annually under the current contract?	Refer to Answers for Questions 9,26,37 and 38
46.	Section 1.1 – Intent and Introduction	Can the State please provide the total contract spend for each of the past three (3) fiscal years under the current contract?	No, the State has provided the total contract spent for the past (2) two fiscal years. “\$169 million for Fiscal Year 2023-2024 and an estimated \$175 million for Fiscal Year 2024-2025.
47.	Section 1.1, Page 4–5	Our firm is currently pre-qualified with the State of North Carolina under the Procurement Assistance Support Services and IT Research Advisory Consulting program and also holds a NASPO ValuePoint contract. Please confirm whether an already pre-qualified vendor may fulfill IT Supplemental Staffing services to North Carolina state agencies under an existing NASPO ValuePoint Master Agreement, or whether participation in the ITSS Program requires a direct award under this specific IFB.	No, this State Term Contract requires Vendors to be pre-qualified and awarded contract ITS-009440 to be eligible to participate in the State’s IT Supplemental Staffing / MSP VMS program.
48.	Section 1.1 – Historical Usage	Can the State provide any additional insight regarding the most frequently utilized job title categories, skill levels, or technology demand classifications based on historical ITSS Program usage trends?	Refer to Answers for Questions 9,26,37, and 38
49.	Section 1.1, 5.1, Page 4 & 13	The awarded vendor of this IFB will be signing a contract with CAI or State of North Carolina to provide IT Supplemental Staffing?	IFB ITS-009440 / 400191-028 is a State Term Contract with NC Department of Information Technology Refer to Attachment A, Execution Page

50.	Section 1.1, 5.1, Page 4 & 13	Our firm has an existing working relationship with CAI through engagements in other states. In the context of this IFB, where CAI is the incumbent MSP managing the ITSS Program, please clarify: (a) the nature of the contractual relationship between an awarded ITSS Provider and CAI — specifically whether ITSS Providers execute a separate agreement directly with CAI, or solely with the State; and (b) whether a Vendor's prior relationship with CAI in other states has any bearing on its eligibility, evaluation, or onboarding process under this IFB.	Refer to Answer for Question 49 NCDIT's Statewide Procurement Office has a contract (ITS-008803) with CAI to provide MSP/ VMS services only, their role is to assist with the management of the State's IT Supplemental Staffing program and provide the tool (VMS / Vector).
51.	Section 1.1 – Intent and Introduction / Section 5.1 – ITSS Program Participation	Can the State provide an estimated percentage distribution of requisitions by major labor category (e.g., Project Manager, Business Analyst, Developer, Architect, QA Analyst, Technical Writer, etc.) based on historical usage?	No
52.	Section 1.2 – Incumbent Vendors on ITS-002441 (Reserved)	Can the State please provide information regarding the incumbent vendors currently participating under the existing contract?	Refer to Answer for Question 30
53.	Section 1.2 "Incumbent Vendors on ITS-002441 — Reserved," Page 5 / Section 2.2 "Contract Term," Page 5 / Appendix A "General Change History," Pages 105–106	Section 2.2 states that "Incumbent Vendors are not eligible to submit a response to this Open Enrollment," but Section 1.2 listing the incumbents is Reserved, and Appendix A references Amendment 6 issued to "Incumbent Vendors ITS-009440" without naming them. (a) Will the State publish the list of incumbent Vendors on ITS-002441 / ITS-009440 who are ineligible to bid this Open Enrollment? (b) Does the incumbent ineligibility bar in Section 2.2 apply only to prime contract holders on ITS-002441, or does it also extend to firms that performed solely as subcontractors under an ITS-002441 prime?	Contract ITS-009440 replaced ITS-002441, which expired in 2015, also Refer to Answer for Question 30
54.	Section 1.2, Page 5	Could the State please provide the list of vendors currently awarded under the active contract?	Refer to Answer to Question 30
55.	Section 2.0 – GENERAL INFORMATION Page no. 5	Can the State provide projected staffing demand by job category for the upcoming contract term?	No. Refer to Answer for Question 43
56.	Section 2.0 – GENERAL INFORMATION Page no. 5	Are local governments, educational institutions, and quasi-governmental entities permitted to utilize the contract?	Yes
57.	Section 2.0 – GENERAL INFORMATION Page no. 5	Can the State provide historical utilization data for participating entities?	Refer to Answers for Questions 9,26,37,38 and 46

58.	Section 2.0 – GENERAL INFORMATION Page no. 5	Who bears the cost of agency-specific background checks that exceed standard vendor screening requirements?	Refer to Section 5.2.3 Background Checks and Section 5.2.8 Additional Requirements from State Agencies
59.	Section 2.0 – GENERAL INFORMATION , Page no. 5	Will awarded vendors receive regular reports on staffing demand trends and category utilization?	No, the State does not issue regular reports to pre-approved Vendors under this contract.
60.	Section 2.2, Contact Term, Page 5	During renewal periods, will vendors have the opportunity to revise pricing selections or category participation?	That will be determined at the States discretion at time of contract renewal, changes of this nature would warrant an Amendment to the contract.
61.	Section 2.2, Page 5	Please confirm whether this RFP is a recompetes of the State's Staff Augmentation Contract, IFB ITS-009440. If so, are existing contract holders also required to submit a proposal response?	Refer to Section 1.0, Vendors who are currently active Vendors on ITS-009440 are Incumbent Vendors, Amendment 6 to ITS-009440 was issued to Incumbent Vendors for response. Incumbent Vendors that responded to Amendment 6 remain active on this contract and do not need to submit a response to this Open Enrollment. The list of Incumbent Vendors can be found at the following link: https://it.nc.gov/documents/it-contracts/it-supplemental-staffing-provider-list/download?attachment
62.	Section 2.2, Page 5	The IFB states incumbent vendors are not eligible to submit a response to this Open Enrollment. Can the State please provide the list of vendors currently participating under Contract ITS-002441, or confirm where this information may be publicly accessed?	Contract ITS-002441 expired and was replaced by ITS-009440. Refer to the Answer for Question 24, 30 and 61
63.	Section 2.2, Page 5; Section 7.3, Page 20	The contract term ends February 28, 2028, with up to two one-year renewals at the State's sole discretion. Will NTE pricing be re-evaluated and potentially increased at each renewal, and if so, by what mechanism?	That will be determined at time of renewal and cannot be answered now.
64.	2.3 IFB SCHEDULE	What is the tentative start date for this engagement?	The date of award for this contract is still to be determined, Start dates for new contractor positions are determined by the hiring State Agency/Entity.
65.	Section 2.3.3 "Proposal Submittal Instructions," Page 6 / Attachment A: Execution Page, Page 21	Section 2.3.3 and Attachment A require the Execution Page to be "signed and dated by an official authorized to bind the Vendor's firm. Will the State accept an electronic signature (e.g., DocuSign, Adobe Sign) on the Execution Page and any other documents requiring signature?	Yes
66.	Section 2.3, Page 5	Given the scope of the IFB, the number of required attachments, the requirement to include all pages of the original IFB, and the time needed to review NTE categories, prepare pricing, confirm insurance, and	If the State determines that it is in the best interest of the State to extend the opening date of this solicitation, an Addendum will be issued through NCEvp.

		complete all required certifications, would the State consider extending the proposal due date from July 1, 2026 to allow Vendors sufficient time to prepare a complete and fully compliant response?	
67.	Section 2.3.2 – Page 6 - ADDENDUM TO IFB	There is no option for attaching “addendum 1” in Ariba website. Can we upload multiple documents? Or Should I upload the addendum along with the signed and completed solicitation as a single document?	Yes, you can upload multiple documents, and you may also submit a single fully completed IFB response.
68.	2.3.3 The Proposal Submittal Instructions, Page 6	Please confirm whether the requirement to include “all pages of this solicitation” includes only the original IFB solicitation document, or includes the original IFB plus all addenda issued before the bid opening date.	Includes all pages of the solicitation (Original IFB, Vendors response with Attachments and all Addenda, redacted IFB if applicable) Refer to Attachment H
69.	Section 2.4 / RFP document	State has given only attachments as proposal content. Please confirm if vendor is supposed to complete all attachments and submit to the state and there is no additional information or additional document is required.	Yes, the Vendor should complete all Attachments, also refer to answer to Question 68
70.	Section 2.4/ RFP document	Are vendor supposed to complete all attachments and attach all attachments into a single document?	Refer to Answer for Questions 67, 69, and 71
71.	Section 2.4/ RFP document	For certain attachments, there is no signature space given. Please confirm if those attachments are for informational purpose or if vendor is required to sign and submit those attachments as well.	Not all attachments require a signature; however, all attachments are to be included in the Vendors response to this solicitation.
72.	Section 2.4/ RFP document	Please list name of attachments that has to be submitted in proposal response.	Refer to Attachment H
73.	Section 2.4 PROPOSAL CONTENTS, Page 6 / Attachment H, Page 107	Please confirm if there is a maximum page limit for the vendor's custom narrative and supporting materials included in Section 2 (Other - Vendor Response) of the consolidated response document	No there is no maximum set.
74.	Section 2.4, Page 7	Please confirm whether resumes or sample candidate profiles are required at proposal submission or only after award during staffing requests.	Resumes are NOT required for this solicitation. This is to pre-qualify new Vendors only.
75.	Section 2.4 Proposal Contents, Page 7	Please confirm whether Attachments E, F, G, and Appendix A are required to be returned as part of the submitted proposal package exactly as issued, or whether they are included for reference purposes only.	Refer to Section 2.4 PROPOSAL CONTENTS
76.	2.4 Proposal Contents, Page 7	The required response includes Attachment E,F and G, however there is nothing to fill out in those attachments. Do they need to be signed or included in full with an acknowledgment of acceptance?	Attachments E, F, and G do not require signatures; however, they should be included in the Vendors response.

77.	2.4 / Proposal Contents / Page no. 7	The IFB document appears to contain all response sections and required forms within a single consolidated document. Kindly clarify whether vendors are expected to: 1. Complete the applicable sections directly within the main IFB document and submit the same completed document as part of the response; or 2. Extract/separate the response attachments and forms from the IFB document, complete them individually, and upload them separately under the respective response sections. Additionally, the IFB document provided is not editable. Please confirm whether vendors are required to manually recreate the forms/documents for submission or if an editable version of the IFB/attachments will be provided.	1. Yes 2. That is acceptable also Download & convert it to an editable version. An editable version will not be provided to Vendors.
78.	RFP Section 2.4 – Proposal Contents, Page 7	Will the proposal contain only Attachments or is additional information like the Technical Approach and Staffing Management Plan expected?	Additional information like the Technical Approach and Staffing Management Plan is NOT expected?
79.	Section 2.4 Proposal Contents / Attachment H, Pages 7 and 107	For Vendors already registered with the North Carolina Secretary of State, please confirm whether providing the SOSID/SSID number alone is sufficient, or whether supporting registration proof/documentation must also be attached.	Providing SOSID/SSID number is sufficient; however, be sure to verify its validity before responding.
80.	Section 2.4, Page 7 and Attachment H, Page 107	Please confirm the complete list of attachments and documents that must be submitted with the proposal. Section 2.4 lists Attachments A through G, while Attachment H also lists Appendix A, Attachment H, NC Secretary of State SSOID information, Certificate of Insurance, errata and exceptions, supporting materials, all pages of the original IFB solicitation document, and a redacted response if applicable. Should Vendors include every item listed in Attachment H as part of the required proposal submission package?	Refer to Answer for Question 68 and Attachment H
81.	Section 2.5 – Notice to Vendors Regarding Terms and Conditions, Page 7 and Attachment F, Item 15 – Non-Responsive Bids, Page 89	Will the prospective vendor be negatively impacted if it submits exceptions to the RFP terms with its proposal?	Vendors must accept the States terms and conditions of this IFB.
82.	Section 3.1 Method of Award (Page 9)	Does the State anticipate awarding contracts to all responsive and qualified vendors, or is there a target or anticipated number of vendors to be awarded under this Open Enrollment?	Yes, there is no cap set, all Vendors that meet the requirements of this solicitation and accept the States terms and conditions will be eligible for award of this contract.

83.	Section 3.1 – Method of Award	Although Section 3.1 states that the State does not intend to limit the number of awardees, can the State provide an estimate of the anticipated number of vendors expected to receive awards under this solicitation?	No
84.	3.1, Method of Award/ 9 of 108	How many anticipated awardees?	Refer to Answers for Questions 82 and 83
85.	Section 3.2, Page 9 and Attachment B, Pages 22 to 31	Please confirm how Vendors should complete Attachment B for selected categories. For existing categories, should Vendors mark “YES” only for the categories they intend to support and leave all others blank, while for new categories Vendors must mark either “YES” or “NO”?	Vendors should mark YES only for categories of services that a Vendor can provide services for and NO (or leave blank) any category of service that a Vendor does not wish to or cannot provide services for. Note: Attachment B of Addendum 1 is to be completed in place of Attachment B in the IFB.
86.	Section 3.2.3.1, Page 9 and Attachment B, Pages 22 to 31	The IFB states that Vendors must participate in all Skill Levels and Skill Demand within a selected Job Category. Please confirm that if a Vendor selects a Job Category, the Vendor is agreeing to provide candidates across all Junior, Mid-Level, Senior, Expert, Normal Skill Demand, and High Skill Demand combinations listed for that category.	That is correct
87.	IFB Section / Attachment: Section 3.1 — Method of Award (and related language in Section 3.3 — Award of Contract); Page 9	Section 3.1 states that “the State does not intend to limit the number of awardees, subject to pricing and qualifications explained in this solicitation.” Can the State confirm whether it anticipates awarding to multiple vendors, and if so, does it have an estimated or target number of awardees it expects to make under ITS-009440?	Refer to Answer for Question 82 and 83
88.	Section 3.2, Page 9; Attachment B	Can vendors participate in this Open Enrollment for only a subset of job categories and technology skill levels, or must they commit to all skill levels within any category they select? What is the minimum participation threshold?	Refer to Answer for Question 86
89.	3.2 Proposal Evaluation Process, Page 9	Is there an evaluation preference for vendors that submit all job categories?	No
90.	Section 3.2.3.1, Page 9	The IFB states that vendors selecting a Job Category must participate in all Skill Levels and Skill Demand levels within that category. Please clarify whether a vendor remains compliant with this requirement when it elects not to submit candidates for a particular VMS requisition due to candidate availability, market conditions, geographic constraints, or other business considerations.	A Vendor is not required to submit a candidate each time a contractor position has been advertised. Refer to Section 3.2, Proposal Evaluation Process, 3.2.4 and Section 6.0 Service Level Agreements (SLAs) 6.1 Service Level Agreements.
91.	Section 4.0 MSP Operating Model, Pages 10-12	Will all State Agency IT supplemental staffing requisitions be released through the MSP (CAI) and Vector VMS, or are there any circumstances under which agencies may engage directly with awarded ITSS Providers outside the MSP process?	All requests for a contractor position are issued (advertised) through the MSP/ Vector VMS. State users of this contract are not permitted to sole source or pre-select a candidate. This contract is a competitive contract among the pre-qualified awarded Staffing Vendors on STC ITS-009440. Vendors compete to place

			candidates for categories of service that they are pre-qualified to provide.
92.	Section 4.0 & Section 5.0 (Pages 10 and 13)	Can the State please clarify the role and authority of Computer Aid, Inc. (CAI) under this contract? • Does CAI establish performance expectations for vendors? • Does CAI handle disputes between vendors and State agencies? • Does CAI approve individual contractor placements? • Will awarded vendors contract directly with the State of North Carolina or with CAI?	No, Staffing Vendors performance is established by the State and governed by this contract refer to Section 6.0 Service Level Agreements (SLAs) CAI may be called upon to mediate if needed, or the States Contract Manager for ITS-009440 may also become involved. The hiring agency/entity selects the candidate based on their interview process. CAI assist with screening resumes submitted to ensure that the agency/entity receives the most qualified selection of candidates to consider. The States IT Supplemental Staffing Vendors do not have a contract with CAI. ITS-009440 is a State term contract.
93.	Section 4.0 MSP Operating Model / Vector VMS (Pages 10-12)	Will awarded vendors receive training and onboarding for the Vector VMS platform prior to receiving requisitions?	Yes, it will be coordinated by the States MSP/VMS provider CAI.
94.	Section 4.0 – MSP Operating Model, Pages 10–12 and Sections 5.5–5.6, Page 16	Will the awarded vendor be required to enter into a separate agreement with the State's MSP, Computer Aid, Inc., as a condition to providing staffing services to the State?	No, refer to Answer for Question 92, the Vendors contract is with the State, however you will need to agree to utilize the Vector VMS system that CAI provides to the State under their contract the States MSP/VMS provider
95.	Section 4.0 – MSP Operating Model, Pages 10–12	Since we would be relying on APN for support/fulfillment, can we know what vendors are currently contracted to support the MSP so that we do not reach out to them to subcontract to us if we win the bid? (This can be after the bids are awarded but it would be critical to know for planning & fulfillment purposes.)	Refer to Answer for Question 30 for current approved Vendors, the website will be updated accordingly.
96.		Geographic Coverage Interpretation: Section 4.1 states vendors must be prepared to meet IT staffing demand 'across the entire geography of North Carolina.' Please clarify: (a) are there specific regions or agencies outside the Triangle area that have historically generated significant requisition volume, and (b) is a vendor's geographic responsiveness tracked and reported by CAI as part of SLA performance metrics	a) Yes, this is a State Term Contract which means that it is available to all State Agencies/Entities throughout North Carolina. b) Geographic responsiveness is not currently tracked; however overall responsiveness is. Refer to Section 6.0 Service Level Agreements (SLAs) 6.1 Service Level Agreements.
97.	4.1 Process Maps, Page 11	Are all awarded vendors solicited for IT Supplemental Staffing requests?	Awarded Vendors receive notices of staffing request only for the category of services that they are approved to provide. Refer to Answer for Question 91
98.	Section 4.1.2 – Timekeeping / Invoicing /	Timekeeping method not stated & timely submission of timecards is part of the SLA	The State utilizes the Vector/VMS system provided by the States MSP/VMS provider CAI for timekeeping. CAI will provide training as

	Payments, Page 12 and Section 6.1.4 SLA, Page 19	(though it said it would be further discussed post award)	needed for all new vendors awarded a contract through this open enrollment.
99.	Sections 4.1.2 and 5.2 – Timekeeping / Placements, Pages 12–15	Are there stated definitions & multipliers for OT, holiday? Are there guaranteed hours per week?	This is not determined by the State, this is determined by the Staffing Vendors, the contractors are employed by our Staffing Vendors not by the State. Under normal circumstances contractors are not required by a State Agencies/Entities to work on State holidays. Compensation for holidays is paid (or determined) by the staffing company and not the State. The State does not guarantee hours. Refer to Answer for Question 34
100.		Financial Stability Documentation Standard: Section 4.7 states the State may request financial information to verify a vendor's ability to sustain contract performance. Please clarify: (a) is financial stability documentation required at time of submission for this Open Enrollment, or only upon the State's subsequent request, and (b) if required at submission, what specific format or documentation is acceptable — for example, audited financials, bank reference letters, Dun and Bradstreet rating, or a vendor-prepared financial summary?	a) No, however, as stated the State may request financial information b) Although the State is not requesting specific financial information, Vendors are encouraged to provide information confirming their financial stability at time of offer.
101.	Section 5.0 – REQUIREMENTS, Page no. 13	Will vendors receive onboarding and training for the MSP and Vector VMS platform?	Yes
102.	Section 5.0 – REQUIREMENTS, Page no. 13	Is there any fee associated with vendor participation in the VMS platform?	Yes, Refer to Section 5.5 and 5.6 (Refer to Example provided in Section 5.6) All Fees will be deducted from the NTE hourly rate listed on Attachment B (Tables 1 and 2)
103.	Section 5.0 – REQUIREMENTS, Page no. 13	Are vendors permitted to request clarification regarding requisition requirements directly from agencies?	No, Vendors clarifications about a request to hire should be directed to the States MSP provider CAI.
104.	Section 5.0 – REQUIREMENTS, Page no. 13	Can the State provide average timelines for resume review, interviews, selection, and onboarding?	That is determined by the State Agencies/Entities at the time a request to obtain a contractor is posted.
105.	Section 5.0 – REQUIREMENTS, Page no. 13	Is there a standard resume format or candidate submission template required by the MSP?	No
106.	Section 5.0 – REQUIREMENTS, Page no. 13	Will vendors have direct communication with hiring managers after candidate submission?	No, The States MSP works with the State IT Staffing Vendors. Refer to Answer for Question 103
107.	Section 5.1, Page 13	Please clarify whether remote/work-from-home resources are permitted under this contract for positions approved by the State Agency.	Yes, Refer to Answer for Question 2

108.	Section 5.1, Page 13	What are the specific VMS (Vendor Management System / Vector) onboarding requirements, integration timelines, and costs for a new vendor — and are there licensing or per-transaction fees associated with VMS usage that vendors must bear?	Each State Agency/Entity determines their onboarding requirements, the States MSP/VMS provider CAI assists with communicating those requirements. Regarding fees, refer to Answer for Question 102
109.	Section 5.1 – Geographic Coverage / Section 5.2 – IT Supplemental Staff Placement	For positions designated as offsite or remote, will the State permit offshore resources to perform the work? If so, may vendors submit separate offshore rate structures for consideration?	No, that is prohibited.
110.	Section 5.1 – Geographic Coverage, Page 13	Approximately what percentage of contractors are expected to be in commutable distance from a given work location? Or conversely, approximately what percentage of contractors are expected to work fully remote?	That is unknown, State Agencies/Entities determine location of contractor assignments (on site or remote) at the time a contractor position is issued.
111.	Section 5.1 Geographic Coverage (Page 13)	Can vendors limit candidate submissions to geographic regions where they have recruiting coverage, or are vendors expected to support all areas of North Carolina for selected categories?	Refer to Answer for Question 90, this IFB permits Vendors to select the category job titles they can provide; however, Vendors are required to support all skill levels and skill demand in that category.
112.	Section 5.1 – Geographic Coverage	Can the State provide an estimated breakdown of onsite, hybrid, and fully remote assignments anticipated under this contract?	No
113.	Section 5.1, Page 14	Given that approximately 80% of IT Supplemental Staff positions are located within the Triangle region, does the State require candidates to be local to that area, or are remote and hybrid arrangements permissible for these positions?	No, the State does not require candidates to be local; however, if a contractor assignment requires the service to be provided onsite, the State will not cover any cost associated with the contractor reporting onsite.
114.	General / Work Location Expectations	Will consultants be expected to perform services onsite, remote, or in a hybrid delivery model? Are there any specific requirements regarding onsite work or remote work eligibility?	Refer to Answer to Question 2 and 113
115.	Work Location	Please confirm the expected work location requirements for each labor category— whether roles are required to be fully onsite, fully remote, or eligible for a hybrid work model.	Refer to Answer to Question 2 and 113
116.	Section 5.2 – Geographic Coverage, Page 13	Please confirm whether agencies may approve fully remote resources located outside North Carolina, and whether any agency-specific restrictions on remote work will be identified within the VMS requisition.	Refer to Answer to Question 2 and 113
117.	Section 5.1.2, Geographic Coverage, P 13	Is there another region outside of RTP that encompasses the majority of the 20% not located in RTP?	This contract is a State Term Contract, which is available to State Agencies/Entities throughout the State.
118.	Section 5.1.2 "Geographic Coverage," Page 13 / Section 5.4	Section 5.1.2 states that approximately 80% of IT Supplemental Staff positions are located in the Triangle region, and Section 5.4 references "Vendor's on-site representatives."	Refer to Answer to Question 2 and 113

	"Account Manager," Page 16	Is on-site vs. remote work determined entirely on a per-requisition basis by each hiring Agency through the VMS, or are there contract-level expectations regarding on-site presence? Please indicate the typical on-site / hybrid / remote distribution under the current program.	
119.	Section 5.11 – CONFIDENTIALITY OF DATA AND INFORMATION, Page no. 18	Will supplemental staff be required to sign agency-specific confidentiality or non-disclosure agreements?	Yes, they may be, depending on the nature of the assignment.
120.	Section 5.12 - TIMELY CONTRACTOR PAYMENT, Page no. 18	What is the MSP's average payment cycle to awarded vendors after invoice approval?	The States MSP provider offers two payment options based on each vendors preference. 1) Vendors can select a prompt payment option (for a small fee) – This fee would be in addition to the States 4% and 1.96% fees and is set by the MSP not the State. 2) or Vendors can select Pay When Paid (PWP), the MSP would pay within 7 days of receiving payment from the client (with no fee).
121.	Section 5.12, Page 18	Section 5.12 requires vendors to pay IT supplemental staff within 15 business days of receiving payment from the MSP. What are the State's/MSP's contractual payment terms to vendors, and are there penalties on the MSP side for late payment to vendors?	Refer to Answer for Question 120 and No, the state does not apply any penalties to the MSP for late payments to Vendors.
122.	Section 5.12 – Timely Contractor Payment	In situations involving delayed agency approval of timesheets or MSP workflow delays, how does the State anticipate administration of the fifteen (15) business day contractor payment requirement?	If a situation of this nature occurs, it will be dealt with on a case by case basis. However, the State expects all its IT Staffing Vendors to be financially stable enough to meet their payroll even in the event of a delayed payment issue.
123.	Section 5.13 - RETURN OF STATE PROPERTY Page no. 18	What process should vendors follow when agency-issued equipment cannot be recovered due to circumstances beyond the vendor's control?	Staffing Vendors should implement their own internal procedures, the Staffing Vendor is responsible for their own employees/contractors. As stated in Section 5.13 <i>"If not returned, the Vendor shall be required to reimburse the State's contracting agency/entity for the entire replacement costs of the property/equipment."</i>
124.	Section 5.13 – Return of State Property, Page 18	5.13 - Return of state property - what is the method for the State to provide equipment (if any)? Signed check out agreement, etc. that states return policy? How is replacement cost determined/is it in the check out agreement at the time equipment is provided? If contractor is remote & they/their employer are expected to provide their own equipment, will hardware/bandwidth parameters be outlined	The assignment and method of distribution of State equipment and return process is determined by each individual State Agency / Entity prior to the onboarding of a contractor. Remote contractors are normally assigned equipment needed by the State and do not use private equipment.

		when the job is posted or can it be shared now?	
125.	Section 5.13 – Return of State Property, Page 18	On Page 18, Section 5.13 states the vendor is required to reimburse the State's contracting agency/entity for the entire replacement cost of all state property/equipment that is not returned. Could you please clarify what types of property/equipment would be provided for which reimbursement may be required?	Assignment of State property/equipment requirements for remote work will be determined by the hiring agency/entity. An example would be a laptop / MiFi device etc.
126.	Section 5.2 – Eligibility to Work	Can the State clarify whether there are any restrictions regarding the use of visa-sponsored resources, provided they are legally authorized to work in the United States throughout the duration of the engagement?	Yes, there is a restriction to location of assignment, no work can be done outside of the United States.
127.	Section 5.2 Eligibility to Work (Page 13)	Are H-1B, TN, E-3, and other legally authorized work visa holders eligible for placement under the ITSS Program, provided all work authorization requirements are met?	Yes, however, it is the responsibility of the Vendor to ensure that all appropriate documentation is in place when submitting a candidate to any State Agency/Entity.
128.	Section 5.2, IT Supplemental Staff Placement, Page 13	Can the State provide any estimated annual volume of staffing requests by major job category or skill area?	Refer to Answers for Questions 9,26,37,38 and 46
129.	Section 5.2 – Proposal of IT Supplemental Staff, Page 13	The solicitation requires vendors to submit qualified resumes within five business days. For highly specialized positions where candidate availability is limited, will extensions beyond five business days be considered upon request through the MSP?	That will be determined by the State Agency/Entity at time a request to for a contractor position is made through the States MSP/VMS tool.
130.	Section 5.2 IT Supplemental Staff Placement (Page 13)	Does the five (5) business day resume submission requirement apply to all requisitions regardless of skill rarity, or may agencies establish alternative timelines for highly specialized positions?	Under most circumstances, yes, however, a State Agency/Entity may allow more or less time, as appropriate, to fulfill their needs.
131.	IFB Section / Attachment: Section 5.2 — IT Supplemental Staff Placement; Page: 13	Given that multiple vendors are expected to be awarded, can the State describe how individual assignment requests will be distributed among awarded vendors through the VMS? Specifically, are requests released to all qualifying vendors simultaneously, and is candidate selection based solely on Agency choice, or are there rotation, ranking, or other allocation mechanisms?	This contract is a competitive contract among the pre-qualified awarded Staffing Vendors on STC ITS-009440. Vendors compete to place candidates for categories of service that they are pre-qualified to provide. Notices are issued by the States MSP to all Vendors approved for a category/job title skill set at the time a request is submitted by a State Agency/Entity to fill a position. Refer to Answer for Question 91
132.	Section 5.2 – IT Supplemental Staff Placement	Will resources engaged under this contract generally be required on a full-time basis, or will part-time engagements also be permitted? If part-time engagements are allowed, is there a minimum expected number of hours per week or month?	The norm is full time engagement, however under some circumstances a State Agency/Entity may request a part-time engagement, the number of hours required is determined by the State Agency/Entity at the time a request to fill a contractor position is issued through the MSP/VMS tool.
133.	Section 5.2 – IT Supplemental Staff Placement	Can the State clarify whether subcontracting arrangements will be permitted under this contract? If so, are there any restrictions	Refer to Answer for Question 10

		regarding the number of subcontracting tiers allowed?	
134.	Section 5.2, Pages 13–15	Can the State confirm whether subcontractors may be utilized for candidate sourcing and placement under this contract?	Refer to Answer for Question 10
135.	Section 5.2, Pages 13 to 15 and Attachment H, Page 107	Please confirm whether Vendors are required to submit candidate resumes, candidate profiles, key personnel information, or key personnel resumes with the proposal response, or whether resumes and candidate details are only required later in response to specific VMS requisitions after contract award.	Refer to Answer provided for Question 74
136.	Section 5.2 IT Supplemental Staff Placement, Page 13	Please confirm that candidate resumes are not required at bid submission stage and will instead be submitted through the MSP/VMS process after award upon receipt of staffing requests.	Refer to Answer for Question 74
137.	Section 5.2 Background Checks (Pages 13-14)	Are background check costs the responsibility of the vendor, the MSP, or the requesting agency when additional agency-specific screening requirements are imposed?	Refer to Answer to Question 58
138.	Section 5.2 IT Supplemental Staff Placement / Attachment G, Paragraph 6 Subcontracting	Regarding the use of subcontractors, must vendors submit subcontractor agreements and obtain written approval from the State prior to the IFB proposal submission, or is this formal approval process initiated post-award as requisitions are released?	This information will need to be provided if a candidate is submitted for consideration through a sub-vendor that the States prime vendor has a contract with.
139.	5.2 IT SUPPLEMENTAL STAFF PLACEMENT 5.2.1 Proposal of IT Supplemental Staff, Page 13	Is the work entirely onsite, or is there a possibility for remote operations and performance?	Refer to Answer for Question 2
140.	5.2 IT SUPPLEMENTAL STAFF PLACEMENT 5.2.1 Proposal of IT Supplemental Staff, Page 13	Are resumes required at the time of proposal submission? If yes, do we need to submit the actual resumes for proposed candidates, or can we submit the sample resumes?	Refer to Answer for Question 74
141.	5.2 IT SUPPLEMENTAL STAFF PLACEMENT 5.2.1 Proposal of IT Supplemental Staff, Page 13	Could you please provide the list of holidays? Are there any mandated Paid Time Off, Vacation, etc.?	This is not determined by the State, this is determined by the Staffing Vendors, the contractors are employed by our Staffing Vendors not by the State.
142.	Section 5.2 – IT Supplemental Staff Placement (Page 13)	Can the State provide information regarding anticipated staffing activity under this contract? • On average, how many requisitions are posted through the Vendor Management	Refer to Answers for Questions 9,26,37,38 and 46 • Data unavailable • Yes • No

		System each month? • Is demand generally consistent throughout the year, or does it vary by season? • Are there specific months or quarters that typically experience higher demand? • For newly awarded vendors, what is the typical timeframe before receiving the first requisition?	• Unknown.
143.	Section 5.2 – IT Supplemental Staff Placement (Page 13)	Can vendors choose which requisitions to respond to based on their capabilities and available resources? • Are vendors expected to respond to all requisitions within their awarded categories? • Is there any penalty for not responding to a requisition? • Will non-response impact a vendor's performance evaluation or contract standing?	Refer to Answer for Question 90
144.	Section 5.2.1 – Proposal of IT Supplemental Staff, Page no. 13	Is there a maximum number of candidates a vendor may submit per requisition?	That will be determined by the State hiring Agency/Entity at the time a request to hire has been issued.
145.	Section 5.2.1 – Proposal of IT Supplemental Staff, Page no. 13	How are duplicate candidate submissions handled within the VMS?	The hiring agency/entity will need to determine which Vendor offer is in the best interest of the State. If the same candidate is submitted by multiple Vendors, and all at the same rate, the norm is to reach out to the Vendor who submitted the candidate first. Remember – Vendors can submit a candidate at a lower rate than the NTE rate card allows.
146.	Section 5.2.1 – Proposal of IT Supplemental Staff, Page no. 13	Will vendors be notified when a candidate has already been submitted by another vendor?	No
147.	Section 5.2.1 – Proposal of IT Supplemental Staff, Page no. 13	Will agencies or the MSP provide feedback when submitted candidates are rejected?	Normally no, due to the high volume of submissions, our agencies do not have the band width to provide such feedback. The State encourages Vendors to submit the most qualified candidates at the best rate possible. Vendors may submit a candidate at a lower rate than the NTE rate established for a category of service.
148.	Section 5.2.1 – Proposal of IT Supplemental Staff, Page no. 13	Are vendors allowed to resubmit revised candidate profiles when requested by the agency?	This does not typically occur
149.	Section 5.2.1, pg. 13	For the proposal of staff, are vendors required to only submit the exact staff proposed or a variety of staff for the state to choose from?	Refer to Answer for Question 4
150.	Section 5.2.1, pg. 13	Are proposals of staff limited to full time resources only or can roles be split between multiple part time staff if it can be justified?	The norm for this contract is full-time positions. A contractor cannot work for multiple Agencies/Entities under other positions for the same period of time.

151.	Attachment H: Submittal Checklist, Page 107 / Section 5.2.1 "Proposal of IT Supplemental Staff," Page 13	Attachment H does not list candidate resumes as a required submittal item, and Section 5.2.1 indicates resumes are submitted post-award via the VMS within five (5) business days of each requisition. Please confirm that no candidate resumes are required to be included in the bid response.	Refer to Answer for Question 74
152.	Section 5.2.3, Pages 13–14	Please clarify whether the MSP or the Vendor is responsible for the cost of background checks and security screenings.	Refer to Answer to Question 58
153.	Section 5.2.3 – Background Checks, Pages 13–14	Parameters of background check not specified. Is there a standard other than "criminal background check?" Standard vendor? How far back should it go? National, state, county, city?	Refer to Answer for Questions 7 and 58
154.	Sections 5.2.3 and 5.2.4 – Background Checks / Education Credential Validation, Pages 13–14	There doesn't seem to be any credentialing required other than thorough background checks (including WHV, EDV, references & confirmation of any required certifications). Is this correct or will there potentially be additional requirements (like drug screen)?	Refer to Answer for Questions 7 and 58
155.	Section 5.2.4, Page 14	Will the State require degree equivalency documentation at proposal submission, or only when responding to staffing requests?	Vendors are not required to provide degree equivalency documentation in response to this IFB. A State Agency/Entity may require Vendors to provide degree equivalency for candidates submitted for consideration of new contractor positions advertised through the MSP/VMS tool.
156.	Section 5.2.4 Education Credential Validation	Section 5.2.4 references the requirement for NACES educational credential validation for candidates with degrees from foreign institutions. Is the vendor required to submit this NACES validation documentation concurrently with the candidate's resume to the MSP, or only upon the candidate's selection and placement?	A State Agency/Entity may require Vendors to provide NACES educational credential validation for candidates submitted for consideration of new contractor positions advertised through the MSP/VMS tool.
157.	5.2.5 Pre-Interviews, Page 14	What is meant by "presenting an individual to the MSP"? Does this mean presenting an individual's resume? In which case, please confirm that the vendor has five days to present resumes of individuals that have been interviewed by the vendor and qualifications are verified?	Yes, this means prior to submitting a candidate/resume in response to a new contractor position advertised through the MSP/VMS tool. Refer to Section 6.0 Service Level Agreements
158.	Section 5.2.7 – Availability for Interview, Page 14	Majority of IT workers we historically placed are remote but the RFP says the State reserves the right to interview in person at no cost to the State? Is this a frequent practice for remote candidates/how often should we anticipate this expense?	The decision to interview in person is determined by the hiring manager at each individual State Agency / Entity. An in-person interview may at times be required regardless of whether the position may be remote.
159.	Section 5.2.8 – Additional Requirements from State Agencies, Pages 15	Will agency-specific requirements such as additional background checks, training requirements, or security clearances be identified within the VMS requisition prior to candidate submission whenever possible?	Refer to Answer for Question 58 In most cases the State Agency/Entity will provide in the request for a contractor if additional background checks are required. However, State Agency/Entity reserve the right

			to request or conduct additional background checks if needed prior to onboarding a new contractor.
160.	Section 5.2.8 – Additional Requirements from State Agencies, Page no. 15	Can agencies impose additional screening requirements beyond those described in the IFB?	Yes
161.	Section 5.2.8 – Additional Requirements from State Agencies, Page no. 15	Who bears the cost of agency-specific background checks that exceed standard vendor screening requirements?	Refer to Answer to Question 58
162.	Section 5.2.8 – Additional Requirements from State Agencies, Page no. 15	Are there any agency-specific identification requirements beyond those listed in the IFB?	Refer to Answer for Question 159 and 160
163.	Section 5.2.8 – Additional Requirements from State Agencies, Page no. 15	Will mandatory agency-required training time be billable to the State?	No
164.	Section 5.2.8 – Additional Requirements from State Agencies, Page no. 15	Does the State maintain a standardized knowledge transfer process across agencies?	No
165.	Section 5.3 – MEETINGS, Page no. 15	How frequently are vendor performance review meetings anticipated to occur?	There is no set period, however, the goal is at least on an annual basis. SLA's may be reviewed outside of one on one meetings with individual Vendors due to the volume of prequalified Vendors on this contract.
166.	Section 5.3 – ACCOUNT MANAGER, Page no. 16	Is there a minimum level of experience required for designated Account Managers?	No, that is determined by the Staffing Vendor.
167.	Section 5.4, Page 16 and Attachment H, Page 107	The IFB requires the Vendor to designate an account manager. Should Vendors include the proposed account manager's name, contact information, role description, and resume in the proposal response, or is this information only required after award or during onboarding with the MSP?	This information should be included in the Vendors response to this IFB.
168.	Section 5.4 – Account Manager (Page 16)	Can the State provide additional details regarding the Account Manager requirement? • What are the primary responsibilities of the Account Manager? • Are there required response times for emails, calls, or urgent requests? • Must the Account Manager be available during specific business hours?	No, Refer to Answer for Question 166 and 167

		• Is a backup contact required when the Account Manager is unavailable? • Are there any minimum qualifications, certifications, or experience requirements for this role?	
169.	Section 5.4, pg. 16	Is the vendor's on-site representative someone different than the proposed staff?	Yes
170.	Section 5.4, Page 16	Is the designated Account Manager required to be located within North Carolina?	No
171.	Section 5.4 "Account Manager," Page 16 / Attachment H Submittal Checklist, Page 107	Section 5.4 requires the Vendor to designate an Account Manager but does not specify whether a résumé must accompany the bid. Attachment H does not list an Account Manager résumé as a required submittal item. Please confirm whether the Account Manager's résumé must be submitted with the bid response, or whether designation post-award is sufficient.	Refer to Answer for Question 166 and 167
172.	Section 5.5 – IT SUPPLEMENTAL STAFFING ADMINISTRATIVE FEE, Page no. 16	Does the State anticipate any adjustments to the current 4.0% Administrative Fee during the contract term?	No, not currently
173.	Section 5.5 and 5.6, Page 16	Please confirm whether the Administrative Fee (4.0%) and MSP Vendor Fee (1.96%) are fixed for the entire contract term or subject to change.	The State does not plan to make and adjustments at this time, however, should the State determine that adjustments to fees / NTE rates are warranted, it will be addressed through an Amendment to the contract.
174.	Section 5.5 and 5.6, Page 16	Can the State confirm that the Not-To-Exceed (NTE) rates listed in Attachment B are inclusive of all vendor costs, including the 4.0% administrative fee and 1.96% MSP vendor fee deductions?	Refer to Answer for Question 102
175.	5.5 IT Supplemental Staffing Administrative Fee, Page 16	Can the State confirm that the Not-To-Exceed (NTE) rates published in Attachment B are inclusive of the Administrative Fee and MSP Vendor Fee described in Sections 5.5 and 5.6?	Refer to Answer for Question 102
176.	Section 5.5 IT Supplemental Staffing Administrative Fee (Page 16)	Is the current 4.0% Administrative Fee fixed for the duration of the contract term, or may it be adjusted during the contract period?	Refer to Answer to Question 173
177.	Section 5.6 – MANAGED SERVICES PROVIDER VENDOR FEE , Page no. 16	Are there any additional MSP processing, transaction, or technology fees not identified in the IFB?	No
178.	Section 5.6 MSP Vendor Fee (Page 16)	Is the current 1.96% MSP Vendor Fee fixed for the duration of the contract term, or may it be adjusted during the contract period?	Refer to Answer for Question 173

179.	Section 5.6 – MANAGED SERVICES PROVIDER VENDOR FEE, Page no. 16	Does the State anticipate any adjustments to the current 1.96% MSP Vendor Fee during the contract term?	Refer to Answer for Question 173
180.	Section 5.5 & §5.6, Page 16	Section 5.5 states a 4.0% IT Supplemental Staffing Administrative Fee, and Section 5.6 states an additional 1.96% MSP Vendor Fee, both deducted by CAI from the Vendor's invoice. We confirm our understanding that the Not-to-Exceed (NTE) rates in Attachment B must be structured to absorb a combined deduction of approximately 5.96% (4.00% + 1.96%). Please confirm this understanding is correct, and clarify whether any additional fees or deductions may apply beyond these two.	All Fees will be deducted from the NTE hourly rate listed on Attachment B (Tables 1 and 2) Refer to Example provided in Section 5.6, Refer to Answer for Question 102 and 173
181.	IFB Section / Attachment: Sections 5.5 and 5.6; Page: 16	Sections 5.5 and 5.6 state that the 4.0% Administrative Fee and 1.96% MSP Vendor Fee are both included within the NTE rates in Attachment B. Can the State confirm these fee percentages are fixed for the initial contract term, and clarify the process and notice period if either fee is adjusted during the term?	Refer to Answer for Questions 102, 173 and 180
182.		Section 5.5 mentions a 4.0% Administrative Fee and Section 5.6 mentions a 1.96% MSP Fee. Are these fees deducted from the NTE rates listed in Attachment B, or are they added on top of the bill rate?	Refer to Answer for Questions 173 and 180 Refer to Example provided in Section 5.6
183.	Section 6.0 / SLA 6.1.1, Page 19	SLA 6.1.1 requires a 75% qualified candidate submission rate. How is "qualified" defined and assessed — by the MSP (CAI), the State Agency, or both — and is there a dispute mechanism if a vendor disagrees with a disqualification?	The candidate resumes submitted by the Vendor should reflect that the candidate meets the experience, skill level, educational background etc. requested in the VMS requisition. If a candidate is hired and not able to perform as represented through the resume and interview process, the State Agency/Entity can withdraw the engagement at their discretion and consider other candidates through the backfill process.
184.	Section 6.0 / SLA 6.1.2 & 6.1.3, Page 19	For SLA 6.1.2 (staff lost <5%) and SLA 6.1.3 (negative attrition <5%), will instances attributable to State Agency decisions — such as scope changes, premature terminations, or agency-side issues — be excluded from the vendor's SLA calculation?	Yes, unless it is caused due to an issue regarding contractor performance.
185.	Section 6.0, Pages 19–20	Will vendors be provided periodic SLA performance reports by the MSP for monitoring and corrective action purposes?	To be determined
186.	Section 6.1, pg 19	On average, how many assignments are solicited quarterly?	Data unknown
187.	Section 6.1 Service Level Agreements (Page 19)	For SLA 6.1.1 (Percentage of Assignments Submitted Against), how is the metric calculated when a vendor elects not to submit	Counts toward the percentage Vendors submit candidates for categories that they are approved to provide. Vendors should not select to provide a category of service/skill level if they are not confident that they have a

		candidates due to rate limitations, unavailable talent, or geographic constraints?	sufficient candidate pool for that category to meet the SLA's of this IFB.
188.	6.1 Service Level Agreements, Page 19	For SLA 6.1.1 (Percentage of Assignments Submitted Against), how does the State determine whether a submitted candidate is considered "qualified" for purposes of SLA measurement?	Refer to Answer to Question 183
189.	Section 6.1 Service Level Agreements (Page 19)	Will vendors have access to periodic SLA reporting and scorecards from the MSP to monitor compliance and performance metrics?	Refer to Answer to Question 185
190.	Section 6.1 - SLA 6.1.1 , Page no. 19	How does the State define a "qualified candidate" for SLA measurement purposes?	Refer to Answer to Question 183
191.	Section 6.1 – Service Level Agreements (SLAs), Pages 19–20	Would the State be open to reviewing proposed modifications to the SLAs listed in Section 6.1? If so, would those proposed modifications need to be submitted with the bidder's proposal?	No
192.	Section 6.1, Page 19 and Section 6.2, Page 20	Please clarify how SLA performance will be calculated during periods when a Vendor receives limited or no requisitions within its selected categories. For example, how will the State evaluate the "Percentage of Assignments Submitted Against" and "Total Dollar Value of Supplemental Staffing Assignment" SLAs if no applicable requisitions are released to the Vendor during a review period?	If the State Agency / Entities does not have a need to hire for a specific category. This is not counted against the Vendor due to no demand; however, Vendors are expected to present at least one qualified candidate for categories that the Vendor has committed to provide based on the Vendors selection in response to this IFB if a new contractor position or backfill for a current position is issued. Refer to Answer for Question 131
193.	IFB Section / Attachment: Section 6.1 — Service Level Agreements (Table 6); Section 6.2 — Non-Conformance to SLAs; Page: 19–20	Several SLAs (e.g., 6.1.1 Percentage of Assignments Submitted Against, 6.1.5 Total Dollar Value) depend on receiving and winning assignments. For a newly awarded vendor that has not yet received assignment requests, how will the State measure SLA conformance during the initial ramp-up period before any placements have been made?	Awarded Vendors will receive notification from CAI through the MSP/VMS tool for any request to hire a contractor for all categories/skill levels that the Vendor is awarded to provide. Refer to Answer for Question 131
194.	6.1.1 Service Level Agreements, Page 19	Is there a minimum number of total candidates submitted in a category?	That is determined by the State Agency/Entity when a request to hire a contractor is issued by the States MSP/VMS tool.
195.	Section 6.1 - SLA 6.1.2, Page no. 19	How are candidate withdrawals due to agency delays or changed requirements treated under SLA calculations?	Contractors are hired through this contract to provide specific services; requirements should not change during the assignment. If an assignment is ended early due to no fault of the Vendor and the candidate it does not have a negative effect on the Vendors SLA's, however it is due to a performance issue it can.
196.	Section 6.1 - SLA 6.1.3, Page no. 19	Can the State provide examples of events classified as "negative attrition"?	No
197.	Section 6.1 - SLA Page no. 19	Will vendors receive regular SLA scorecards and performance reports?	Refer to Answer for Question 185

198.	Section 6.1 – Service Level Agreements (SLAs)	As subcontracting utilization appears to be more explicitly addressed in the updated ITSS language, can the State confirm whether SLA measurements will continue to be evaluated exclusively at the prime vendor level regardless of subcontractor participation?	Prime Vendors will be held accountable for their sub vendors and performance of any candidate onboarded through a Prime Vendors sub vendor.
199.	Section 6.1 – Service Level Agreements, Page 19	For SLA 6.1.1 (Percentage of Assignments Submitted Against), how does the State define a "qualified candidate submitted" for measurement purposes, and how will the calculation be applied to vendors that have selected only a limited number of Job Categories?	The Vendors' SLA will apply only to the category of services that the Vendor agrees to provide in their response to this IFB. Refer to Answer for Question 183
200.	SLA 6.1.1 Percentage of Assignments Submitted Against, Page 19	Will the State please explain how qualified candidates are measured? For example, if Vendor A submits 3 qualified candidates for a Task Order and Vendor B submits 3 qualified candidates for the same task order, and all the candidates are qualified, but Vendor B's candidate is better. How is this measured?	Due to the volume of Vendors that are prequalified on this contract, it is not feasible that all resumes can be equally measured. There can be other unknown factors, such as Vendors can submit a candidate at a lower rate than the established NTE rate in the contract, location of candidate, previous experience working in state government. The State Agency/Entity determines what is needed to fill a contractor position, and the States MSP/VMS provider assists with screening resumes based on feedback from the requestor. Refer to Answer for Question 183
201.	Section 6.2 - NON-CONFORMANCE TO SLAs, Page no. 20	Is there an appeal process available if a vendor disputes SLA calculations or performance findings?	A Vendor may express a disagreement in findings in writing to the contract manager of this contract, they will be addressed with Vendors on a case by case basis.
202.	Section 6.2 - NON-CONFORMANCE TO SLAs, Page no. 20	Will vendors be provided a remediation period prior to removal from the contract due to SLA non-compliance?	Under normal circumstances, yes, the State may issue a notice to cure.
203.	Section 7.0 - OPEN ENROLLMENT, Page no. 20	Does the State anticipate conducting Open Enrollment annually or only as operational needs arise?	Refer to Answer for Question 20
204.	Section 7.0 – Open Enrollment	Given the continued evolution and maturity of the ITSS Program since the original implementation, does the State anticipate maintaining the current open-enrollment structure indefinitely, or evaluating future supplier rationalization initiatives based on utilization and SLA performance trends?	To be determined
205.	Section 7.1, Page 20	Can the State provide any anticipated timeline or frequency expectations for future Open Enrollment periods?	Refer to Answer for Question 20
206.	Section 7.1 – Open Enrollment, Page 20	The State reserves sole discretion regarding future Open Enrollment periods. If new job categories are introduced during the contract term, will existing awarded vendors automatically gain access to compete for those	The State may add new categories to this contract as needed, either through an Amendment to the contract or at the time of an Open Enrollment. Refer to Answer for Question 20

		categories, or will participation require a future Open Enrollment submission?	
207.	Section 7.3 - NOT-TO EXCEED (NTE) PRICING, Page no. 20	Will vendors be notified in advance of any planned increases or decreases to NTE rates?	The State would issue an Amendment to its pre-qualified Vendors
208.	Section 7.3 – Not-To-Exceed (NTE) Pricing, Page 20 and Addendum 1, Pages 2–13	How long are the NTE rates in effect before they are reviewed again/what is the review cadence? Is there the potential to appeal rates if there are unforeseen market forces that demand an increase in a particular role? If so, what is that path?	NTE rates will remain in effect for the duration of the contract unless the State issues an Amendment to the contract No, Vendors may not appeal the rates
209.	Attachment A – Execution Page (Page 21) and Attachment B – Not-to-Exceed (NTE) Pricing (Page 22)	Attachment B establishes Not-to-Exceed (NTE) labor rates. If a vendor is capable of providing qualified personnel for a labor category but cannot meet the specified NTE rate, is there a mechanism for submitting a pricing exception, alternate pricing proposal, or supporting justification for State consideration? Or would any deviation from the published NTE rates render the proposal non-responsive?	Refer to Answer for Question 208 Vendors must accept the NTE rates.
210.	Attachment A: Execution Page, Page 21 / Attachment E, Item 3, Page 86	The Execution Page (Attachment A, Page 21) states the offer is valid for one-hundred twenty (120) days from the date of bid opening. Attachment E, Item 3 "Time for Consideration" (Page 86) states the offer must be valid for one-hundred and eighty (180) days from the date of proposal opening, unless otherwise indicated on Attachment A. Can the State confirm which offer validity period governs — 120 days as stated on Attachment A, or 180 days per Attachment E?	The offer is valid for 180 days from the opening date of the IFB. A correction has been made to Attachment A in this Addendum 2.
211.		We are an incumbent vendor under the current contract. We note that Table 2 of Attachment B includes additional labor categories identified as being added as of May 2026. Since the RFP requires vendors to agree to the NTE rates for the categories listed, can you please confirm whether incumbent vendors are required to submit agreement to the NTE rates only for the newly added categories?	Yes, Incumbent Vendors were required to agree to the NTE rates for Table 1 and Table 2 of Attachment B via Amendment 6 to the contract. Refer to Answer to Question 61
212.		Additionally, please clarify whether incumbent vendors are required to formally accept the NTE rates included in Table 2 of Attachment B for these new categories, or whether incumbents will automatically be added to the new categories without any further action or acceptance required.	Refer to Answer for Questions 211 and 61
213.	Attachment B, Page 22	Please clarify whether the Not to exceed rates quoted for the job positions are applicable to remote, hybrid, or on-site engagements?	Yes, the NTE rates apply to remote, hybrid and on-site engagements.
214.		Incumbent NTE Rates and Pricing History: Are the NTE rates published in Revised Attachment B (Addendum 1) the same rates	Yes, Refer to Answer for Questions 211 and 61

		currently in effect for existing ITSS vendors, or have these rates been adjusted upward or downward for this Open Enrollment? If adjusted, please identify which categories changed and by what percentage.	
215.		Please confirm that Addendum 1 fully replaces the original Attachment B NTE pricing tables, and that vendors should complete only the revised Attachment B included in Addendum 1 rather than the original Attachment B in the IFB	Yes, Attachment B Tables 1 and 2 issued in Addendum 1 is the correct Attachment to be completed.
216.	Attachment B – NTE Pricing (Pages 22-31)	Does the ITSS Program permit agency-approved exceptions to the published NTE rates for highly specialized or hard-to-fill skill sets? If yes, please describe the approval process.	No
217.	Attachment B – NTE Pricing (Pages 22-31)	If a vendor elects to participate in a job category, must the vendor support all skill levels and demand levels within that category for every requisition, or only when qualified candidates are available?	Refer to Answer for Question 90
218.	Attachment B – AI, Cloud, Data Science Categories (Pages 27-31)	What process does the State use to review and adjust NTE rates when market conditions materially impact the ability to source qualified candidates within established rate ceilings?	Refer to Answer for Question 33
219.	ATTACHMENT B: NOT-TO-EXCEED (NTE) PRICING , Page no. 22	Are vendors permitted to submit candidates at rates below the published NTE rates?	Yes, they are encouraged to do so, to be competitive among other preapproved Vendors for these services. Vendors are prohibited, however, from submitting candidates at a rate above the established NTE rates and submissions will be rejected for doing so.
220.	ATTACHMENT B: NOT-TO-EXCEED (NTE) PRICING , Page no. 22	Will the State periodically review and adjust NTE rates based on market conditions?	The State may do so at its discretion.
221.	ATTACHMENT B: NOT-TO-EXCEED (NTE) PRICING , Page no. 22	Must vendors support all skill levels within a selected category?	Yes
222.	ATTACHMENT B: NOT-TO-EXCEED (NTE) PRICING , Page no. 22	Can vendors add newly introduced categories after initial award through future Open Enrollment opportunities?	Yes, either through an Amendment or an open enrollment issued by the State to this contract.
223.	Table 2 of Attachment B - NOT-TO-EXCEED (NTE) PRICING for NEW CATEGORIES Page no. 27	Can the State provide anticipated demand volumes for AI Architect, AI Developer, AI Consultant, AI Trainer, Machine Learning Engineer, and Data Scientist positions?	No
224.	Table 2 of Attachment B - NOT-TO-EXCEED (NTE) PRICING for	Which agencies are expected to have the highest utilization of AI-related staffing categories?	Unknown

	NEW CATEGORIES Page no. 27		
225.	Table 2 of Attachment B - NOT-TO-EXCEED (NTE) PRICING for NEW CATEGORIES Page no. 27	Are there plans to introduce additional AI or emerging technology categories during the contract term?	To be determined
226.	ATTACHMENT B: NTE PRICING , Page no. 22, 27	Please confirm whether vendors are required to submit detailed hourly rates for each labor category or whether vendors are only expected to acknowledge and accept the Not-To-Exceed (NTE) pricing specified in Attachment B.	Vendors are expected to accept the pre-established rates in Attachment B, Tables 1 and 2 issued in Addendum 1.
227.	ATTACHMENT B: NTE PRICING , Page no. 22 , 28	Please confirm the required format for pricing submission—whether Attachment B alone is sufficient or if additional pricing templates or spreadsheets must be included.	Refer to Answer for Questions 215 and 226
228.	Attachment B – New AI Categories, Pages 27-31 and Attachment C.1.4, Pages 43-47	For the newly established AI categories (AI Architect, AI Consultant, AI Developer, AI Trainer, Data Scientist, and Machine Learning Engineer), does the State anticipate agencies using these categories as the primary sourcing mechanism for AI-related work, or may agencies continue to utilize traditional categories such as Developer/Programmer, Specialist, or Technical Architect for similar requirements?	State Agencies/Entities may use all categories as the deemed appropriate to meet their needs.
229.		For categories selected in Attachment B, does the State expect vendors to support all associated skill levels and demand levels within the selected category?	Yes
230.	Attachment B, Pages 22–27	For selected job categories, should vendors mark “YES” for every individual skill level and demand combination, or is selection at the category level sufficient?	Vendors do not need to mark yes beside every skill level as Vendors are required to support all skill levels within the category job titles of Attachment B Tables 1 and 2. Refer to Answer for Question 229
231.	Attachment B starting at Page number 22	For all positions- will they be required to be onsite or can they be remote if US-Based? If a combination, what percentage of the positions are expected to be allowed for remote candidates?	Refer to Answer for Question 2 and 113
232.		Should vendors submit both the completed Attachment B (Page 22) and the applicable pricing addendum(s) as part of the proposal package, or is submission of the pricing addendum(s) alone sufficient?	No, Vendors should submit Attachment B Tables 1 and 2 provided in Addendum 1 Refer to Answer for Question 68
233.	Table 2 of Attachment B - NOT-TO-EXCEED (NTE) PRICING for NEW	Are vendors allowed to propose revised rates for the job titles listed, or are vendors only required to indicate “Yes” or “No” as requested in the Attachment B?	Vendors must agree to the established NTE rates Refer to Answer for Question 232

	CATEGORIES, Page 27		
234.	Table 2 of Attachment B - NOT-TO-EXCEED (NTE) PRICING for NEW CATEGORIES, Page 27	If current contract holders are allowed to respond to this solicitation, are they required to submit a complete proposal response, or are they only required to complete Table 2 of Attachment B – Not-to-Exceed (NTE) Pricing for New Categories and other relevant forms.	Yes, Vendors are to submit a complete proposal, Attachment B Tables 1 and 2 provided in Addendum 1 replaces Attachment B in the IFB.
235.	Attachment B – NTE Pricing (Original & Addendum 1) and Attachment C.2/C.3 – Skill Levels & Technology Skill Demand, Pages 22–31 and 65–81	Will the NTE rate be established by the State based on needed skill level & demand for the specific need at the time of posting or will it be open to different skill levels & demand based on what is available/sourced by Aya for the posted role?	Refer to Answer for Question 232
236.	IFB/ Attachment C: JOB TITLES, SKILL LEVELS, AND TECHNOLOGY SKILL DEMAND	In the Checklist there is mention of Attachment C: JOB TITLES, SKILL LEVELS, AND TECHNOLOGY SKILL DEMAND. Should we attach just the whole Attachment C or we have to provide sample resumes of all the skill sets?	Include Attachment C and Refer to Answer for Question 74
237.	Sample Resumes	The IFB does not appear to specify a requirement for submission of sample resumes. Please confirm whether vendors are required to submit sample resumes as part of their bid response. If so, please provide the required quantity, format, and applicable job categories.	Refer to Answer for Question 74
238.	Attachment C – Job Titles, Skill Levels, and Technology Skill Demand, Page 32	Please confirm whether Attachment C is informational only, or whether Vendors are expected to mark/select supported categories or provide any additional response within Attachment C.	Attachment C is informational; however, it should be provided in the Vendors proposal. Note: Be sure to follow instructions in Attachment B (Tables 1 and 2) of Addendum 1
239.		Annual Requisition Volume by Job Category: Please provide the number of VMS requisitions issued per job category (as defined in Attachment C) during the most recent 12-month period, or the most recent full program year available. If exact counts cannot be provided, please provide volume tiers (high/medium/low demand) by category.	Refer to Answers for Questions 9,26,37,38 and 46
240.		SAP and IBM Curam Category Requirements: Attachment C includes SAP and IBM Curam as distinct job category groupings with a wide range of specialized sub-skills. Please confirm: (a) are SAP and Curam categories treated as independent bid decisions from the standard categories, and (b) is a vendor required to cover all sub-skill levels within an SAP or Curam category if they select it, or may a vendor select specific sub-skills only?	a) No b) Yes

241.	Attachment C, Page 32	Attachment C is listed as part of the required proposal contents. Please confirm whether the vendor should return Attachment C exactly as issued.	Yes, Refer to Answer for Question 238
242.	Attachment D1, Pages 84 - 85	If a vendor is not currently registered with the North Carolina Secretary of State at the time of bid submission, may the vendor still submit a proposal and provide proof of registration prior to contract award or within a specified timeframe after award?	Vendors who submit a response to this IFB will have 30 days from date of award to have registered and provide proof of registration and active SSID number. Vendors participation will not be activated with our MSP/VMS to receive notifications until the proof of registration has been provided.
243.	Attachment H, Page 107 and Attachment G, Page 90	Attachment H requests a copy of the Certificate of Insurance. Please confirm whether Vendors are expected to submit a current Certificate of Insurance with the proposal response, or whether a sample Certificate of Insurance is acceptable at proposal submission, with the final Certificate of Insurance to be provided upon award or before work begins.	Vendors are expected to submit a current Certificate of Insurance.
244.	Attachment H, Page 107 and Attachment G, Page 90	Please confirm whether the Certificate of Insurance submitted with the proposal, if required, must include any specific entities as additional insured, any waiver of subrogation language, or any special cancellation notice language at the time of proposal submission.	Refer to Answer for 243, and Attachment G, paragraph 26.
245.	ATTACHMENT G: NORTH CAROLINA TERMS AND CONDITIONS FOR SERVICES, Section 26/c Page Number: 97	Business-related driving is limited to occasional use of employees' personal vehicles. The majority of our work is performed virtually. The contract requires Automobile Liability Insurance covering all owned, hired, and non-owned vehicles, with the following minimums: — \$500,000 combined single limit (bodily injury and property damage) — \$500,000 uninsured/underinsured motorist — \$5,000 medical payments I have two questions: 1. Hired and Non-Owned Auto (HNOA) coverage: For vendors without company-owned vehicles, is an HNOA endorsement on a commercial general liability policy an acceptable method of satisfying the owned/hired/non-owned vehicle requirement? 2. Uninsured/Underinsured Motorist coverage: My insurance agent advises that UM/UIM coverage is generally not available through HNOA endorsements and is uncommon in vendor contracts. Can you confirm whether this requirement applies to vendors with no owned fleet, and whether any alternative or exception exists for this coverage type?	Automobile insurance is required in the event that a Vendors contractor would be required to operate a State owned vehicle, or personal vehicle as part of the job (for example – driving a state owned vehicle to attend a meeting at another state agency or conference). The Vendor must have coverage for its contractor, or the contractor must have Automobile insurance.
246.	Attachment G – North Carolina Terms and	For insurance compliance requirements, would a standard Certificate of Insurance (COI) be sufficient at proposal submission stage, or are	Standard is acceptable

	Conditions for Service, Page 90	additional endorsements or insurance forms required with the bid?	
247.	Attachment D1, Page 85	The IFB requires proof of insurance with the proposal submission. Will a standard Certificate of Insurance satisfy this requirement, or are specific endorsements and coverage forms required to be included with the bid response?	Refer to Answer to Question 246
248.	Attachment G: Terms and Conditions, Paragraph 26(b) Commercial General Liability	Regarding the Commercial General Liability requirement of a \$2,000,000 minimum limit, can a vendor utilize a Commercial Umbrella or Excess Liability policy to satisfy this requirement, provided the underlying CGL policy combined with the Umbrella policy equals or exceeds the \$2,000,000 limit?	Yes, Vendor must provide proof of both.
249.	Attachment G, Paragraph 26(b) – Insurance Coverage, Page 97	On Page 97, Item B – Commercial General Liability, the insurance requirements state that “defense costs shall be in excess of the limit of liability.” Would the State be willing to revise this requirement, as our coverage includes defense costs within the policy limits?	No, the limit of liability is based on the value of engagements that a Vendor has with the State, not the overall value of the entire contract, which includes ALL approved Vendors engagements.
250.	Paragraph 22 : Insurance Coverage	We are focusing only on IT roles. So, Please suggest if Worker's Compensation alone is sufficient or do we need to take all the 3 types of coverages Commercial General Liability and Automobile.	Refer to Answer for Question 245
251.	Insurance Coverage, Page 97	Commercial General Liability – The agreement requires Commercial General Liability coverage on a Comprehensive Broad Form basis with a minimum limit of \$2,000,000 Combined Single Limit on an occurrence basis. We currently maintain \$1,000,000 per occurrence / \$3,000,000 aggregate coverage. Could you please confirm whether our current General Liability coverage is acceptable for our scope of services?	Refer to Answer for 249 and 250
252.	Paragraph 26 - Insurance Coverage Page 97	1.Automobile insurance: My company does not own any automobiles, but my personal vehicles. Do I still need to maintain the limits of bodily injury, property damage and uninsured/underinsured motorist and medical payment limits mentioned in 26 paragraph and subsection C? 2.There is no option to upload an insurance certificate.	1. Refer to Answer for 250 2. For assistance contact the help desk at 1-888-211-7440
253.	Attachment D-1: Vendor Certification Form - 5) Insurance Coverage, Page 85	What name and address should be listed as the certificate holder on the COI?	The Certificate of Insurance (COI), the vendor must list the issuing organization (in this case of the IFB, NCDIT (the entity named in the contract) as the Certificate Holder on the COI. This means the COI should be made out NCDIT as the designated recipient—typically displayed in the “Certificate Holder” box (usually at the bottom left of an ACORD 25 form)

			The COI should provide the following: • Proof that insurance exists as of the COI date • Give NCDIT the right to be notified if the policy is canceled or materially changed Purpose: To provide assurance of compliance and alert the holder to policy changes—not to grant coverage
254.	Attachment G Page 97, Number 26)	What address for the State of North Carolina should be on the Certificate of Insurance?	Refer to Answer for Question 253
255.		Can E-Verify enrollment and the Certificate of Insurance be provided at the time of first placement/engagement rather than at the time of bid submission?	No
256.	Attachment D, Item (a), Page 82	The actual IT Supplemental Staff work locations will be determined later through individual VMS requisitions and State Agency direction. Please confirm whether the vendor may state that the placed IT Supplemental Staff will perform work at State Agency locations across North Carolina, approved State Agency sites, or approved U.S.-based remote/hybrid locations as specified in each VMS requisition.	No, the Vendor will not determine if the contractor position will or should be remote or onsite, that determination is made by the Stage Agency/Entity when a requisition to hire is issued through the VMS tool. Refer to Answer to Question 2 and 113
257.	Attachment D, Item (a), Page 82	Should the vendor provide exact street addresses for all locations, or is city, state, and country sufficient for corporate offices, support teams, subcontractors, and remote U.S.-based personnel?	Yes
258.	Attachment D1, Item 4 "Certificate to Transact Business in North Carolina," Page 84	Is active registration with the North Carolina Secretary of State (NCSOS) and a valid SSID required at the time of bid submission, or is it acceptable to indicate "No" on Attachment D1 and complete registration within 30 days of contract award as the form contemplates?	Refer to Answer to Questions 16 and 305
259.	Attachment D1, Item 4, Page 84 / Attachment H Submittal Checklist, Section 2, Page 107	Is active NCSOS registration / SSID a mandatory eligibility requirement to bid on this Open Enrollment, or is it solely a condition of contract award? Please confirm a Vendor without active NCSOS registration at submission is not deemed non-responsive.	Refer to Answer to Questions 16 and 305
260.	Attachment D, Page 82	"The click here to enter text" field does not seem to activate when I click in the box. Is it acceptable to modify manually?	Yes
261.	Attachment D, Page 82	Attachment D requires a "Location of Workers" disclosure. Does this disclosure restrict vendors from using remote resources for any portion of the work, and will there be	Refer to Answer for Questions 2 and 113

		restrictions on workers located outside North Carolina?	
262.	Attachment D – Location of Workers Utilized by Vendor (Pages 82-83)	Does offshore recruiting, candidate sourcing, resume screening, or administrative support constitute "work performed under the contract" requiring disclosure if those resources do not access State systems, State data, or perform billable services?	Refer to Answer for Questions 109,126 and 127
263.	Attachment F, Item 8 "Historically Underutilized Businesses," Page 88	Attachment F, Item 8 encourages HUB participation but does not establish a scored preference. Please confirm there is no local, in-state, North Carolina-resident, or HUB preference applied during evaluation or award under this Open Enrollment.	Refer to Answer to Question 14
264.	Attachment G, Page 88	How are the Historically Underutilized Business (HUB) scored in the evaluation process for this bid?	Refer to Answer to Question 14
265.	ATTACHMENT F: GENERAL CONDITIONS FOR PROPOSALS- POINT 11. CO- VENDORS	For Co-Vendor/Joint Venture/Partnership response what kind of documents should be submitted along with our response? Also, please let us know whether the Co-Vendor/Joint Venture/Partnership entities are required to submit references, financial statements, and similar supporting materials individually, or if submission by only the Prime Vendor/Contractor will be sufficient.	This contract will be awarded to a Prime Vendor only. Prime Vendors on this contract will be responsible to the State for all its sub-vendors.
266.	ATTACHMENT G: NORTH CAROLINA TERMS AND CONDITIONS FOR SERVICES 36) Price Adjustments for Term Contracts Page 101	If adjustments are permitted, is there a specified mechanism (e.g., annual review, CPI-based increase, or mutual negotiation) that governs such changes?	No
267.	ATTACHMENT G: NORTH CAROLINA TERMS AND CONDITIONS FOR SERVICES 36) Price Adjustments for Term Contracts Page 101	Should the initial proposal reflect fixed pricing for the entire term, or can adjustments be proposed in advance as part of the contract?	No
268.	ATTACHMENT G: NORTH CAROLINA TERMS AND CONDITIONS FOR SERVICES 15) Payment Terms Page 94	What are the invoice/payment terms (NET 30, NET 45, etc.) and required invoice fields?	Net 30 Required invoice fields will be determined by the State hiring Agency/Entity

269.	ATTACHMENT G: NORTH CAROLINA TERMS AND CONDITIONS FOR SERVICES 15) Payment Terms Page 94	What are the candidate reporting requirements?	That will be determined by the State hiring Agency/Entity and provided in the VMS requisition.
270.	Attachment G, Page 93	Given travel rates for “lowest available airfare not requiring a weekend stay and to use the lowest available rate for rental vehicles’ would not be possible to calculate without a specific client site. How are these envisioned to be built into the costs proposed?	The State will not cover any travel cost, how travel cost will be covered is between the Vendor and its contractors.
271.	Attachment G, Paragraph 23 – Patent, Copyright, and Trade Secret Protection, Pages 95–96	Would the State be willing to remove Section 23 (Patent, Copyright, and Trade Secret Protection) from Attachment G since it is outside of the particular scope of services of the RFP?	No
272.	Attachment G, Paragraph 32 – Vendor’s Liability for Injury to Persons or Damage to Property, Page 99	Is the State open to reviewing proposed modifications to the indemnification terms?	No
273.	Attachment G, Page 90+	Please confirm whether electronic signatures are acceptable for all required forms and attachments.	Refer to Answer to Question 65
274.		For bid submission purposes, is an electronic signature acceptable, or must the signature be in wet ink as appearing on the signatory’s government-issued identification (e.g., driver’s license or passport)?	Refer to Answer to Question 65
275.	Any page that requires a signature	Can we sign with our PDF signature, or do we have to manually sign?	Refer to Answer to Question 65
276.		What information and documents should be included in the Redacted Response?	Refer to Section 2.3.3 PROPOSAL SUBMITTAL INSTRUCTIONS, paragraph e). The redacted copy should have all confidential statements removed that meet the terms in Attachment G, paragraph 20.
277.	Proposal Submittal Instructions, Page 6	If confidential information is not included in the proposal response, can vendors omit the redacted copy requirement?	Yes, Refer to Answer for Question 67
278.		Please confirm whether the signed addendum, pricing tables, attachments, insurance certificate, Secretary of State documentation, and supporting materials should all be included in one consolidated PDF, except the redacted copy if applicable.	Yes, it can be included in one consolidated pdf or submitted separately, Refer to Answer for Question 67
279.	Attachment H – Submission Checklist, Page 107	Attachment H references submission as “one consolidated document.” Please confirm whether all required forms, attachments,	Refer to Answer for Question 67 and 278.

		insurance documents, and supporting documents should be merged into a single PDF upload, or whether separate uploads are acceptable within Ariba.	
280.		Could you please provide guidance on the document submission process within Ariba? Specifically, may the checklist and supporting documents identified on Page 107 be uploaded as separate attachments, or is it preferred that all required materials be consolidated into a single document?	Refer to Answer to Question 67 and 279
281.	Attachment H, Page 107	Attachment H states that the original proposal response should be organized and uploaded to Ariba Section 5.1 as one consolidated document. Please confirm whether all required attachments, supporting materials, Certificate of Insurance, SSOID information, and the full original IFB copy must be combined into one consolidated PDF, or whether separate uploads are permitted in Ariba.	Refer to Answer to Question 67 and 279
282.	Proposal Submittal Instructions	The solicitation states: "Submit one (1) signed, original electronic offer through the Ariba Sourcing Module. The Ariba Sourcing Module document number is WS2142778644." However, when we search for this document number in the Ariba Sourcing Module, we are unable to locate the solicitation. Could you please provide the appropriate link or guidance on how to access the solicitation within Ariba? Alternatively, may we submit our response through the North Carolina eProcurement portal?	The solicitation can be found at the following link: Home · https://evp.nc.gov Select Browse Solicitations Keyword: Open Enrollment Offers are to be submitted per Section 2.3.3 Note: this section provides Help Desk information.
283.	Page 6 It is the Vendor's sole responsibility to submit their offer to the Ariba Sourcing Module by the specified time and date of opening. Vendors shall bear the risk for late electronic submission due to unintended or unintentional errors, including but not limited to, incorrect or incomplete information, or application issues. Vendor must include all the pages of this solicitation in their response.	We cannot seem to find and access the correct Ariba system to submit the bid. Can you please provide a link to the page and/or contact person.	Refer to Answer to Question 282
284.	Attachment H – Submission Checklist, Page 107	Attachment H references "supporting materials that may improve the quality of Vendor's response." Please confirm whether optional corporate capability statements, staffing process documentation, or MSP/VMS experience summaries are acceptable attachments.	Yes, if they provide information directly related to the Vendors references
285.	Attachment H, Page 107	Attachment H permits "Any supporting materials that may improve the quality of Vendor's response" and states that such	Yes, supporting materials is optional

		materials should be included as items in a separate appendix. Please confirm whether this supporting-materials appendix is optional and may include concise company capability information such as staffing experience, recruiting process, VMS/MSP readiness, account management, SLA support, quality controls, U.S.-based delivery controls, certifications, and insurance/registration backup.	
286.	Attachment H, Page 107	Please confirm whether the supporting-materials appendix will be reviewed only as supplemental information and that the required submission package remains the completed IFB attachments, executed addenda, required forms, insurance documentation, NC Secretary of State information, errata/exceptions, if any, and all pages of the original IFB solicitation.	Refer to Answer for Question 285
287.	Attachment H, Page 107	What documents are the State expecting "to improve the quality of Vendors' response"? Please give an example.	That should be determined by the Vendor submitting a response to this open enrollment. Refer to Answer to Question 285
288.	Attachment H Submittal Checklist, Section 2, Page 107 / Attachment F, Item 4 "Insufficiency of References to Other Data," Page 87	Although references are not a required submittal item under Attachment H, Section 2 permits supporting materials that may improve the quality of the Vendor's response. If the Vendor elects to include past performance references in a supporting appendix, will both State government and Federal government references be acceptable?	Refer to Answer to Questions 284, 285 and 287
289.	Attachment H – Submission Checklist, Page 107	Attachment H references including "All pages of the original IFB solicitation document (OCR PDF format preferred)." Please confirm whether Vendors are required to upload the complete IFB document as part of the consolidated proposal response package.	Yes
290.	Attachment H: Submittal Checklist, Page No -107	Attachment H – Submittal Checklist appears to identify the documents required for proposal submission. However, the solicitation also includes Attachment C – Job Titles, Skill Levels, and Technology Skill Demand; Attachment G – North Carolina Terms and Conditions for Service; Appendix A – General Change History; Attachment F – General Conditions for Proposals; and Attachment E – Instructions to Vendors. Please confirm whether these attachments and appendices are required to be included in the vendor's proposal submission, or whether they are provided for informational/reference purposes only and do not need to be resubmitted unless specifically required by Attachment H	Yes, Refer to Section 2.4 PROPOSAL CONTENTS, and Refer to Answer to Question 68
291.	Attachment H: Submittal Checklist, Page No -107	Section 2 of Attachment H – Submittal Checklist states that "all pages of the original IFB solicitation document" must be included. Please clarify whether vendors are required to	Refer to Answer to Question 68

		submit the entire original solicitation package, including all attachments and appendices, or only the completed, signed, and response-specific documents identified in the Submittal Checklist.	
292.	Attachment H: Submittal Checklist, Page no. 107	Please clarify what the vendor is expected to submit for Attachment C. Do we need to match each job title with the required skill level and technology skills and provide detailed information, or is it enough to simply confirm that we can provide staff for all listed roles?	Refer to Answer for Question 238
293.	Attachment H: Submittal Checklist, Page no. 109	Please confirm the complete list of documents required to be submitted as part of the proposal.	Refer to Answer to Question 68
294.	Attachment H, Page 107	In addition to the completed Attachments in Section 1, Section 2 states the following: "all pages of the original IFB solicitation document". Should this just be a blank copy of the entire IFB solicitation?	Refer to Answer to Question 68
295.	Attachment H - Checklist - Page 107	Attachments E, F and G are listed in the checklist to be included with our response. There are no areas in either of these 3 attachments where bidders can enter information. What exactly does the State require bidders do with these attachments?	Refer to Answer to Question 68
296.	Attachment H – Submittal Checklist, Page 107, Section 2: Other – Vendor Response and IFB Copy	The checklist references "NC Secretary of State (SSOID) Information." Please clarify what specific documentation vendors are required to submit to satisfy this requirement. Additionally, please clarify what is expected for the item "All pages of the original IFB solicitation document (OCR PDF format preferred)." Are vendors required to submit a complete copy of the whole solicitation?	Refer to Answer to Questions 68, 16,
297.	Attachment H – Submittal Checklist, Page 107, Section 1: General Response	Several attachments listed in the Submittal Checklist appear to be informational only and do not contain fields requiring vendor completion, including Attachment C – Job Titles, Skill Levels, and Technology Skill Demand; Attachment E – Instructions to Vendors; Attachment F – General Conditions for Proposals; Attachment G – North Carolina Terms and Conditions for Service; and Appendix A – General Change History. Please clarify whether vendors are required to submit copies of these attachments with their proposal package or whether review and acceptance of these documents is sufficient.	Refer to Answer to Question 68 and 238
298.	Attachment H: Submittal Checklist, Page no. 108	Please clarify what the vendor is expected to submit for Attachment E, F, G, A. Do we need to simply acknowledge?	Attachments E, F, and G do not require signatures; however, they should be included in the Vendors response.
299.		Attachment D restricts locations for systems receiving, processing, storing, or transmitting State/Federal data to the United States. Please clarify whether offshore recruiting,	No services for any category job titles on this contract can be conducted outside of the

		sourcing, payroll support, or administrative support is allowed if those personnel do not access State data or systems.	United States. All remote work must be performed in the United States.
300.		How many vendors will be awarded?	There is no cap set.
301.		Who are the current providers? If you can share the incumbent's response documents that they have submitted previously for similar bid.	There are currently approximately 277 Vendors on this contract, the response for each of the Vendors is not available. Refer to Answer for Question 24
302.		What is the approximate budget for this bid?	Refer to Answer to Question 23
303.		What was the annual spend for the previous year on this Project?	Refer to Section 1.1
304.		How many roles/requirements/requisitions can we expect from this bid in a year or what were the previous numbers?	Future projections are not available
305.		Do vendors need to register in NC as business entity to bid on this project?	No, however, it is required to receive award of contract. Refer to Attachment D-1: Vendor Certification Form, Paragraph 4
306.		Is there any local preference?	No
307.		Will these roles be onsite or remote?	Refer to Answer to Question 2 and 113.
308.		Do we just need to submit all attachments as per evaluation process or do we need to create any additional response as well like any technical response?	Vendors are to provide only what is requested in the solicitation with their offer.
309.		Are the NTE rates inclusive of all MSP and administrative fees?	Refer to Answer to Question 102
310.		Will incumbent vendors under ITS-002441 automatically transition to the new contract, or will all vendors be required to compete again through the Open Enrollment process?	No, ITS-002441 expired in 2015. Incumbent Vendors on ITS-009440 were required to respond to Amendment 6 of this contract. They are not required to submit a response to the open enrollment, as they are already enrolled.
311.		Is registration with the North Carolina Secretary of State (NCSOS) required prior to proposal submission in order to participate in this opportunity?	No, however, it is required to receive award of contract. Refer to Answer to Questions 16 and 305.
312.		Should vendors include company information, staffing approaches, and references as part of the proposal response?	Refer to Section 2.4 Proposal Contents. Vendor should submit only what is requested in the solicitation.
313.		We have been a staffing vendor with the State of NC since 2020 and wanted to ask you if we are required to complete this new RFP in order to remain an active staffing vendor with the State of NC?	Refer to Answer to Questions 310 and 61
314.		If our offshore team in India only helps with recruiting and sourcing candidates, and they will not access State systems, State data, Federal data, Vector/VMS, timesheets, onboarding records, or any confidential contract information, should we still answer	You should answer "YES" but also state what work will be performed outside of the US. Such as recruiting contractors.

		"YES" to the question: "Will any work under this contract be performed outside the United States?" Or may we answer "NO" if all contract-related work, VMS activity, candidate submission, compliance, account management, and State/MSP communication will be handled by U.S.-based personnel only? Please confirm how we should answer Attachment D.	
315.		Are incumbent vendors and current contract holders under ITS-009440 required or eligible to submit a new response under this Open enrolment IFB. Will existing contracts and associated amendments remain valid through their awarded term and renewal periods ?	No, Incumbent Vendors (vendors who are already pre-approved vendors on contract ITS-009440) are NOT required and should NOT submit a response to this IFB. Incumbent Vendors were required to respond to Amendment 6 of contract ITS-009440. Yes
316.		Please confirm whether incumbent vendors under existing North Carolina IT staffing contracts are eligible to participate in this Open enrolment and whether any restrictions apply to current contract holders?	Refer to Answer to Question 61 and 315
317.		Can vendors submit proposals for selected service areas or labor categories only, or is it mandatory to bid across all service areas identified in the solicitation?	Yes, Vendors are NOT required to provide all categories of service.
318.		Are vendors required to submit resumes or resource details as part of the proposal response for identified labor categories or positions? If resumes are required, does the State require complete resumes or would representative summaries/profile formats be acceptable?	Refer to Answer to Question 74
319.		Since project timelines and start dates for specific skill requirements may vary, can vendors submit representative resumes for proposed labor categories, or are resumes required for specifically identified individuals who will be assigned upon award?	No, Refer to Answer to Question 74
320.		Can the State provide information regarding the average staffing placement duration or typical contract term for positions under this program?	Refer to 1.1 INTENT AND INTRODUCTION "The average length of assignment has historically been six (6) months to one (1) year."
321.		Are tentative start dates available for anticipated staffing requirements or labor categories under this Open enrollment?	No, they are provided at the time the State Agency/Entity issues a request to hire.
322.		What notice period or turnaround time does the State typically provide to vendors for filling staffing requests after requisitions are issued?	It varies depending on what the State Agency/Entities need.

323.		Are there any significant upcoming initiatives, technology modernization programs, or major projects anticipated in the coming years that participating vendors should be aware of when preparing responses and workforce planning strategies?	No
324.		For incumbent vendors with currently approved pricing or rate structures, must pricing be fully resubmitted and reevaluated under this Open enrollment process?	Refer to Answer to Question 61
325.		If an incumbent vendor does not submit a response under this Open enrollment, will the current contract remain active through its expiration date, or will participation terminate upon implementation of the new agreement?	Refer to Answer to Question 61, the Open Enrollment does not have any effect on current active engagements on this contract.
326.		If our firm is already an active, approved supplier on the current NC IT Supplemental Staffing roster (registered through CAI's Supplier Management Portal), are we still required to submit a full bid response to IFB ITS-009440 in order to remain on the roster for the Open Enrollment 2026 period? Or does our existing registration carry forward automatically?	Refer to Answer to Question 61
327.		Table 2 of Addendum 1 (New Categories such as AI Architect, Cloud Engineer, Data Scientist, etc.) requires vendors to explicitly mark YES or NO, and states that failure to respond is deemed a NO. For existing roster vendors, does this mean we must submit a response specifically to Table 2 even if we are otherwise grandfathered in and will failure to respond to Table 2 result in being excluded from those new categories entirely?	Incumbent Vendors were to follow the instructions provided in Amendment 6 for ITS-009440. Also, Refer to Answer to Question 61
328.		The addendum requires one properly executed copy to be returned with the bid or prior to the July 1, 2026 deadline. Is submission of the signed Addendum 1 acknowledgment page alone sufficient for existing vendors who are already registered, or must the full Attachment B pricing table also be resubmitted?	A Vendor can be registered on the NCevp site, but that does not make a Vendor a preapproved Vendor on this contract. This open enrollment is to allow New Vendors to be awarded preapproval status on this contract. Incumbent Vendors should Refer to the Answer for Questions 61 and 68
329.		If we submit resumes to CAI, will we get communications from CAI updating us on the status of the submission?	This Open Enrollment solicitation does not require submittals of resumes to CAI
330.		Can you confirm if NC has a local preference for this contract?	No, the State does not. Refer to Answer to Question 306
331.	File Limit	Is there a maximum file size limit for proposal submissions under this solicitation?	No, however, contact the help desk for more information at 1-888-211-7440
332.		If this is a new Contract, what is the annual Budget for this?	Refer to Answer to Question 23
333.		Can you please give us an extension of 1-2 weeks to submit our proposal?	Refer to Answer to Question 66

334.		Who are previous incumbents on this project?	Refer to Answer to Question 30
335.		What are the challenges or pain points you are facing with the current contractor?	None
336.	General / Incumbent Information	Could you please share the incumbent vendor details? Additionally, are there any known challenges or pain points with the current or previous contractors that the State would like Vendors to be aware of?	Refer to Answers to Questions 30 and 31
337.		How will work orders be shared among multiple awarded vendors?	Notice of requisitions for contractor positions will be issued by the MSP through the Vector VMS tool and will go out to all Vendors approved to provide that specific category/job title skill level/demand for the position. Refer to Answer for Question 131
338.		Will there be any tiering or hierarchy in distributing task/work orders among awarded vendors? If yes, what criteria will be used to determine such hierarchy?	No
339.		Could you please provide a list of the most commonly utilized positions under this contract?	Refer to Answer for Question 37
340.		Are there any mandatory subcontracting goals (e.g., small business, disadvantaged business, or similar requirements) associated with this contract?	No
341.		What has been the approximate annual spend for similar services in previous years?	Refer Answer for Question 303
342.		Is this single vendor or multi vendor awards?	Multi Vendor
343.		Is there a projected award and start date?	Refer to 2.3 IFB Schedule
344.		Does the State of North Carolina accept the NMSDC certification in lieu of its own diverse business certification?	No
345.		We are also certified as an SDO in Massachusetts . Does North Carolina recognize certification reciprocity for out-of-state diverse business certifications?	No
346.	PROPOSAL QUESTIONS, Page 5	Is there a page limit for the response document (minus the forms and attachments) ?	No
347.		Incumbent Vendor Roster and Current Program Size: Please confirm the total number of vendors currently approved under the active IFB ITS-009440 ITSS contract. Additionally, please provide the names of all current ITSS provider vendors, or confirm whether this information is publicly available through NC eVP or another State transparency portal.	Refer to Answer to Question 24

348.		Vendor Performance Data and SLA Non-Conformance History: Has the State or CAI removed any vendors from the current ITSS contract for SLA non-conformance or performance failure since the last Open Enrollment? If so, in what categories or regions did non-conformance most frequently occur?"	Yes, removal was not based on any category or geographical region, most common reason was failure to pay invoices, and failure to pay their contractors.
349.		Vector VMS Onboarding Process for New Vendors: Please describe the process and timeline for newly approved ITSS vendors to be onboarded into the Vector VMS platform and to begin receiving and responding to requisitions through CAI. Is there a training requirement, a system access lead time, or a probationary period before a new vendor receives live requisitions?"	New Vendors will be activated in the MSP/VMS program in order of award. Refer to Answer for Question 93
350.		Minimum Submission Requirement Per Requisition: When a VMS requisition is opened, is there a minimum number of candidate resumes a vendor is required to submit, or is a single qualified submission acceptable? Additionally, if a vendor is unable to fulfill a requisition within the 5-business-day SLA, is the vendor required to notify CAI, and does a single missed SLA event affect the vendor's SLA metrics?"	Refer to Answer for Question 4 and 90
351.		Rate Submission on Live Requisitions: When a vendor submits a candidate resume through Vector for a specific requisition, does the vendor submit the candidate-specific bill rate at that time, or is the bill rate fixed at the NTE rate established in Attachment B? If vendor-specific rates are submitted per requisition, is the submitted rate visible to competing vendors or to the hiring agency?"	Refer to Answer for Question 5 All approved Vendors for a category know what the NTE rates are, however; they do not know when or if a Vendor submits a candidate for that category offering a lower rate.
352.		Transition Period for Newly Awarded Vendors: For vendors newly awarded under this Open Enrollment, will there be a formal transition period or introductory phase before they are expected to meet full SLA performance metrics? For example, is there a 30-or 60-day ramp window during which SLA performance is tracked but not used to determine contract compliance?	Refer to Answers for Questions 93 and 98
353.		Are we required to re-submit RFP/ solicitation doc as it is with our proposal submission?	Yes
354.		The IFB states that incumbent vendors are not eligible to submit a response to this Open Enrollment and that new vendors must meet all criteria. Can you please confirm whether the new job categories will be added to "incumbent vendors" without participating in this Open Enrollment?	Refer to Answer to Question 61

355.		The IFB states that vendors must participate in all skill levels and skill demand within a selected job category. Please confirm whether selecting "YES" for a job title/category requires coverage for every Junior, Mid-Level, Senior, Expert, Normal, and High combination listed for that job title.	Yes, it does
356.		The IFB provides historical overall spend but states there is no guaranteed volume. Can the State provide approximate historical requisition counts, placements, or demand by job category for FY 2023-2024 and FY 2024-2025?	No
357.		The IFB states that vendors must meet demand across North Carolina and estimates 80% of current positions are in the Triangle region. Can the State provide expected distribution of remote, hybrid, and on-site roles by region or agency?	Refer to Answer for Questions 2 and 113
358.		Please confirm whether all requisitions will be released exclusively through Vector VMS managed by CAI, and whether any agency may contact vendors directly outside the VMS for candidate sourcing, clarification, or interviews.	Refer to Answers for Questions 91 and 131
359.		For candidate interviews, what is the typical timeframe between requisition release, candidate submission, interview scheduling, and selection?	That is determined by the State Agency/Entity
360.		Vendors must submit qualified resumes within five business days unless an emergency or longer period applies. Please define what qualifies as an emergency request and what response time may be expected in those cases.	The State Agency/Entity determines what they constitute to be an emergency based on their specific needs.
361.		Can the State clarify the maximum number of resumes a vendor may submit per requisition, and whether the MSP or agency may request replacement or additional candidates after initial submission?	Refer to Answer for Question 4 Yes, a State Agency/Entity may request to see additional resumes for candidates if needed.
362.	General / Program Operations	Can the State provide the current number of active ITSS vendors participating on Contract ITS-009440 and, if available, annual spend by major job category?	Refer to Answer for Question 24, Spend by category is not available.
363.		Does winning this RFP signify a direct commitment for business, or does it place us on an approved vendor list where individual units will later decide if they require our services?	This is an IFB, not an RFP Yes, award of this contract places Vendors on a pre-approved list to provide category services they are approved for, it does NOT guarantee any award of a contractor assignment.
364.		Are companies headquartered in other states qualified?	Yes, Vendors headquartered in other states can be awarded this contract; however, they

			must meet all requirements and agree to the States terms and conditions.
365.		Does this solicitation require the bidder to be headquartered in North Carolina?	No
366.	General Contract Administration	Are H-1B, H4-EAD, OPT, TN, and other legally authorized visa holders eligible for submission under this contract?	Refer to Answer for Question 127
367.	General Contract Administration	Are Corp-to-Corp (C2C) engagements and subcontracted resources permitted under this contract, and if so, is there a maximum number of subcontracting tiers allowed?	Refer to Answer to Question 10
368.	General	Please confirm whether CAI intends to categorize vendors into different tiers under this contract, as has been done for similar contracts in the past.	No
369.		Can a newly established company be considered eligible for participation in the NCDIT Supplemental Staffing Program if its leadership and recruiting team possess extensive staffing industry experience and a demonstrated track record of successfully supporting both public-sector and private-sector clients?	Yes
370.		Are vendor references required as part of the qualification process? If so, what information must be provided, and may a newly established company rely on references associated with its leadership team's prior staffing experience?	No
371.		Our company's physical business location differs from the address listed in our Articles of Organization. Will this discrepancy have any impact on the evaluation, eligibility, or qualification of our bid submission?	No
372.		In the event that any required information is inadvertently omitted or submitted incorrectly, will vendors be given an opportunity to provide clarifications or correct deficiencies during the evaluation process prior to a proposal being deemed non-responsive or rejected?	Clarifications cannot be issued to correct a deficiency per 09 NCAC 06B .0307 CLERICAL ERRORS AND CLARIFICATIONS "When the purchasing agency determines that an offer appears to contain an obvious error or where a clerical error is suspected, the purchasing agency may investigate or act upon the circumstances. Any action taken shall not prejudice the rights of the public or other offerors. Where offers are submitted substantially in accordance with the solicitation terms but are not clear as to intent or some particular fact or where there are other ambiguities, the purchasing agency may seek and accept clarifications or may open communications as permitted by Rule .0302 of this Subchapter. <u>Clarifications shall not be utilized to cure material deficiencies or to negotiate.</u>"

373.	General Contract Administration	Are H-1B, H4-EAD, OPT, TN, and other legally authorized visa holders eligible for submission under this contract?	Refer to Answer for Questions 126
374.		Please confirm whether vendors are required to utilize the State's existing MSP-managed Vendor Management System (VMS) for all requisition management, candidate submissions, onboarding, timekeeping, invoicing, and reporting activities. Further, please confirm whether vendors may utilize their own ATS/VMS internally in addition to the State's VMS, provided all official transactions occur within the State-designated platform.	Refer to 5.1.1. Vendor Management System (VMS) Utilization
375.	Page 107 - Checklist item	Please clarify what "NC SECRETARY OF STATE (SSOID) INFORMATION" needs to be included.	Refer to Attachment D-1 Vendor Certification Form paragraph 4) To confirm NCSOS registration or to register go to: https://www.sosnc.gov/
376.	Addendum 1 / Job Category	Can job categories be added throughout the contract as different skill set needs arise?	Yes, this would be done through an Amendment to the contract.
377.	General	Are all positions expected to be onsite?	Refer to Answer for Question 2 and 113
378.	General	Are there requirements stating the placed resources need to be W2 employees of the vendor or subcontracting firm?	No, Refer to Answer for Question 10
379.		For highly specialized categories (e.g., AI, Machine Learning, Cloud Architecture, Salesforce, SAP, EHR), are SLA calculations adjusted when candidate availability in the labor market is limited?	No, however, State Agencies/Entities may allow more response time when a request to hire is issued.
380.		Is there a ramp-up period for newly enrolled vendors before SLA performance metrics are formally evaluated?	Yes, Refer to Answer for Questions 93,98 and 101
381.		Are vendors permitted to utilize subcontractors, teaming partners, or affiliate staffing firms to fulfill requisition requirements? If so, are there any limitations on subcontracting tiers?	Refer to Answer for Questions, 10,134 and 265 Refer to Attachment G, paragraph 6) Subcontracting Tiers are to be limited to One-tier
382.		Will awarded vendors receive onboarding and training regarding MSP processes, candidate submission requirements, timesheet procedures, invoicing procedures, and performance reporting requirements prior to receiving requisitions?	Yes, Refer to Answer for Question 98
383.		Can the State provide an estimated breakdown of assignments by work arrangement (onsite, hybrid, and remote)?	Refer to Answer to Question 2 and 113
384.		Are vendors required to support statewide staffing requests across North Carolina, or may vendors focus on the staffing categories	Vendors are expected to only select categories that they can provide. Refer to Answer for Question 96

		and geographic areas where they have demonstrated recruiting capability?	
385.		Are there any restrictions regarding direct recruitment of candidates currently working on State assignments through another approved IT Supplemental Staffing vendor?	That is prohibited and considered highly unethical.
386.		Can the State clarify whether IT Supplemental Staff will be provided with State-issued equipment (e.g., laptops, peripherals, software access, VPN access), or whether vendors are expected to furnish any equipment, software licenses, connectivity, or other technology resources as part of the staffing services?	Refer to Answer to Question 124
387.		If vendor-supplied equipment is required for any assignments, please identify the applicable agencies, assignment types, and minimum-security requirements so vendors may appropriately account for such costs and compliance obligations.	Refer to Answer to Question 124
388.		If vendors wish to propose their own rates, would it be acceptable to submit a separate pricing sheet containing our proposed rates for the specified job titles?	No, Vendors must agree to the NTE Rates Refer to Answer for Question 5

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: _____