

CSC Operations Staffing & Customer Contact Technology RFP

Request For Proposals

Addendum No. 7

Issued 08/07/2026

This is an addendum to the CSC Operations Staffing & Customer Contact Technology Request for Proposals (RFP) offered by the North Carolina Turnpike Authority.

Prospective Respondents: You are hereby notified of the following information in regard to the referenced RFP:

- Section A - Official log of Proposers' questions and NCTA's responses

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Important Note: NCTA received a question after the question submission deadline. Pursuant to RFP Part I, Section 2.1.3, NCTA determined that the question and corresponding response may be beneficial to all interested Proposers, so the question and response are being issued as an Addendum.

#	Page	Section	Section Description	Proposer Question	NCTA Response
549	-	-	-	I wanted to ask for one clarification on Addendum 6, submitted under Part I, Section 2.1.3. Question #470(a) states that all data must reside in the continental US in NCTA's tenant. We want to make sure we read that correctly before we finalize our technical approach, since it drives the architecture rather than a detail within it. Our reading is that NCTA's intent is for all data to remain under NCTA's control and within the continental United States, including in a US region of a contractor-provided SaaS platform, rather than requiring that the contact center platform itself run inside infrastructure NCTA owns. Enterprise contact center platforms are delivered as multi-tenant SaaS, so a literal reading would rule out that delivery model for every proposer. Could you confirm which NCTA intends? If it's the second, we'd also appreciate confirmation that the same standard applies to the AI and machine learning endpoints referenced in Question #483.	The use of the term tenant was not meant to limit options for solutions by Proposers, but rather to ensure a dedicated and isolated instance for services acting as a root identity and access management boundary for the NCTA. Below is additional clarification to NCTA's answer to Question #470, Item a., found in Addendum 6 – All data, including data used for AI inference, and used in the solution must reside and operate within a dedicated NCTA-specific tenant/environment provided by the Proposer. This new environment must be dedicated to NCTA and located in the continental United States and may not utilize a shared multi-tenant environment or service where customer data is processed alongside other customers' data.