

CSC Operations Staffing & Customer Contact Technology RFP

Request For Proposals

Addendum No. 8

Issued 08/12/2026

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:

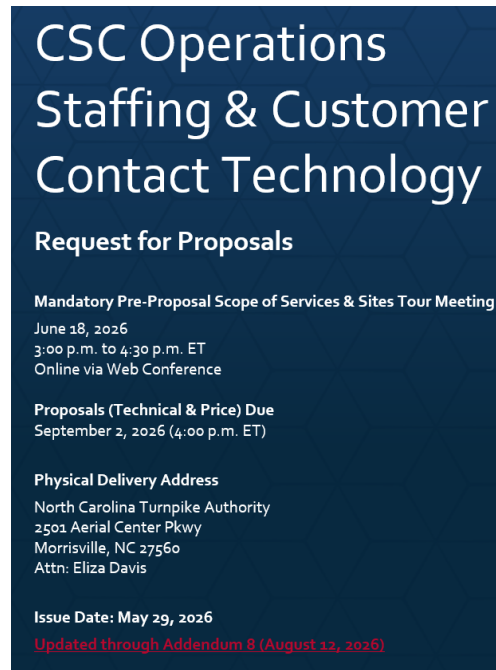
- Section A - Official revisions to the CSC Operations Staffing & Customer Contact Technology RFP

All other terms, conditions and requirements of the original RFP dated **05/29/2026** and RFP Version 5.0 dated **08/05/2026**, remain unchanged unless modified by this Addendum.

Section A: Official revisions to the CSC Operations Staffing & Customer Contact Technology RFP

REVISIONS: Following are the revisions to the RFP documents (Deletions are shown in red text strikethrough mode and additions are in red underlined text).

- The Cover Page of the RFP document has been modified as follows:



- RFP Part I, Administrative, Section 3 Procurement Schedule, Table I-1: Procurement Schedule has been modified as follows:

Proposals (Technical & Price) Due	Proposer	<u>September 11, 2026 (4:00 PM ET)</u> September 2, 2026 (4:00 PM ET)
Notification of Proposers Shortlisted	NCTA	<u>November 6, 2026</u> Week of October 26, 2026
Oral Interviews & Presentations with Shortlisted Proposers (Shortlisted Proposers to be notified as to the specific schedule within the time identified)	NCTA	<u>Week of November 16, 2026</u> Week of November 9, 2026
Notification of Top-ranked Proposers	NCTA	<u>December 1, 2026</u> November 20, 2026
Discovery for Use Case Demonstrations with Top-ranked Proposers	NCTA	<u>Week of December 14, 2026</u> Week of November 30, 2026
Use Case Demonstrations with Top-ranked Proposers (Top-ranked Proposers to be notified as to the specific schedule within the time identified)	NCTA	<u>Week of January 18, 2027</u> Week of January 11, 2027
Ranking of Top-ranked Proposers for Negotiations	NCTA	<u>January 29, 2027</u> Week of January 25, 2027
BAFO (if needed)	NCTA	<u>Week of February 1, 2027</u> Week of January 25, 2027
Notice of Award	NCTA	Week of February 8, 2027