CSC Operations Staffing & Customer Contact Technology RFP

Request For Proposals

Addendum No. 9

Issued 11/23/2026

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 6.0 dated **08/12/2026**, 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 strikeout mode and additions are in red underlined text).

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



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

Notification of Top-ranked Proposers	NCTA	December 4, 2026 ~~December 1, 2026~~
Discovery for Use Case Demonstrations with Top-ranked Proposers	NCTA	Week of January 11, 2027 ~~Week of December 14, 2026~~
Use Case Demonstrations with Top-ranked Proposers *(Top-ranked Proposers to be notified as to the specific schedule within the time identified)*	NCTA	Week of February 8, 2027 ~~Week of January 18, 2027~~
Ranking of Top-ranked Proposers for Negotiations	NCTA	February 19, 2027 ~~January 29, 2027~~
BAFO *(if needed)*	NCTA	Week of March 1, 2027 ~~Week of February 1, 2027~~
Notice of Award	NCTA	Week of March 29, 2027 ~~Week of February 8, 2027~~