Date:	February 24, 2026
RFP Number:	270-20260216PBMS
RFP Description:	Pharmacy Benefit Management Services
Addendum Number:	1
Using Agency:	The North Carolina State Health Plan for Teachers and State Employees
Purchaser:	Antonio Leathers
Opening Date / Time:	March 2, 2026 @ 10:00 a.m. ET

INSTRUCTIONS:

1. This Addendum is issued in response to questions submitted.

2. Page 2 has been reissued to show the correct RFP number.

3. The Execution Page has been reissued to show the correct RFP number in the header and public bid opening date.

4. RFP Section 2.4 "RFP Schedule" is amended to add "Finalist Oral Presentations - May 6-8, 2026" and is restated as 2.4 "First Amended and Restated RFP Schedule".

5. RFP Section 3.4 "Evaluation Criteria and Methodology" Evaluation Criteria tables are amended to list the Functional Area Criteria by descending order of importance and to define Formulary Management and Utilization Management Functional Area Criteria; and is restated as 3.4 First Amended and Restated Evaluation Criteria and Methodology.

6. RFP Section 5.2 "Module 1: Claims Processing, Customer Service, And Retail Network Minimum Requirements" is revised to align requirements between the RFP table and the Minimum requirement response document attachment. Specifically, additional requirements regarding line of credit have been added to Minimum Requirement #3; Minimum Requirements #9 and #14 have been combined into Requirement #9; and numbering has been adjusted accordingly; and is restated as 5.2 First Amended and Restated Module 1: Claims Processing, Customer Service, And Retail Network Minimum Requirements.

7. RFP Section 6.2 "Module 2: Formulary Strategy, Utilization Management and Rebate Administration Minimum Requirements" is revised and restated to align requirements between the RFP Table and the Minimum requirement response document attachment. Specifically, Minimum Requirements #7 and #12 have been combined into the updated Requirement #7 and the numbering has been adjusted accordingly; and is restated as 6.2 First Amended and Restated Module 2: Formulary Strategy, Utilization Management and Rebate Administration Minimum Requirements.

8. RFP Section 6.3.7 "Rebates and Financial Guarantees", 6.3.7.2 "Financial Requirements" is amended to replace "f." in its entirety, revise "g. 4)", add "g. 5)", and other minor changes; and is restated as 6.3.7 "First Amended and Restated Rebates and Financial Guarantees".

9. RFP Section 7.2 "Module 3: Specialty and Mail Order Pharmacy Services Minimum Requirements" is amended to align requirements between the RFP Table and the Minimum requirement response document attachment. Specifically, Minimum Requirements for previously numbered #6 and #11 regarding financial conditions have been combined into Requirement #6 and the numbering has been adjusted accordingly; and is restated as 7.2 "First Amended and Restated Module 3: Specialty and Mail Order Pharmacy Services Minimum Requirements".

10. Attachment N-O "All Modules Minimum Requirements Response" has been amended and restated to align with requirements set forth in the RFP Minimum Requirement tables for Modules 1,2 and 3 that apply to all Vendors. Specifically, an additional paragraph has been added to minimum requirement #10 and language regarding redactions in black has been added to minimum requirement #7; and is restated as "First Amended and Restated Attachment N-O: All Modules Minimum Requirements Response".

11. Attachment N-2: "Module 2 Minimum Requirements Response" is amended and restated to align with requirements set forth in the RFP Minimum Requirement table for Module 2. Specifically, Minimum Requirement #3 has been revised to remove the reference to "per claim" as it relates to the guaranteed minimum rebate amount; and is restated as the "First Revised and Restated Attachment N-2: Module 2 Minimum Requirements Response".

12. Attachment N-3: "Module 3 Minimum Requirements Response" is amended and restated to remove questions #4 and #5 regarding limited drug distribution; and is restated as the "First Amended and Restated Attachment N-3: Module 3 Minimum Requirements Response".

13. Attachment Q: Evaluation Methodology is amended and restated as the "First Amended and Restated Attachment Q: Evaluation Methodology".

14. The recording for the February 17, 2026, Pre-proposal Conference regarding Attachment M: IT Services Inventory Worksheet can be accessed at the following link: https://youtu.be/gZBQTO_DH7A

15. Return two (2) properly executed originals of this Addendum Number 1 with your Minimum Requirements Proposal. Failure to sign and return this Addendum Number 1 may result in the rejection of your proposal.

****

Execute Addendum Number 1, RFP Number 270-20260216PBMS:

Vendor: _____

Authorized Signature: _____

Name and Title (Print): _____

_____

Date: _____

No.	Reference	Vendor Question	Answer
1.	General Definitions	Please confirm the following are not considered "Plan Data": Vendor's (or its designees') confidential or proprietary information and intellectual property rights (e.g., know-how, patent rights, copyrights, trademarks, service marks, applications, registrations, other proprietary and intellectual property rights).	As described in Section 2.10, Definitions, Acronyms, and Abbreviations, Plan Data does not include information owned by Vendor as described in Paragraph b) of Section 26. "Performance" of Attachment C: General Contract Terms and Conditions.
2.	Email from Sharon Smith to register on Ariba	We understand we need to submit a physical copy of the RFP. Should we also submit through Ariba? What is the purpose of Ariba?	Vendor should not submit through Ariba. Vendor should follow submission instructions in section 2.6.2 Minimum Requirements Proposal Submission.
3.	25. Payment Terms pg. 136. **PAYMENT TERMS**: Payment terms are net not later than 30 days after receipt of a correct invoice or acceptance of goods, whichever is later. The Plan is responsible for all payments to the Vendor under the Contract. Payment may be made by procurement card, if the Vendor accepts that card (Visa, MasterCard, etc.) from other customers, and it shall be accepted by the Vendor for payment under the same terms and conditions as any other method of payment accepted by the Vendor. The Plan does not agree in advance, in contract,	Given the cash flow requirements of pharmacy claim funding, Vendor respectfully requests clarification on the following: Will pharmacy claim funding be remitted via ACH or wire transfer rather than procurement card? If procurement card payment is required, would the Plan consider an upfront deposit or prefunding arrangement?	These Payment Terms are not applicable to payments for prescription drugs claims. See section 4.2.2 Claims Invoices Applicable to Module 1 Only. Pharmacy Claims funding will be remitted by ACH or wire transfer. There can be no prefunding.

No.	Reference	Vendor Question	Answer
	pursuant to Constitutional limitations, to pay costs such as interest, late fees, penalties or attorney's fees. This Contract will not be construed as an agreement by the State to pay such costs and will be paid only as ordered by a court of competent jurisdiction.		
4.	2.4 RFP Schedule	Is there a recording of the Pre-proposal Conference Regarding Attachment M: IT Services Inventory Worksheet of the RFP via MS Teams Meeting link below: that was scheduled for February 17, 2026, 3:00 PM ET?	Yes. The recording can be accessed here: https://youtu.be/gZBQTO_DH7A
5.	Section 2.4, page 11	Is it possible to share with us the recording from the conference on 2/17?	Yes. The recording can be accessed here: https://youtu.be/gZBQTO_DH7A
6.	Section 2.4, page 11	1. On March 2nd, is both the bid due and conference call (public bid opening) starting at the same time (10 AM)? 2. On the public bid opening conference, what is the meeting agenda, and what do vendors do during the call (do we need to prepare anything for this call)?	1. Yes 2. The Plan will open each bid submitted timely and announce each submitting vendor. Vendors do not need to prepare anything for the call.
7.	Section 2.4 RFP Schedule, Page Number 11	While we can certainly ship signed, original hard copies, it does add substantial lead time to sign, print, and ship, leaving only a handful of business days to review and respond to the minimum requirement documents. Would the SHP be	There will be no extension for submitting the minimum requirements.

No.	Reference	Vendor Question	Answer
		willing to grant vendors an additional week to submit the minimum requirement documents?	
8.	2.6 Proposal Submission	Could the State please clarify the process for acknowledging receipt of the submitted minimum requirements proposal to the vendor?	All bids received timely by the Plan will be announced during the public bid opening as outlined in Section 2.9.b. of the RFP
9.	2.6.2 Minimum Requirements Proposal Submission.	Where in the RFP is the instructions for redactions located?	See Paragraph aaaa) Redactions of Section 2.10: Definitions, Acronyms and Abbreviations See Section V, Paragraph 24 of Attachment B: Instructions to Vendors
10.	Sections 2.6.2 and 2.6.3, page 13 and page 14	How many copies of Attachment G should actually be submitted because 2.6.2 and 2.7.1 sections says to attach Attachment G multiple times? Referencing the below two points: 2.6.2: "For the minimum requirements proposal submission, a) says "two (2) completed and signed originals of Attachment G: Proposal Submission Information; two completed Minimum Requirements Proposal responses; eight (8) physical copies of each; one physical copy of the Minimum Requirements Proposal Redacted in accordance with the instructions provided in this RFP" 2.7.1: "a) Two (2) completed and signed originals of Attachment G: Proposal Submission Information"	For Section 2.6.2 Minimum Requirements Submission, submit the following, as outlined in Section 2.7.1 Minimum Requirements Proposal Contents: Two (2) signed original Minimum Requirements Proposal Responses, eight (8) photocopies, one (1) photocopy redacted in accordance with Chapter 132 of the North Carolina General Statutes, the Public Records Act, two (2) un-redacted electronic copies on flash drive and, if required, one (1) redacted copy in accordance with Chapter 132 of the North Carolina General Statutes, the Public Records Act, on a flash drive of your proposal. Redacted copies shall exclude any proprietary information in accordance with Chapter 132 of

No.	Reference	Vendor Question	Answer
			the North Carolina General Statutes, the Public Records Act. All redactions shall be made in black so that the redactions are easily identifiable by the Plan.
11.	Sections 2.6.2 and 2.6.3, page 13 and page 14	Under a), which document should the vendor submit eight "(8) physical copies of each"	For Section 2.6.2 Minimum Requirements Submission, submit the following, as outlined in Section 2.7.1 Minimum Requirements Proposal Contents: Two (2) signed original Minimum Requirements Proposal Responses, eight (8) photocopies, one (1) photocopy redacted in accordance with Chapter 132 of the North Carolina General Statutes, the Public Records Act, two (2) un-redacted electronic copies on flash drive and, if required, one (1) redacted copy in accordance with Chapter 132 of the North Carolina General Statutes, the Public Records Act, on a flash drive of your proposal. Redacted copies shall exclude any proprietary information in accordance with Chapter 132 of the North Carolina General Statutes, the Public Records Act. All redactions shall be made in black so that the redactions are easily identifiable by the Plan.
12.	Sections 2.6.2 and 2.6.4 Page 13 and 14	If we are **choosing not to redact anything**, are **both the physical redacted copies and flash drive**	Yes. Vendors who choose not to redact confidential information are not required to submit redacted copies. However,

No.	Reference	Vendor Question	Answer
		redacted copies optional to be submitted?	vendors must indicate that they have no redactions. If a Vendor does not provide a redacted version of the proposal with its submission, the Plan may release an unredacted version if a public records request is received.
13.	2.6.2 and 2.7.1	Please confirm the exact number of submissions necessary for the Minimum Requirements. Section 2.6.2 states that the submission should include: "two (2) completed and signed originals of Attachment G: Proposal Submission Information; two completed Minimum Requirements Proposal responses; eight (8) physical copies of each;" However, Section 2.7.1 states that the Minimum Requirements Proposal Contents include the following: a) Two (2) completed and signed originals of Attachment G: Proposal Submission Information; b) Completed Minimum Requirements Responses that include: • Attachment N-0 - All Modules Minimum Requirements Response; and one or more of the following based on Vendor's Module selection: • Attachment N-1 - Module 1 Minimum Requirements Response;	For Section 2.6.2 Minimum Requirements Submission, submit the following, as outlined in Section 2.7.1 Minimum Requirements Proposal Contents: Two (2) signed original Minimum Requirements Proposal Responses, eight (8) photocopies, one (1) photocopy redacted in accordance with Chapter 132 of the North Carolina General Statutes, the Public Records Act, two (2) un-redacted electronic copies on flash drives and, if required, one (1) redacted copy in accordance with Chapter 132 of the North Carolina General Statutes, the Public Records Act, on a flash drive of your proposal. Redacted copies shall exclude any proprietary information in accordance with Chapter 132 of the North Carolina General Statutes, the Public Records Act. All redactions shall be made in black so that the redactions are easily identifiable by the Plan.

No.	Reference	Vendor Question	Answer
		• Attachment N-2 - Module 2 Minimum Requirements Response; • Attachment N-3 - Module 3 Minimum Requirements Response; c) Entire copy of Attachment B: Instructions to Vendors; d) Entire copy of Attachment C: General Terms and Conditions; e) Completed version of Attachment D: Customer Reference Template; f) Completed version of Attachment E: Location of Workers Utilized By Vendor; g) Two (2) completed and signed originals of Attachment F: Certification of Financial Condition; h) Two (2) completed and signed originals of Attachment H: HIPAA Compliance Questionnaire. Vendors must respond to all questions and request for documentation in the HIPAA Compliance Questionnaire; i) Two (2) completed and signed originals of Attachment I: Business Associate Agreement; j) Two (2) completed and signed two originals of Attachment K: DATA USE AGREEMENT (DUA); k) Entire copy of Attachment L: Data Security Requirements; l) Completed version of Attachment M: IT Services Inventory Worksheet; and m) Module Selection Table Please confirm that respondents should provide 2 original hardcopies of the Minimum Requirements Proposal responses, which should include	

No.	Reference	Vendor Question	Answer
		all a)-m) components listed in 2.7.1. Please also confirm that an additional 8 hardcopies of the Minimum Requirements Proposal should also be provided, for a total of 10 binders (2 original, 8 copies). As two (2) originals of Attachment G are itemized in 2.7.1 a) to be included in the overall Minimum Requirements Proposal response, please confirm whether or not an additional 2 copies of Attachment G need to be submitted, as written in 2.6.2. Alternatively, please confirm if it is sufficient for respondents to provide two (2) originals of Attachment G as part of the a)-m) components of the overall Minimum Requirements Proposal response (which will appear in all 10 binders; 2 original, 8 copies). Please confirm that each Minimum Requirements Proposal response binder must include two (2) completed originals of: a) Attachment G: Proposal Submission Information g) Attachment F: Certification of Financial Condition h) Attachment H: HIPAA Compliance Questionnaire i) Attachment I: Business Associate Agreement j) Attachment K: DATA USE AGREEMENT (DUA) And please confirm all other components - b), c), d), e), f), K), l), and m) - need only be included once.	

No.	Reference	Vendor Question	Answer
14.	2.6.2 and 2.7.1	Please confirm that the request in 2.7.1 for two (2) originals of each of the following are only needed for the hardcopy versions and only one (1) electronic file of each of the following is needed on each of the respective flash drives (2 originals and 1 redacted flash drives): a) Attachment G: Proposal Submission Information g) Attachment F: Certification of Financial Condition h) Attachment H: HIPAA Compliance Questionnaire i) Attachment I: Business Associate Agreement j) Attachment K: DATA USE AGREEMENT (DUA) Alternatively, please specify if two files of each of the above must appear on each flash drive.	As stated in Section 2.6.2 e) and f) of the RFP: e)Flash Drives one and two must contain the entire Minimum Requirements Proposal, including any proprietary information, and must have the following label affixed to the flash drives: (1) Vendor name; (2) the RFP number; (3) the due date; and (4) the words "Minimum Requirements Proposals Non-Redacted." f) Flash Drive Three, if required for confidentiality, must contain the Minimum Requirements Proposals, redacting any information identified as confidential under the Public Records Act. All redactions shall be made in accordance with Section V, Paragraph 24 "Confidential Information" of Attachment B: Instructions to Vendors. The Plan, in responding to public records requests, will release the information on this flash drive. The following label must be affixed to the flash drive: (1) Vendor name; (2) the RFP number; (3) the due date; and (4) the words "Minimum Requirements Proposals Redacted."
15.	Section 2.6.3, Page 14	For a) it says "two (2) signed, original executed Technical Proposal and Cost Proposal responses; one physical copy of the Technical Proposal and one physical copy of the Cost Proposal	Questions pertaining to Section 2.6.3 "Technical and Cost Proposal Submission" should be submitted by Vendors that pass Minimum

No.	Reference	Vendor Question	Answer
		Redacted" 1. How many redacted and non redacted copies should be submitted physically for the Technical Proposal? 2. How many redacted and non redacted copies should be submitted physically for the Cost Proposal?	Requirements as set forth in Section 2.4 RFP Schedule.
16.	2.7 Proposal Contents	Please advise whether or not a table of contents is required in the minimum requirements submission.	A Table of Contents is required. See Section 2.7 Proposal Contents
17.	2.7.1 Minimum Requirements Proposal Contents	Please confirm that items c, d, and k (Attachments B, C, and L, respectively) are to be provided with only the vendor name populated in the header. Said differently, no further action is required to be taken relative to these items.	Confirmed
18.	2.7.1 Minimum Requirements Proposal Contents	Please confirm that the 2 original signed copies requested in item a, g, h, I, j (Attachments G, F, H, I, K, respectively) should be placed, 1 in each of the 2 original binders, with copies of the signed documents in the 8 copy binders.	Confirmed For Section 2.6.2 Minimum Requirements Submission, submit the following, as outlined in Section 2.7.1 Minimum Requirements Proposal Contents: Two (2) signed original Minimum Requirements Proposal Responses, eight (8) photocopies, one (1) photocopy redacted in accordance with Chapter 132 of the North Carolina General Statutes, the Public Records Act, two (2) un-redacted electronic copies on flash drives and, if required, one (1) redacted copy in accordance with Chapter 132 of

No.	Reference	Vendor Question	Answer
			the North Carolina General Statutes, the Public Records Act, on a flash drive of your proposal. Redacted copies shall exclude any proprietary information in accordance with Chapter 132 of the North Carolina General Statutes, the Public Records Act. All redactions shall be made in black so that the redactions are easily identifiable by the Plan.
19.	2.7.1 Minimum Requirements Proposal Contents	Please confirm that item m, module selection table, should be duplicated onto bidder's letter head and completed for submission.	Vendor is not required to duplicate the Module Selection Table onto vendor's letterhead. As outlined in paragraph m) Module Selection Table of Section 2.7.1, Vendor shall duplicate the Module Selection Table and include the completed Table with the Minimum Requirements Responses.
20.	2.7.1 Minimum Requirements Proposal Contents.	In addition to the items listed, should we include the entire RFP with areas for information completed or just pages 2 and 3, or include every page with our registered Vendor name and eVP Customer #?	For Minimum Requirement Response, Vendors should submit items listed in section 2.7.1 Minimum Requirements Proposal Contents of the RFP.
21.	2.7.1 - Attachment H	Please confirm that respondents can submit additional response sheets if the response does not fit in the allocated space of attachment H: HIPAA Compliance Questionnaire?	Confirmed
22.	Section 2.7.1, Page 15	For attachments B and C, what required action is needed by the	

No.	Reference	Vendor Question	Answer
		vendor? There is no location for a signature.	Vendor name should be entered in the designated area of document header.
23.	Section 2.7.1, Page 15	Should we submit the cover page of the *2026 PBM RFP - Final 2-16-26.pdf as part of the* Execution page?	For Minimum Requirement Response, Vendors should submit items listed in section 2.7.1 Minimum Requirements Proposal Contents of the RFP.
24.	Section 5.3.2.2, Item #4	Please provide the projected or historical claim volume by major claim category for the most recent complete year available, as well as any anticipated changes in volume expected during the contract term.	Questions pertaining to Technical and Cost Proposals should be submitted by Vendors that pass Minimum Requirements as set forth in Section 2.4 RFP Schedule.
25.	Section 5.3.2.2, Item #4	With respect to the 7/1/2026 implementation start date, please clarify the State's expectations regarding the timing and sequencing of operational readiness across functional components, including whether all capabilities must be fully operational at implementation commencement or aligned with subsequent program milestones, such as the 1/1/2028 go-live date.	Questions pertaining to Technical and Cost Proposals should be submitted by Vendors that pass Minimum Requirements as set forth in Section 2.4 RFP Schedule.
26.	5.3.1.2, 6.3.1.2, 7.3.1.2	Please confirm that if bidder submits a bid for more than 1 module that the modules may be supported by the same account team members, where applicable.	Yes, if a bidder submits bids for more than one module, the same resources may support different module, if applicable.
27.	Section 5.2, Module 1 Claims Processing, Customer Service and Retail Network Minimum Requirements, pg 39, Minimum Requirement number 1 Also, Section, 6.2 Module 2: Formulary Strategy, Utilization Management, and	Please confirm that the references listed in Attachment D can be different from those listed in the Minimum Requirements for Modules #1, #1 and #2, where the language states, "Include in the confirmation the name of the client/group, a description of the services provided and the contact information for the Plan to contact."	Yes, these references can be different. The references requested in Attachment D do not have to meet the criteria in the Minimum Requirements for Modules 1, 2 and 3.

No.	Reference	Vendor Question	Answer
	Rebate Administration Minimum Requirements - page 67, Minimum Requirement number 2 Also, Section 7.2, Module 3: Specialty and Mail Order Pharmacy Services Minimum Requirements page 88, Minimum Requirement number 1	Please also confirm that the references requested in Attachment D do not need to meet the criteria for the references requested in the Minimum Requirements for Modules #1, #1 and #2.	
28.	5.2, p. 40, Module 1, #9	Please confirm that providing the first 5 pages of the filing (such as a surplus roll forward document) constitutes an internal financial statement. Alternatively, please specify what other documentation you are expecting to receive if audited financials are not available at the time of submission (other than a balance sheet, income statement, and cash flow statement or budget).	Audited or reviewed financials are required. Internal financial statements must be provided in addition to the required audited or reviewed statements, if those audited or reviewed statements were prepared more than 6 months prior to the issuance of this RFP. In this case, the internal financial statements must include entries reflecting revenues and expenditures from the date of the audited or reviewed financial statement to the end of the most recent financial reporting period (i.e., the quarter or month preceding the issuance date of this RFP).
29.	Section 5.1, Page 38	Module 1 is defined as stand-alone claims processing, customer service, and retail network services, with an explicit requirement to integrate with separate vendors if Modules 2 and/or 3 are awarded to others. Please clarify whether there are any minimum interface standards (e.g., file formats, service-level expectations, shared testing protocols) that must be met to satisfy the "integrate"	The Plan cannot dictate those requirements without knowing the Vendors' technology requirements and capabilities. There are also a variety of ways to meet the requirements.

No.	Reference	Vendor Question	Answer
		requirement for Minimum Requirements purposes.	
30.	Section 5.2 Module 1 Minimum Requirements, Page 38	The Module 1 Minimum Requirements ask for experience with at least one client with more than 50,000 lives and comparable scope. Please confirm whether experience with large national or jumbo employer groups that include both self-funded and fully-insured membership is considered "comparable in scope" to the State Health Plan, even if not a public sector client.	A large, self-funded national or jumbo employer group would satisfy the requirement. A large fully-insured group would not.
31.	Section 5.2 Module 1 Minimum Requirements, Page 38	Module 1 requires the Vendor to reimburse pharmacies for Plan claims prior to seeking reimbursement from the Plan and cites an average weekly claims expense of approximately 35,000,000. Please confirm whether the Plan expects this level of pre-funding capacity to be demonstrated solely by audited financials, or whether a committed line of credit or parent guarantee will be deemed sufficient to meet the Minimum Requirement.	There are multiple ways a Vendor can satisfy this requirement. As stated in Section 5.2 Module 1 Minimum Requirement 3: "Vendors must demonstrate financial capacity to make advance payments by referencing financial statements provided in response to Section 4.3 "Financial Stability" or providing evidence of alternative financing mechanisms. If the Vendor intends to rely on a line of credit, it must submit either (a) an executed credit agreement, or (b) a binding commitment letter from a financial institution confirming approval of the credit facility, subject only to contract award."

No.	Reference	Vendor Question	Answer
32.	Section 5.3.1.2, Page 42 and Page 43	Section 5.3.1.2 notes that the Plan may carve out certain services from Module 1 with at least 180 days' notice. Please clarify whether any such carve-outs could affect the Minimum Requirement that the Module 1 Vendor be financially stable and capable of pre-funding claims, and whether financial guarantees will be adjusted if material claim volumes are carved out.	. Questions pertaining to Technical and Cost Proposal Requirements should be submitted by Vendors that pass the Minimum Requirements as set forth in Section 2.4 RFP Schedule.
33.	Section 5.3.13, Page 65	For the alternative claims funding option described in Section 5.3.13, please clarify whether satisfying the banking and reporting requirements associated with that option will be evaluated under Minimum Requirements or only during the technical and financial evaluation phases.	The alternative claims funding option will not be evaluated during minimum requirements. Questions pertaining to Technical and Cost Proposal Requirements should be submitted by Vendors that pass the Minimum Requirements as set forth in Section 2.4 RFP Schedule.
34.	Section 6.2 Module 2: Formulary Strategy, Utilization Management, and Rebate Administration Minimum Requirements - page 68, Minimum Requirement number 7, Line 5	Please confirm that Section 6.2 Module 2: Formulary Strategy, Utilization Management, and Rebate Administration Minimum Requirements - page 68, Minimum Requirement number 7, Line 5 should read, " …and cash flow statement and, if the most recent audited or reviewed financial statement was prepared more than 6 months prior to the issuance of this RFP, Vendor shall also submit its most recent internal financial statements...." as it does in Attachment N-0.	Confirmed.
35.	Section 6.2 Module 2, Page 66	Is NC planning to keep exisitng formulary or change to the formulary suggested by the vendor?	The Plan is constantly changing its formulary and will be open to considering additional changes as part of this implementation. As noted throughout the RFP, the

No.	Reference	Vendor Question	Answer
			Plan will maintain control of all formulary changes.
36.	Section 6.2 – Module 2 Minimum Requirements, item 1, Page 67	Module 2 states that the Plan retains ultimate control of the formulary and UM programs while the Vendor provides strategy and administration. Please clarify whether the Minimum Requirements contemplate any adjustments or safe-harbor provisions when Plan-directed formulary or UM decisions materially increase net cost or reduce achievable rebates relative to the Vendor's recommended strategy.	See Section 6.3.7.2.
37.	Section 6.2 – Module 2 Minimum Requirements, item 3, Page 67	Module 2 Minimum Requirements refer to passing through the greater of the guaranteed minimum rebates or 100% of all rebates received. For purposes of meeting Minimum Requirements, please specify which revenue types are considered "rebates" (e.g., formulary rebates, inflation protection, price-protection, admin or data fees, outcomes-based payments, manufacturer service fees) and which are explicitly excluded.	Rebate is defined in Section 2.10.

No.	Reference	Vendor Question	Answer
38.	Section 6.2 – Module 2 Minimum Requirements, item 4, Page 67	The RFP notes that the Plan may negotiate directly with manufacturers and that the Vendor must not interfere. For Minimum Requirements, please clarify whether the Vendor will be deemed compliant so long as it supports operational components (e.g., claims tagging, data feeds, invoicing support) even if the resulting financial arrangement alters the Vendor's ability to meet previously proposed rebate or net-cost guarantees.	Confirmed. Note that net cost guarantees are not permitted and that modifications to guaranteed minimum rebates will only be considered as described in Section 6.3.7.2.
39.	Section 6.2 – Module 2 Minimum Requirements, items 5–6, Page 67	Module 2 Minimum Requirements state that if a Vendor licenses aggregated, de-identified claims data, the Plan's data may not be included and no fees from the Plan's data may be earned or passed through as rebates. Please clarify whether this prohibition extends to internal, non-commercial benchmarking and analytics across the Vendor's client base when the results are used only to enhance services for the Plan and not sold or licensed externally.	Vendor may use the Plan's data to enhance internal reporting for the Plan.
40.	Section 6.2 – Module 2 Minimum Requirements, items 8–17, Page 68 and 69	Module 2 Minimum Requirements require agreement, without exception, to Attachment B, Attachment C, Attachment H, Attachment I, Attachment K, and Attachment L, along with third-party security certifications aligned to NIST 800-53 Rev. 5. Please confirm whether redacted versions of HIPAA privacy and security policies (to protect proprietary detail) will be considered sufficient for meeting the Minimum Requirement,	No. Un-redacted versions must be submitted in addition to redacted versions. As stated in Section 6.2 Module 2: Formulary Strategy, Utilization Management, and Rebate Administration Minimum Requirements #14, The Vendor shall be HIPAA compliant; and shall complete, sign, and submit Attachment H:

No.	Reference	Vendor Question	Answer
		provided that the full control structure is evident.	HIPAA Compliance Questionnaire and supply copies of the Vendor's HIPAA privacy and security policies. If the Vendor maintains that any information contained in the HIPAA privacy and security policies is proprietary or otherwise confidential, the Vendor may Redact these portions in BLACK and in accordance with the instructions in Section V, Paragraph 24 "Confidential Information" of Attachment B: Instructions to the Vendors and supply the un-Redacted portions for review.
41.	Section 8.0, page 107	The guarantees assume current plan design and membership volume based on provided claims and census data. Please clarify whether any re-rating or adjustment of performance thresholds is contemplated if membership increases or decreases materially (e.g., >20%), or significant groups are carved in/out, and whether such adjustments would be handled through ADM or formal contract amendment.	Questions pertaining to Technical and Cost Proposals Requirements and/or submission should be submitted by Vendors that pass the Minimum Requirements as set forth in Section 2.4 RFP Schedule.
42.	Sections 8.0 and Section 8.7, page 107	Multiple guarantees in Module 2 (e.g., reporting timeliness, audits, UM and formulary change timeliness) all tie to percentages of quarterly administrative fees. Please clarify whether a single event can trigger multiple penalties (e.g., a delayed UM policy change that also delays implementation), and whether the Plan intends to avoid double-counting by limiting penalties	Questions pertaining to Technical and Cost Proposals Requirements and/or submission should be submitted by Vendors that pass the Minimum Requirements as set forth in Section 2.4 RFP Schedule.

No.	Reference	Vendor Question	Answer
		arising from the same root cause to one measure.	
43.	Sections 8.6, 8.7, and 8.8, page 109	Several implementation guarantees (Modules 1, 2, and 3) impose significant daily penalties for late insurance documentation, project plan completion, operating model development, and go-live readiness. Please clarify how performance guarantees will be handled when delays are primarily or jointly caused by the Plan, another module vendor, or an incumbent vendor (e.g., late data, access issues, or decisions) and whether timelines will be adjusted through the Implementation Plan/ADM process to avoid penalties in such cases.	Any delays caused by the Plan or another Plan vendor will not negatively impact Vendor.
44.	Attachment A, Page 117 to 121	Attachment A notes that vendors must use claims history, UM criteria (Exhibit A-2), and plan design parameters (Exhibit A-3) to develop guarantees, as well as document assumptions (biosimilar pipeline, trend by category, etc.). Please confirm whether the Plan will provide any updated interim data (e.g., more recent claims or plan design changes) between the Minimum Requirements pass notice and final Cost Proposal due date, and if not, whether vendors should assume no material change from the provided datasets.	Questions pertaining to Technical and Cost Proposals Requirements and/or submission should be submitted by Vendors that pass the Minimum Requirements as set forth in Section 2.4 RFP Schedule.
45.	Attachment A, Page 117 to 121	Attachments A and module-specific cost sections require that Administrative Fees be the primary (or sole) source of revenue and that no “additional or hidden revenue streams” be embedded in other components. Please confirm whether the	Questions pertaining to Technical and Cost Proposals Requirements and/or submission should be submitted by Vendors that pass the Minimum Requirements as set forth in Section 2.4 RFP Schedule.

No.	Reference	Vendor Question	Answer
		following are considered prohibited "hidden revenue" under this requirement: spread on MAC pricing, network differentials, pharmacy admin fees, data or access fees from manufacturers, and any per-script "performance" payments that are not explicitly disclosed in the Cost Proposal workbook.	
46.	Attachment A-1 and A-3, Page 117 to 121	For Module 1 and Module 3 pricing, the Cost Proposal requires that guarantees account for known legislation (e.g., Maximum Fair Price, Inflation Reduction Act, AMP cap removal) and prohibits adjusting guarantees except as explicitly allowed under the Contract. Please confirm whether any mechanism is contemplated for mutually agreed adjustments if future legislation materially alters pharmacy reimbursement, list prices, or rebate structures beyond the laws listed.	Questions pertaining to Technical and Cost Proposals Requirements and/or submission should be submitted by Vendors that pass the Minimum Requirements as set forth in Section 2.4 RFP Schedule.
47.	Attachment A-2 and A-3, , Page 117 to 121	For A-2 and A-3, do you want vendors to use the same table as A-1 (Module 1)? All 3 documents have the same Module 1 Table.	Questions pertaining to Technical and Cost Proposals Requirements and/or submission should be submitted by Vendors that pass the Minimum Requirements as set forth in Section 2.4 RFP Schedule.
48.	Attachment A-2, Page 117 to 121	Module 2 explicitly prohibits fees based on shared savings or similar models contingent on cost reductions or utilization changes. Please clarify whether any value-based or pay-for-performance administrative fee components (e.g., upside/downside based on clinical outcome targets) are allowed if they are fully disclosed in the Administrative Fees Worksheet and not tied directly to drug-spend savings.	Questions pertaining to Technical and Cost Proposals Requirements and/or submission should be submitted by Vendors that pass the Minimum Requirements as set forth in Section 2.4 RFP Schedule.

No.	Reference	Vendor Question	Answer
49.	Attachment A-3 – Page 117 to 121	Module 3 requires NDC-level guarantees plus New-to-Market and Default Discount guarantees, with no changes allowed except as explicitly permitted. Please clarify how you will handle situations where a drug transitions from New-to-Market to being on the NDC guarantee list during the term and whether any mid-term repricing is allowed if the NDC moves to a different therapeutic class or site of care.	Questions pertaining to Technical and Cost Proposals Requirements and/or submission should be submitted by Vendors that pass the Minimum Requirements as set forth in Section 2.4 RFP Schedule.
50.	Attachment C – General Terms and Conditions, 11. Dispute Resolution	Absent an agreement to question 9 above, please confirm that if after good faith negotiation, the parties are unable to agree on a change in pricing, then either party may terminate the Agreement upon at least (90) days' notice.	No. The contract can only be terminated in accordance with Paragraph 10. Default and Termination of Attachment C: General Term and Conditions. Note: Question 9 in Vendor's question is Question 75 in this document.
51.	Attachment C – General Terms and Conditions, 11. Dispute Resolution	With regard to the Dispute Resolution process described in Item 11 of Attachment C, please confirm the Plan is agreeable to the following modification of the Dispute Resolution terms. 11.DISPUTE RESOLUTION During the performance of the Contract, the Parties agree that it is in their mutual interest to resolve disputes informally. Any claims by the Vendor shall be submitted in writing to the Plan's Contract Administrator regarding day-to-day activities for resolution. Any claims by the Plan shall be submitted in writing to the Vendor's Account Manager for resolution. The Parties shall	No. To meet Attachment C: General Terms and Conditions Minimum Requirements, Vendor shall confirm it agrees to Attachment C: General Terms and Conditions without exception.

No.	Reference	Vendor Question	Answer
		agree to negotiate in good faith and use all reasonable efforts to resolve such dispute(s). During the time the Parties are attempting to resolve any dispute, each shall proceed diligently to perform their respective duties and responsibilities under this Contract. The Parties will agree on a reasonable amount of time to resolve a dispute. If a dispute cannot be resolved between the Parties within the agreed upon period, either Party may elect to exercise any other remedies available under the Contract, or at law. This provision, when agreed in the Contract, shall not constitute an agreement by either Party to allow for either Party to seek mediation or arbitration of any dispute.	
52.	Attachment G	In the event bidder has more than 3 authorized representatives to bind the vendor, please advise how to share that information in the response.	Vendor is required to submit up to three authorized representatives who can bind the Vendor.
53.	Attachment G	In the event bidder has more than 1 authorized representative to respond to questions, please advise how to share that information in the response.	Vendor is required to provide one authorized representative to respond to questions pertaining to this RFP.
54.	Attachment K: DUA	Once we complete the DUA, will we receive the historical Formulary and UM data (claims and UM data) for repricing? If not, we can we expcect to receive the data?	Plan data will be shared with Vendors that meet Minimum Requirements as set forth Section 2.4 RFP schedule.
55.	Attachment K and I	For Attachments K (DUA) and I (BAA), can vendors redline these documents and by what deadline date?	Vendors cannot redline these documents.

No.	Reference	Vendor Question	Answer
56.	Attachment L	1. Module 1 Minimum Requirements require agreement to Attachment L and valid third-party security certifications consistent with NIST SP 800-53 Rev. 5 “moderate” systems. Please confirm whether enterprise-level SOC 2 Type II or HITRUST certifications that map to NIST 800-53 for all relevant environments satisfy this Minimum Requirement, or whether the Plan expects system-specific reports for each data center and application supporting Module 1. 2. From the vendor, what needs to be completed for Form L? If we agree, what needs to be done/where does it need to be submitted?	The intent of the instructions provided in the February 17th , 2026 conference, is for the Vendor to complete the required worksheet in full so that the State can identify all applications, systems, environments, and supporting services associated with the proposed solution. This inventory enables the State to perform the required security risk and compliance assessment in accordance with Attachment L. Submission of enterprise-level certifications (e.g., SOC 2 Type II, HITRUST, or comparable attestations) may be provided or requested as supporting documentation; however, completion of the worksheet remains required. The assessment process will determine whether the documented environments and controls satisfy the Minimum Requirements, including alignment with NIST SP 800-53 Rev. 5 Moderate expectations. Accordingly, Vendors should provide complete and accurate system and service information through the worksheet, so the State can evaluate compliance and determine whether requirements are met.
57.	Attachment O-2-1	The attachment states "using the plan data" in row 24. When and how are we going to get the plan data? For example, will we receive this after finishing the DUA?	Questions pertaining to Technical and Cost Proposals Requirements and/or submission should be submitted by Vendors that pass the Minimum Requirements as set forth in Section 2.4 RFP Schedule.

No.	Reference	Vendor Question	Answer
58.	Module 2	Please advise if the State currently holds any direct rebate arrangements today.	The Plan does not hold any direct rebate arrangements at this time.
59.	Attachment N-O	With Attachment N-O, Attachment B, C, and L are required to be reviewed and/or completed. However, these files were not provided in the initial zip file. Please provide these files for our review and completion as part of the 3/2 submission.	Attachments B, C, and L are in the body of the RFP within the Attachments section.
60.	Attachment N-0, #1	Please advise where in the order of documents outlined in section 2.7.1 the audited financial statements should be included.	Financial statement should be included as part of Vendor's response in Attachment N-O, question 1.
61.	Attachment N-0, #1	Please confirm that the audited financial statements can be marked as proprietary and redacted.	Un-redacted versions of audited financial statements must be submitted in addition to redacted versions.
62.	Attachment N-1, #8 and Attachment N-2, #6 and Attachment N-3, #7	Based on the definition of Rebates and the minimum requirement "Use of Plan Data for Contract Performance Only" (Attachment N-2, 6), it seems participation in a Group Purchasing Organization (GPO), including the receipt of bona fide service fees or other compliant compensation arrangements would require Vendor to 'not confirm' this requirement and potentially knock out Vendors participating in GPOs despite the savings the Plan may incur from these arrangements. Please confirm this understanding.	The provisions referenced in this question are not intended to preclude the use of a GPO altogether, but are solely intended to prevent the sale or transfer of the Plan's data, except for, as the provisions state, "what is necessary in order to perform the services." The Plan acknowledges that such a prohibition on the license or transfer of its data precludes the collection of data access, or similarly named, fees. Therefore, as these provisions state, Vendors shall not receive such fees on behalf of the Plan nor transfer them to the Plan. The Plan expects that the Vendor(s) awarded the Contract from this RFP will nonetheless utilize a GPO consistent with the resulting Contract, including this prohibition and other provisions found

No.	Reference	Vendor Question	Answer
			throughout the Contract, to collect and pass through all amounts qualifying as Rebates.
63.	Attachment N-1, #8 and Attachment N-2, #6 and Attachment N-3, #7	Please clarify whether the term "Rebates" includes or excludes bona fide service fees, administrative fees, data fees, or other manufacturer payments that are not rebate based.	Rebate is defined in Section 2.10.
64.	Attachment N-1, #8; Attachment N-2, #6; Attachment N-3, #7	Please define what is meant by "licenses" in the requirement.	"Provides access to, or transfers to a third party, in exchange for compensation of any kind".
65.	Attachment N-1, #8; Attachment N-2, #6; Attachment N-3, #7	Please confirm the length of time this requirement survives the termination of the contract(s).	As long as Plan data is under Vendor's control.
66.	Attachment N-1, #2 and Attachment N-2, #2 and Attachment N-3, #2	Please confirm that respondent's subcontractors' experience or services can be used to demonstrate minimum requirements.	Confirmed
67.	Attachments N-1, and N-3 – Module 1-3 Minimum Requirements, Questions 2 (Module 1) and 1 (Module 3)	Please confirm that a Vendor would not be required to disclose proprietary or trade secret information with other Vendors as a part of data sharing and integration requirements within Modules 1, 2, and/or 3.	Vendor may be required to disclose proprietary or trade secret information, but may require an NDA.
68.	Attachment N-2 – Module 2 Minimum Requirements, Question 1.	Per question 1 of Module 2's minimum bid requirements, the Plan is requiring ultimate control over formulary and utilization management programs. Please confirm that if the Plan initiates a change to the formulary or a change to utilization management programs, the Plan agrees that Vendor can revise pricing, including any rebate guarantees, as a Qualifying Plan Action.	See Section 6.3.7.2

No.	Reference	Vendor Question	Answer
69.	Attachment N-2 – Module 2 Minimum Requirements, Question 1.	In addition, please confirm that such changes are additive, i.e., that if changes initiated in July of a given plan year represent 1% of invoiced rebates and changes initiated in October of the same given plan year represent 1.5% of invoiced rebates, the cumulative impact of these changes (2.5%) would exceed the Significant Rebate Impact threshold of 2%.	Do not confirm. Per the definition of Significant Rebate Impact, the 2% threshold applies to a single Qualifying Plan Action or Qualifying Market Event affecting a single drug. It is not cumulative across multiple actions or events within the same Plan Year. Each action or event must individually meet or exceed the 2% threshold.
70.	Attachment N-2 – Module 2 Minimum Requirements, Question 3.	Per question 3 of Module 2 minimum bid requirements, the Plan is requesting per claim rebate guarantees. Please confirm that bidders can elect to provide alternative offers, such as GPI level rebate guarantee, so long as they are reconciled to the greater of the guarantee or 100% of rebates. Bidders may be able to provide a per claim estimate for purposes of modeling and evaluation. Based on our understanding of other requirements of this RFP and the Plan's goals, a GPI level rebate guarantee arrangement may better align with the Plan's transparency requirements by allowing the Plan to better understand the impact of formulary and other Plan changes. Such arrangement may also remove risks associated with the Plan experiencing a Qualifying Plan Action.	Do not confirm. Note addenda that modifies N-2 to remove "per claim." Bidders may not elect to provide alternate types of rebate guarantees. Minimum rebate guarantee must be given as a percentage of WAC.
71.	Attachment N-2 – Module 2 Minimum	Per question 4 of Module 2 minimum bid requirements, the Plan is asking for the right to	

No.	Reference	Vendor Question	Answer
	Requirements, Question 4.	negotiate and contract directly with pharmaceutical manufacturers under this construct. The direct negotiation with pharmaceutical manufacturers will likely have an adverse impact on Vendor's ability to meet rebate guarantees required in this RFP. Please confirm that if the Plan negotiates directly with pharmaceutical manufacturer, the Plan will agree that Vendor can revise pricing, including any rebate guarantees, as a Qualifying Plan Action.	Revisions to guaranteed minimum rebates are described in Section 6.3.7.2. See Addendum 1 for updated definition of Section 2.10 Definitions, Acronyms and Abbreviations; paragraph xxx) Qualifying Market Event
72.	Attachment N-2 – Module 2 Minimum Requirements, General Inquiry	The pharmaceutical marketplace is facing unprecedented deflation and regulatory governmental impact. Please clarify what mechanisms or processes will be in place to assure financial commitments may be reset or adjusted to maintain relative economics. This includes Rebate Guarantees and Effective Rate Guarantees. For example, is the intent for the plan to get the benefit of the lower ingredient costs and still hold the Vendor accountable for the associated rebate guarantees in the situation where manufacturers lower their WAC price? Is the Plan open to a Rebate Credit mechanism to include the ingredient cost change in the rebate reconciliation to offset loss of Rebates in the instance of Low WAC price changes or biosimilars?	The Plan is not open to a Rebate Credit mechanism. Revisions to guaranteed minimum rebates are described in Section 6.3.7.2.

No.	Reference	Vendor Question	Answer
73.	Attachment N-2 – Module 2 Minimum Requirements, General Inquiry	How will the Plan allow the Vendor to adjust for the impact of the introduction of low WAC alternatives or Manufacturer list price (WAC) decreases.	As described in Section 6.3.7.2.
74.	Attachment N-2 – Module 2 Minimum Requirements, General Inquiry	How will the Plan allow the Vendor to adjust for the impact of Direct-to-Consumer offerings and the unpredictability of drug mix changes?	As described in Section 6.3.7.2.
75.	Attachment N-2 – Module 2 Minimum Requirements, General Inquiry	How will the Plan allow the Vendor to adjust for the impact of biosimilars?	As described in Section 6.3.7.2.
76.	Attachment N-2 – Module 2 Minimum Requirements, General Inquiry	How will the Plan allow the Vendor to adjust for the impact of government-imposed changes including the impact of tariffs and state and federal regulatory changes (ex. Future MFP drug list changes)?	The Plan recognizes that regulatory changes are outside Vendors' control; therefore, the Plan will work with the Vendor to make the appropriate Equitable Adjustment for these scenarios as described in Section 6.3.7.2.
77.	Attachment N-2, #2	For the experience requirement referencing formulary strategy, utilization management, and rebate administration services, please clarify how the Plan will define "comparable in scope." Specifically, must a single reference demonstrate all three services collectively, or may experience be demonstrated across closely related engagements?	Experience can be demonstrated via multiple engagements.
78.	Attachment N-3 – Module 3 Minimum Requirements, Question 4.	With regard to Question 4 of Module 3, what is the process for the handling of LDD drugs that are not Specialty Drugs. If Vendor does not have access to the LDD,	N-3 has been updated to remove Questions 4 and 5.

No.	Reference	Vendor Question	Answer
		what is the expectation pricing basis if Actual Acquisition Cost (AAC) is not available, which is required within other portions of the RFP.	