

Request for Quote – Implementation Security Operations Center Solution Q&A #1

IMPORTANT NOTICE

A site visit is planned for February 27, 2026, at 1:00 PM at the 8510 Colonnade Center Dr, Raleigh, NC 27615 location. This should address any questions related to physical hardware or installation restrictions.

Attendance at the site visit is not mandatory but is strongly recommended as it will be considered in the scoring of proposals.

Please check nclottery.com/business for updates to the RFQ.

QUESTIONS AND ANSWERS

- 1) Please clarify section 3.2.b. It states “The vendor should ensure that any solution offered is compatible with our current solution, Viewz software running on the Viewz-Pro 12 video server”

Is this current solution migrating to the new space?

Yes. The NCEL plans on using this solution at both locations. The migration of the software and configuration of the devices will be the responsibility of the NCEL security staff. The NCEL is open to other solutions, but they must be listed as optional.

- 2) How many feeds is the ViewZ software currently managing?

Currently, there are 10 feeds into our system. However, in the new building we will have at least 15 feeds into the live wall.

- 3) Is the ViewZ software currently running at other facilities?

Yes. The monitors run in a 24/7/365 configuration.

- 4) Will they be continuously monitored, partially monitored or only used for inspection/investigation?

The monitors are on 24/7/365.

- 5) As they are not arranged in a traditional solid video wall, will each monitor be its own feed?

Yes. Each monitor is dedicated to one monitored location where the NCEL security staff are responsible for monitoring.

- 6) After review of the RFP application our legal team has found some sections they have issues with. Is it possible that there will be an amendment phase or anyway to discuss the t's and c's of the application?

Responding Contractors should operate on the expectation that the Sample Contract found in the RFQ will remain substantially the same as the language of the Commission's final contract with the Successful Contractor.

This limited flexibility is because the Sample Contract contains standardized language which is in many cases required to be included in Commission contracts by state law or agency policy, and is thus entirely non-negotiable. That being said, we welcome you to include the concerns of your legal counsel when you submit your proposal.