

STATE OF NORTH CAROLINA	<b>REQUEST FOR INFORMATION (RFI) NO. 02-2026003</b>
Administrative Office of the Courts	Due Date: 4/27/2026
<b>Refer <u>ALL</u> Inquiries regarding this RFI to:</b>	Commodity No. and Description: 811620 SaaS Identity and Access Management System
Jeff Conken, Procurement Services	Issue Date: 4/6/2026
PO Box 2448	
Raleigh NC 27602	
<a href="mailto:Jeffrey.A.Conken@nccourts.org">Jeffrey.A.Conken@nccourts.org</a>	

**RFI SUBMITTAL:** Vendor’s response to this RFI must be submitted through the Sourcing Tool. For training on how to use the Sourcing Tool to Vendors should go to the following site:  
<https://eprocurement.nc.gov/training/vendor-training>.

Questions or issues related to using the Sourcing Tool itself can be directed to the North Carolina eProcurement Help Desk at 888-211-7440, Option 2. Help Desk representatives are available Monday through Friday from 7:30 AM EST to 5:00 PM EST.

**NOTICE TO VENDOR**

Request for Information (RFI) will be received at this office **until** 5:00pm EST on the day of opening.

**QUESTIONS**

Submit written questions to Jeff Conken until 4/13/2026 . Questions may be submitted by e-mail to [jeffrey.a.conken@nccourts.org](mailto:jeffrey.a.conken@nccourts.org). ease insert “**RFI No. 02-2026003 - Questions**” in the subject matter of your e-mail. A summary of all questions and answers will be posted to the electronic Vendor Portal (eVP), <https://evp.nc.gov>, as an addendum to this RFI on or about 4/15/2026.

**EXECUTION**

VENDOR NAME:	E-MAIL:	
STREET ADDRESS:	P.O. BOX:	ZIP:
CITY & STATE:	TELEPHONE NUMBER:	TOLL FREE TEL. NO:
TYPE OR PRINT NAME & TITLE OF PERSON SIGNING:	FAX NUMBER:	
AUTHORIZED SIGNATURE:	DATE:	

## **1.0 OBJECTIVE & PURPOSE**

The intent of this Request for Information (RFI) is to gather information for a possible future solicitation, which may result in a contract for the North Carolina Administrative Office of the Courts (NCAOC).

The NCAOC is exploring solutions to replace its existing Identity and Access Management (IAM) solution, IDWeb. The primary business driver for this effort is that the underlying platform, Microsoft Identity Manager (MIM) will reach end-of-life in 2029.

This application supports multiple business units: technology, security, business applications and human resources.

**THE NCAOC MAKES NO COMMITMENT TO ACQUIRE ANY SERVICES UNDER THIS RFI. NCAOC WILL NOT PAY FOR INFORMATION RECEIVED IN RESPONSE TO THE RFI. THE VENDOR SOLELY BEARS ANY COSTS INCURRED IN PREPARATION AND SUBMISSION OF A RESPONSE.**

This RFI is issued for information and planning purposes only and does not constitute a solicitation. Responses to the RFI will not be returned nor will the NCAOC confirm receipt of the RFI response. Whatever information is provided in response to this RFI will be used to assess tradeoffs and alternatives available for determining how to proceed in the acquisition process. Responses to this RFI are not offers and cannot be accepted by the NCAOC to form a binding contract.

All interested vendors are requested to provide a written response to the questions below. A response to this RFI is necessary to assist the NCAOC in determining the potential levels of interest, adequate competition, market maturity, and service capabilities within the business community.

The NCAOC requests detailed vendor specific and industry standard information on how your firm would address the items in the following sections of this RFI.

## **2.0 INTRODUCTION**

The NCAOC is conducting this RFI as market research to determine variables to consider for an Identity and Access Management solution, as defined herein.

Based on the responses to this RFI, NCAOC may further solicit requirements that most meet its needs regarding cost, performance, delivery method, growth potential, scalability and least disruptive to operations.

## **3.0 ORGANIZATION OVERVIEW**

Under the North Carolina Constitution, the Judicial Branch is established as an equal branch of state government with the Legislative and Executive branches. North Carolina's court system, called the General Court of Justice, is a state-operated and state-funded unified court system. The General Court of Justice consists of three divisions: appellate, superior court, and district court.

The NCAOC is the administrative agency for the Judicial Branch. As such, it provides services and resources to help the unified court system to operate more efficiently and effectively, taking into account each courthouse's diverse needs, caseloads, and available resources. Services include providing administrative support to the 7,000 employees of the Judicial Branch, which includes 555 independently elected judicial officials.

## **4.0 PROJECT BACKGROUND**

The organization is planning to replace MIM as the product approaches end of life.

## **5.0 REQUIREMENTS**

### **5.1 Strong AD and hybrid identity support**

- Deep integration with Active Directory
- Entra ID / Microsoft 365 integration
- Hybrid identity support for on-prem and cloud applications
- Support for syncing identities across multiple authoritative sources

### **5.2 HR-driven identity**

- Ability to use HR or personnel systems as the source of truth
- Automated updates when users change roles, locations, or departments
- Termination workflows that quickly remove access

### **5.3 Access governance**

- Access reviews and recertifications
- Role mining/role modeling
- Separation of duties controls
- Approval workflows for elevated or non-standard access
- Audit trail showing who approved what and when

### **5.4 Self-service capabilities**

- Self-service password reset
- Self-service group or access requests
- Manager-based approvals
- Delegated administration for limited support functions

### **5.5 Security and compliance**

- MFA integration
- Least privilege support
- Privileged access workflow integration
- Detailed logging and reporting
- Support for compliance and audit requirements
- Strong policy enforcement around provisioning and access removal

### **5.6 Workflow and automation**

- Flexible workflow engine
- Low-code or configurable process design
- Event-driven automation
- Ability to integrate with ticketing systems and existing operational processes

### 5.7 Application integration

- Prebuilt connectors for common enterprise systems
- APIs for custom integrations
- Support for legacy applications that may not be modernized yet
- File/database/API-based integration options where needed

### 5.8 Scalability and reliability

- Able to support your full user population and growth
- High availability options
- Disaster recovery support
- Vendor support maturity and product roadmap stability

### 5.9 Reporting and visibility

- Easy reporting for auditors and leadership
- Dashboards for provisioning status, failures, orphaned accounts, and certification results
- Clear visibility into manual exceptions

### 5.10 Administrative simplicity

- Easier to manage than MIM
- Reduced dependency on niche skill sets
- Better documentation and vendor support
- Lower operational overhead for day-to-day administration

### 5.11 Core identity lifecycle management

- Joiner, mover, leaver automation
- Automated provisioning and deprovisioning
- Role and attribute-based access assignment
- Group management
- Birthright access based on job function or department

### 5.12 Deployment fit

- Cloud-native or hybrid
- Reasonable migration path from MIM without major disruption

## **6.0 RFI PROCEDURES**

The NCAOC recognizes that considerable effort may be required in preparing a response to this RFI. **However, respondents are advised that this is a request for information only, and not a request for services.** Respondents shall bear all costs for preparing their RFI response. Respondents to this RFI are asked to be thorough and concise.

Entities who submit documentation in response to this RFI may be invited to present their ideas. An in-person presentation by an entity that submits documentation or participates in discussion or demonstrations in response

to this RFI will not serve as a basis for precluding that entity from responding to any future solicitation regarding handling and disposition services.

All responses, inquiries, or correspondence relating to or in reference to this RFI, and all documentation submitted by the various respondents shall become the property of the NCAOC when received. The responses to this RFI, any follow-up questions and presentations to the NCAOC may be used to develop any future solicitation.

## **7.0 SCHEDULE**

Respondents will have **3** weeks to prepare their submissions to this RFI. Responses must be received by the date and time specified in this RFI. Respondents may also be invited to present and discuss their solutions. This could be virtually or in person. Respondents will be notified of the specific date and time at least two (2) weeks in advance of their presentation.

## **8.0 CLARIFICATION QUESTIONS**

Clarification questions regarding this RFI will be accepted until specified time on the cover sheet of this RFI. All questions must be submitted in writing to the email address specified on the cover sheet of this RFI. An addendum containing clarification questions, and their answers will be issued as an addendum to this RFI, though eVP.

## **9.0 RESPONSE**

The NCAOC is not interested in brochures or “boilerplate” responses. Instead, responses should clearly define how the Vendor’s proposed solution(s) would meet the NCAOC’s business requirements. Any issues or exceptions to the NCAOC’s requirements should also be identified and explained in detail. The Vendor shall provide the following in their response:

### **1. Transmittal Letter**

The transmittal letter should be in the form of a standard business letter and should be signed by a respondent-authorized individual. It should note the following:

- a) A statement that deviations are included, if applicable.
- b) A statement that proprietary information is included, if applicable.

### **2. General Information**

Respondent information:

- a) Name of Company
- b) Contact Person
- c) Address, Telephone Number, Email Address
- d) Brief history of company

### **3. Content**

Interested firms shall submit a response to this RFI together with:

- Marketing materials including information on your firm
- Detailed description of the product(s), services and capabilities available to the NCAOC
- Representative cost estimates

- Recommended implementation strategy
- Timeline estimates
- References from current clients who received the same services as described in the RFI response

The response should define all services that will be required by the proposed solution. The response should also include:

- The vendor’s understanding of the project and services by addressing the NCAOC’s business requirements;
- An estimated total cost of ownership for the solution including continued compliance with emerging industry standards.

#### **4. Cost and Schedule Estimates**

These cost estimates are not formal quotes and have no bearing on any future solicitation for solutions. This information is for research and planning purposes only.

- i) Cost Estimates for initial solution implementation to include hardware, software and services.
- ii) Cost Estimate for total cost of ownership
- iii) Define any limitations to cost estimates
- iv) Describe NCAOC resources required to implement and support solution
- v) Describe all related charges or fees, for a solution proposed.

#### **5. Multiple Responses**

Multiple responses will be accepted from a single vendor provided that each response is comprehensive, meets all of the state’s requirements, and is truly unique. Please submit responses separately and clearly indicate responses as “Response #1, Response #2, etc

### **10.0 CONFIDENTIAL INFORMATION**

In accordance with 09 NCAC 06B.0103 the State may maintain confidentiality of certain types of information described in N.C. Gen. Stat. 132-1 *et. seq.* Such information may include trades secrets defined by N.C. Gen. Stat. 132-1.2. Respondents may designate appropriate portions of its response confidential, consistent with and to the extent permitted under the Rules and Statutes set forth above, by marking the pages containing confidential information with boldface type at the top and bottom of each such page stating “**CONFIDENTIAL.**” By so marking any page, the Respondent warrants that is has formed a good faith opinion, having received such necessary or proper review by counsel and other knowledgeable advisers that the portions marked confidential meet the requirements of the Rules and Statutes set forth above. The State may serve as custodian of Respondent’s confidential information and not as an arbiter of claims against Respondent’s assertion of confidentiality. If an action is brought pursuant to N.C. Gen. Stat. 132-9 to compel the State to disclose information marked confidential, the Respondent agrees that it will intervene in the action through its counsel and participate in defending the State, including any public official(s) or public employee(s). The Respondent agrees that it shall hold the State and any official(s) and individual(s) harmless from any and all damages, costs, and attorney’s fees awarded against the State or official or individual in the action. The State agrees to promptly notify the Respondent in writing of any action seeking to compel disclosure of Respondent’s confidential information. The State shall have the right, at its option and expense, to participate in the defense of the action through its counsel. The State shall have no liability to Respondent with respect to the disclosure of Respondent’s confidential information ordered by a court of competent jurisdiction pursuant to N.C. Gen. Stat. 132-9 or other applicable law.

All information received in response to the RFI that is marked Confidential will be handled accordingly. The NCAOC shall not be liable for or suffer any consequential damages for any proprietary information submitted and not properly identified. Proprietary information will be safeguarded in accordance with the applicable state regulations.