



**UNC
GREENSBORO**
Procurement Services

Refer ALL Inquiries regarding this RFI to:

Lori Krise

lwkrise@uncg.edu

REQUEST FOR INFORMATION (RFI) NO. LK251101 DDI
SOLUTION REPLACEMENT

Due Date: Tuesday, December 10, 2025 by 2:00 PM ET in eVP

Commodity No. and Description: 43232800 Network
Management Software

Issue Date: Monday, November 11, 2025

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) must be uploaded into eVP by 2:00 PM EST on December 10, 2025. The Vendor Portal will close exactly at 2:00 PM EST so please schedule your upload accordingly.

QUESTIONS

Submit written questions to Lori Krise until Friday, November 21, 2025. Questions may be submitted by e-mail to lwkrise@uncg.edu. Please insert “**RFI No. LK251101- 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 November 26, 2025.

EXECUTION BY VENDOR

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:	

DDI SOLUTION REPLACEMENT [RFI # LK251101]

1.0 OBJECTIVE & PURPOSE

The intent of this Request for Information (RFI) is to gather information for possible future solicitation, which may result in a contract for the UNCG Information Technology Services Department.

THE DEPARTMENT MAKES NO COMMITMENT TO ACQUIRE ANY SERVICES UNDER THIS RFI. DEPARTMENT WILL NOT PAY FOR INFORMATION RECEIVED IN RESPONSE TO THE RFI. THE VENDOR SOLEY 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 Department 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 Department 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 Department in determining the potential levels of interest, adequate competition, market maturity, and service capabilities within the business community.

The Department 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 Department is conducting this RFI as market research to determine variables to consider for a **DDI (DNS, DHCP, IPAM)** Solution capable of meeting the needs of a large, diverse university, as defined herein. The goal is to gather comprehensive information from vendors to inform the selection of a future DDI architecture that addresses current and anticipated requirements. Responses should address all specified needs and highlight any additional features or value-adds your solution provides.

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

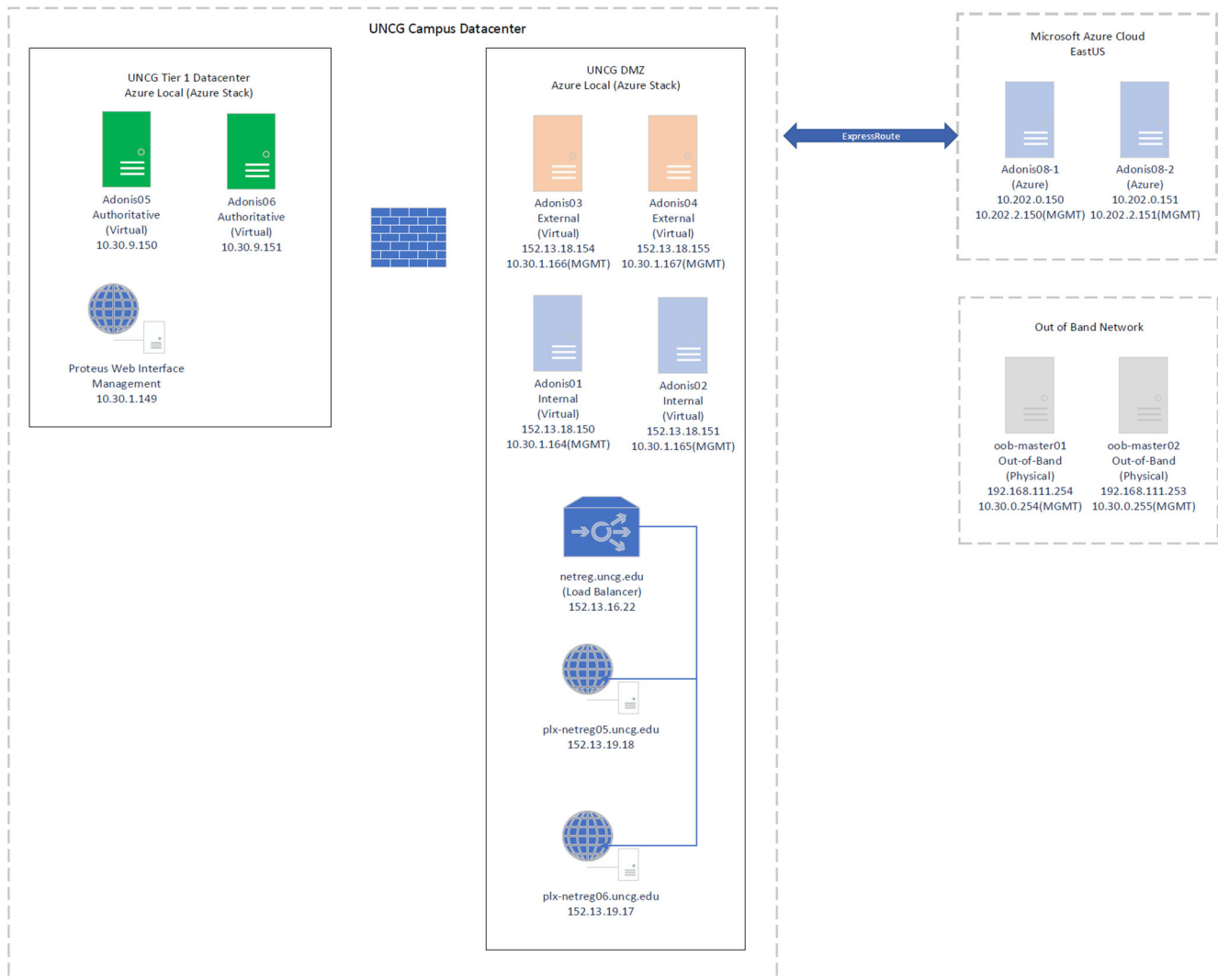
3.0 BACKGROUND & CURRENT STATUS

UNC Greensboro is a large, learner-centered public research university with over 20,000 students and 2,700 faculty and staff. The campus includes more than 90 buildings on 210 acres with a focus on research, health, wellness, and community engagement.

UNCG currently utilizes the BlueCat Networks solution, consisting of:

- Two internal services (on-premises, VMware hosts)
- Two external-facing servers (on-premises, VMware hosts)
- Two authoritative servers (on-premises, VMware hosts)

- Two device registration portal servers (on-premises, VMware hosts; registration services will not be required in the new architecture)
- Two physical out-of-band servers (on-premises)
- Two virtual servers in Azure cloud
- ExpressRoute connectivity between campus and Azure
- Management via Proteus Web Interface



4.0 UNIVERSITY DDI NEEDS & USE CASES

4.1 Scalability and Growth

- Ability to support a large, growing campus with thousands of devices and users
- Flexible licensing and capacity planning for future expansion

4.2 Integration

- Seamless integration with on-premises and cloud environments (VMware, Azure)

- API support for automation and orchestration (RESTful API preferred)
- Integration with ServiceNow for asset management, discovery, and alerting
- Compatibility with existing monitoring platforms (e.g., PRTG, SNMP v2/v3)
- Integration with third-party DNS security applications (e.g. Cisco Umbrella)

4.3 High Availability and Redundancy

- Built-in failover and redundancy for all critical services
- Support for geographically distributed deployments

4.4 Security and Compliance

- Role-based access control and granular administration
- Support for multi-factor authentication and secure protocols
- Compliance with FERPA, HIPAA, and other relevant regulations
- Detailed logging and audit capabilities

4.5 Centralized Management

- Single-pane-of-glass management for DNS, DHCP, and IPAM
- Delegated administration for different campus units/departments
- Customizable dashboards and reporting

4.6 Automation and Self-Service

- Automated IP address management and subnet allocation
- Self-service portals for authorized users (e.g., IT staff)
- Automated DNS and DHCP record creation/deletion

4.7 IPv6 and Modern Protocols

- Full support for IPv6 alongside IPv4
- Support for DNSSEC, dynamic DNS updates, and other modern standards

4.8 Disaster Recovery and Backup

- Automated backup and restore capabilities
- Disaster recovery planning and support

4.9 Interoperability

- Ability to coexist or migrate from legacy systems (e.g., BlueCat)
- Support for integration with Active Directory and other identity platforms
- Support zone forwarding, zone transfer, and delegation to external systems such as Microsoft DNS and Azure Private Resolver

4.10 Reporting and Analytics

- Real-time and historical analytics for usage, performance, and troubleshooting
- Customizable alerts and notifications

4.11 Education-Specific Features

- Support for academic/research networks, guest networks, and segmented environments
- Delegated control for research labs, residence halls, and administrative units
- Flexible policy enforcement for different user groups

5.0 TECHNICAL REQUIREMENTS

Requirement	Yes	No	Partial	Comments
Supports DNS, DHCP, and IPAM				
Centralized Management Pane				
High Availability and Failover				
Integration with VMware and Azure				
IPv6 Support				
Role-based Administration				
RESTful API for Automation				
SNMP v2/v3 Support				
Syslog to Multiple Destinations				
Redundant Power for Centralized Components				
Integration with ServiceNow				
Automated backup and restore				
DNSSEC Support				
Dynamic DNS Updates				
Delegated Administration				
Disaster Recovery Support				
Active Directory Integration				
Real-Time Analytics and Reporting				
Support for Academic/Research Networks				

6.0 MIGRATION

- Have you migrated a university or similar-sized enterprise from BlueCat or another DDI platform to your solution?
- Provide references for similar migrations
- Describe your recommended migration approach (full cutover, phased, etc.)
- What migration assistance do you provide?

7.0 SUPPORT, TRAINING, AND EVALUATION

- Maintenance options (hardware/software support)
- Hardware replacement process
- Technical support process
- Warranty details
- Proof of concept/demo equipment availability
- Training options and certifications

8.0 OTHER GENERAL FEATURES

- Additional features or value-adds
- Security features (localized firewall, NTP support, etc.)
- Layer 2/3 capabilities

- Compatibility with existing campus infrastructure
- Disaster recovery and business continuity planning

9.0 RFI PROCEDURES

The Department 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 Department when received. The responses to this RFI, any follow-up questions and presentations to the Department may be used to develop any future solicitation.

10.0 SCHEDULE

Respondents will have approximately four (4) 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.

11.0 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.

12.0 RESPONSE

The Department is not interested in brochures or “boilerplate” responses. Instead, responses should clearly define how the Vendor’s proposed solution(s) would meet the Department’s business requirements. Any issues or exceptions to the Department’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. **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 Department
- 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 Department’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 DEPARTMENT 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.

13.0 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 it 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 Department 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.