

STATE OF NORTH CAROLINA Department of Public Safety Purchasing and Logistics	REQUEST FOR INFORMATION NO 19-RFI-1537667128-WAX Due Date: May 13, 2025 by 2:00 PM ET
Refer <u>ALL</u> Inquiries to: Angela Wainright	Issue Date: April 15, 2025 Commodity: 432324 – Development Software
E-Mail: angela.wainright1@ncdps.gov	Using Agency Name: NC ABCC

SUBMISSION INSTRUCTIONS:

Vendor’s response for this RFI must be submitted through the Sourcing Tool. For training on how to use the Sourcing Tool to view solicitations, submit questions, develop responses, upload documents, and submit offers to the State, 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.

Tips for Using the Sourcing Tool

- a) Vendors should review available training and confirm that they are able to access the Sourcing Event, enter responses, and upload files well in advance of the date and time response are due to allow sufficient time to seek assistance from the North Carolina eProcurement Help Desk.
- b) Vendors may submit their responses early to make sure there are no issues, and then submit a revised response any time prior to the response due date and time. The State will only review the most recent response.
- c) Vendors should respond to all relevant sections of the Sourcing Event. Certain questions or items are required in order to submit a response and are denoted with an asterisk. The Sourcing Tool will not allow a response to be submitted unless all required items are completed. The Sourcing Tool will provide error messages to help identify any required information that is missing when response is submitted.
- d) Simply saving your response in the Sourcing Tool is not the same as submitting your response to the State. Vendors should make sure they complete the submission process and receive a message that their response was successfully submitted.

NOTICE TO VENDOR

Request for Information (RFI) will be received in the Sourcing Tool until May 13, 2025 2:00 PM ET on the day of opening and then opened.

QUESTIONS

Submit written questions in the Sourcing Tool until 2:00 PM ET, April 29, 2025.

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 EXECUTIVE SUMMARY

The State of North Carolina is in the process of developing plans to modernize and expand the regulatory capabilities of the North Carolina Alcoholic Beverage Control Commission (NCABCC). The NCABCC currently manages alcohol sales regulation through a legacy system (CODA), which is nearing the end of its lifecycle and will be retired. Anticipated legislative changes, such as the Tobacco 21 (T21) policy aligning with federal law, may extend the NCABCC’s responsibilities to include permitting, auditing, enforcement, and product regulation for tobacco and THC products. To address these evolving needs, the State seeks a unified software solution that will replace CODA, subsume its alcohol-related functions, and extend to tobacco and THC regulation, while integrating with existing state systems such as law enforcement databases, DOR and DPS finance systems, and other internal ABC applications for data transparency and reporting.

This Request for Information (RFI) is intended to collect information and recommendations regarding:

- A comprehensive software solution to manage permitting, auditing, enforcement, and product regulation across alcohol, tobacco, and THC products.
- Detailed cost estimates for procurement, implementation, training, and ongoing support to inform a fiscal analysis and budget request to the North Carolina General Assembly.
- Integration capabilities with state systems to ensure interoperability and operational efficiency.

The State requests detailed point-by-point responses showing how your firm would address the items in the following sections of this RFI:

- Section 3.0: Business Requirements
- Section 4.0: Vendor Response Requirements

2.0 RFI PROCEDURES

A. Schedule

Respondents will have four (4) weeks to prepare their submissions to this RFI. Responses must be received by May 13, 2025 as specified on the cover sheet of this RFI. Respondents may also be asked to come to Raleigh, NC to present and discuss their submissions. Respondents will be notified of the specific date and time at least two weeks in advance of their presentation.

B. Clarification Questions

Clarification questions will be accepted until 2:00 PM ET, April 29, 2025 as specified on the cover sheet of this RFI. Questions related to the content of the RFI should be directed to the person on the title page of this document via the Sourcing Tool's message board by the date and time specified above. Vendors will enter "**19-RFI-1537667128-WAX – Questions**" as the subject of the message. This is the only manner in which questions will be received.

An addendum containing any general clarification questions and their answers will be issued as an addendum to this RFI.

C. Response

The State recognizes that considerable effort will be required in preparing a response to this RFI. **However, please note this is a request for information only, and not a request for services.** The Vendor shall bear all costs for preparing this RFI.

1. Content and Format

The State expects concise, detailed, point-by-point responses to each of the RFI response items identified in Sections 3.0 and 4.0 of this RFI. The State is not interested in brochures or "boilerplate" responses. Instead, responses should clearly define how the vendor's proposed solution(s) would meet the State's business requirements. Any issues or exceptions to the State's requirements should also be identified and explained.

The response should also include annotated network drawings showing where each of the pieces of equipment in the proposed solution would be located and how those devices would be interconnected.

A comprehensive, detailed equipment list including hardware and software required for the proposed solution should be provided. All equipment identified in the response must be commercially available and in general distribution on or before April 15, 2025. While the State will require a pilot installation of any final solution adopted, the State is not interested in participating in any field trials of new equipment or software.

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

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

- The proposed solution's ability to expand and evolve to serve other State's sites either inside the Raleigh area or in other county locations and also meet all of the service and performance requirements identified in this RFI.

2. 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 attach in 5.6 Alternate Response in the Sourcing Tool.

3.0 BUSINESS REQUIREMENTS

The NCABCC requires a modern software solution to replace CODA and manage regulation across alcohol, tobacco, and THC products. The solution must:

1. Replace and subsume CODA's functionality for alcohol sales regulation, including permitting, auditing, product registration and enforcement.
2. Extend capabilities to facilitate permitting processes for tobacco and THC product vendors.
3. Support auditing workflows to ensure compliance with state and federal regulations across alcohol, tobacco, and THC domains.
4. Enable enforcement activities, including legal case tracking and reporting for all regulated products, with integration to law enforcement systems.
5. Manage product regulation, such as tracking approved alcohol, tobacco, and THC products and their compliance status.
6. Integrate with DOR and DPS finance systems for data exchange and reporting.
7. Provide scalability to adapt to future regulatory changes across all three product categories and expand to additional State sites.

Comply with NCDIT IT standards (e.g., security, accessibility, interoperability) and integrate with existing state systems, including identity access management via NCID.

4.0 VENDOR RESPONSE REQUIREMENTS

Vendors are requested to provide detailed responses addressing the following:

1. System Capabilities

- Describe a software solution that meets the business requirements in Section 3.0, including replacing CODA and extending to tobacco and THC regulation.
- Detail the ability to handle permitting, audit, enforcement, and product regulation workflows across alcohol, tobacco, and THC products.
- Explain scalability and flexibility to accommodate evolving legislative requirements and expansion to other State sites.
- Specify integration capabilities with:
 - Law enforcement databases for enforcement and compliance tracking.
 - NC DOR and DPS systems for data sharing and reporting.
 - Identity access management via NCID.

- Describe user interface and reporting functionalities suitable for agency staff and external stakeholders.

2. Cost Estimates

- Provide detailed cost breakdowns, including:
 - **Initial Procurement Costs:** Licensing fees, software purchase, or subscription costs for a unified system.
 - **Implementation Costs:** Configuration, customization, data migration from CODA, integration with law enforcement, DOR, internal ABC applications, and deployment expenses.
 - **Training Costs:** Training programs for NCABCC staff, including materials and delivery methods (e.g., in-person, virtual).
 - **Ongoing Costs:** Annual maintenance, support, upgrades, and subscription renewals.
 - **Optional Costs:** Additional features or services (e.g., cloud hosting, enhanced security).
- Include a 5-year total cost of ownership, factoring in compliance with emerging standards.

3. Vendor Experience

- Provide examples of similar implementations for government agencies, preferably in multi-domain regulatory contexts with integration to state systems.
- Include references from clients with comparable use cases.

4. Technical Requirements

- Confirm compliance with NCDIT IT standards (e.g., security, accessibility, interoperability).
- Detail ability to integrate with law enforcement databases, DOR and DPS finance systems, and internal ABC applications to share data and provide reporting.
- Specify hosting options (e.g., on-premises, cloud-based, hybrid) and any hardware/infrastructure requirements.

5. Timeline

- Provide an estimated timeline for procurement, implementation, and full deployment, including integration with specified state systems.