

<u>STATE OF NORTH CAROLINA</u> Department of Adult Correction Purchasing	REQUEST FOR INFORMATION NO. RFI-Q2293035757-LMS
	Due Date: September 30, 2026, by 2:00:00 pm
Refer <u>ALL</u> Inquiries to: Maria Lopez Telephone No. 919-866-3664	Issue Date: August 12, 2026 Commodity: 811122
E-Mail: maria.lopez@dac.nc.gov	Using Agency Name: NC DAC- Information Technology

ELECTRONIC INSTRUCTIONS: IMPORTANT NOTE: It is the vendor's sole responsibility to upload their offer to the Ariba Sourcing Module by the specified time and date of opening. Vendor shall bear the risk for late electronic submission due to unintended or unanticipated delay including but not limited to internet issues, network issues, local power outages, or application issues. Vendor must include all the pages of this solicitation in their response.

Sealed offers, subject to the conditions made a part hereof, will be received until 2:00pm Eastern Time on the day of opening and then opened for furnishing and delivering the commodity as described herein. Offers must be submitted via the Ariba Sourcing Module with the **Execution page signed and dated by an official authorized to bind** the Vendor's firm. Failure to return a signed offer shall result in disqualification.

Attempts to submit a proposal via facsimile (FAX) machine, telephone, email, email attachments, or in any hardcopy format in response to this Bid **will not** be accepted.

For Vendor training on how to use the Ariba 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 Ariba 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.

Request for Information (RFI) proposals will be received via electronic submission in the Ariba Sourcing Tool in the Vendor Portal (eVP) **by September 30, 2026, by 2:00:00 pm** on the day of opening and then opened.

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, Department of Adult Correction (DAC), is in the process of developing plans to evaluate and procure a modern Offender Management System (OMS) solution — whether a commercially available product, a fully custom-developed solution, or a modernization of the existing platform — to replace or substantially modernize its existing enterprise platform, the **Offender Population Unified System (OPUS)**.

OPUS has been in continuous operation since 1994 and has evolved from a traditional offender management platform into a comprehensive, mission-critical enterprise system serving the full breadth of DAC operations. While OPUS continues to perform essential functions, the Department recognizes that its long-running dual architecture — combining a legacy mainframe with incrementally developed web-based modules — presents challenges in maintainability, modernization, mobile enablement, and alignment with evolving correctional best practices and North Carolina technology standards.

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

- Commercially available, proven OMS solutions capable of replacing or modernizing OPUS core functionality
- Software-as-a-Service (SaaS) and cloud-hosted OMS platforms
- Hybrid approaches combining commercial off-the-shelf (COTS) solutions with targeted custom development
- Fully custom-developed OMS solutions designed and built specifically to meet DAC's requirements
- Complete modernization of the current OMS solution, including migration or conversion of OPUS's existing COBOL mainframe and Java web-based code to a modern technology stack
- Implementation and data migration strategies suited to OPUS's system scale and complexity
- Estimated costs, timelines, and risk mitigation approaches for a large-scale OMS transition

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 – Current Environment and Background
- Section 4.0 – Scope of Services
- Section 5.0 – Functional Requirements
- Section 6.0 – Technical Requirements
- Section 7.0 – Vendor Qualifications and Experience
- Section 8.0 – Vendor Response Questions

Important Notice: This is a Request for Information ONLY. It does not constitute a solicitation for offers, a commitment to issue a future solicitation, or a contract award. The State of North Carolina will not pay for information submitted in response to this RFI. Responses to this RFI will not be returned. Respondents are advised that the State is under no obligation to notify participants of the outcome of this RFI.

2.0 RFI PROCEDURES

A. Schedule

Milestone	Date
RFI Issue Date	August 12, 2026
Questions Due	August 21, 2026, by 2:00pm est
Answers / Addendum Issued	August 28, 2026
RFI Responses Due	September 30, 2026, by 2:00 pm
Vendor Presentations (if applicable)	TBD — approx. 4-6 weeks after RFI close

Respondents will have **six weeks** to prepare their submissions. Responses must be received by the date, time, and location specified on the cover sheet. Selected respondents may be required to travel to Raleigh, North Carolina to present and discuss their submissions. Respondents will be notified of the specific date and time at least two weeks in advance of their scheduled presentation.

B. Clarification Questions

Clarification questions will be accepted as specified on the cover sheet of this RFI. All questions must be submitted in writing via the Ariba Sourcing Tool in the Vendor Portal ([eVP](#)) by 2:00pm on August 21, 2026. A summary of all general clarification questions and their answers will be posted to the Sourcing Tool in the electronic Vendor Portal ([eVP](#)), <https://evp.nc.gov>, as an addendum to this RFI on or about August 28, 2026. Please insert **WS2293035757** in the title of your submission.

C. Response Requirements

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 and delivering this response.

1. Content and Format

The State expects concise, detailed, point-by-point responses to each item identified in Sections 4.0 through 8.0 of this RFI. The State is not interested in brochures or generic "boilerplate" responses. Responses should clearly define how the vendor's proposed solution would meet the State's business requirements. Any issues or exceptions to the State's requirements should be identified and explained.

Each response should also include:

- The vendor's understanding of the project scope and scale
- A description of how the proposed solution addresses OPUS functional coverage

- An estimated total cost of ownership for the solution, including ongoing compliance with emerging industry standards
- The proposed solution's ability to scale across a large, multi-facility, multi-division statewide corrections agency
- Experience with similar-scale implementations at state correctional agencies

2. Response Format

- Submit one (1) signed, original electronic offer through the Ariba Sourcing Module
- The Ariba Sourcing Module document number is: **WS2293035757**
- All File names should start with the Vendor name first, in order to easily determine all the files to be included as part of the vendor's response. For example, files should be named as follows:

Vendor Name.document number.your file name

- File content SHALL NOT be password protected, the file formats must be in .PDF, .JPEG, .DOC, or .XLS format, and shall be capable of being copied to other sources. Inability by the State to open the Vendor's files may result in the Vendor's offer(s) being rejected as **non-responsive**.
- If the vendor's proposal contains any confidential information, then the vendor must provide one (1) signed, original electronic offer and one (1) redacted electronic copy.
- Responses should be organized by section number and clearly labeled
- Maximum response length: 75 pages (excluding appendices and product literature)

3. 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 (e.g., a COTS/SaaS option, a custom-developed solution, and/or a legacy code migration/modernization approach). Each response must be submitted separately and clearly marked as "Response #1," "Response #2," etc.

3.0 BACKGROUND AND CURRENT ENVIRONMENT

3.1 AGENCY OVERVIEW

The North Carolina Department of Adult Correction (DAC) is responsible for the incarceration, supervision, and rehabilitation of individuals convicted of felony crimes in the State of North Carolina. DAC operates a statewide network of correctional facilities and supervises individuals on probation, parole, and post-release supervision across all 100 North Carolina counties. The Department includes the following major operational divisions:

- **Division of Operations** — Operates state institutions; manages offender intake, housing, programs, Correction Enterprise and release.
- **Division of Community Supervision** — Manages probation, parole, and post-release supervision caseloads statewide.
- **Division of Health Services** — Provides medical, dental, mental health, and substance use treatment to incarcerated individuals.
- **Division of Rehabilitation and Reentry Services** — oversees programs and services supporting people in prison or under community supervision, with a mission to promote evidence-based practices, reduce recidivism, and build collaborative reentry partnerships statewide.
- **Division of Organizational Performance** — Manages policy, internal audits, information technology, innovation, quality assurance, and strategic management.
- **Special Operations and Investigations (SOI)** — Conducts internal investigations and security intelligence operations.
- **Post Release Supervision and Parole Commission** — Reviews eligibility, makes release recommendations, and establishes conditions of supervision.

3.2 CURRENT SYSTEM — OPUS OVERVIEW

The **Offender Population Unified System (OPUS)**, established in 1994, serves as DAC's comprehensive offender record management platform. OPUS operates from a shared, centralized database used by all divisions and modules, ensuring consistency and data integrity across the entire agency. All modules — spanning Institutions, Community Supervision, Health Services, Human Resources, Finance, Engineering, and public-facing services — share common data structures and business logic, making OPUS a deeply integrated, mission-critical enterprise system.

OPUS encompasses both a legacy IBM mainframe environment and a growing portfolio of modern web-based applications. The mainframe hosts core transactional systems for offender records, sentence computation, and supervision tracking. The web-based portfolio has expanded significantly over the past decade to add mobile access, dashboards, and specialized operational modules. The mainframe environment is developed in COBOL, while the web-based application portfolio is developed primarily in Java; approximately one-third of the total OPUS codebase is COBOL, with the remaining two-thirds written in Java.

The breadth and depth of integration within OPUS means that replacing individual components requires careful planning to avoid unintended impacts across multiple operational areas.

3.3 OPUS MODULE INVENTORY

The following tables enumerate the current OPUS modules by functional area and platform:

Web-Based Modules — Offender Management

Module (Acronym)	Description
Community Service Application System (CSAS)	Tracks community service programs — offender interviews, agency assignments, hours worked, and case activity for both supervised and unsupervised offenders. Supports court and legislative reporting.
Dashboard (DSH)	Role-based operational dashboards for Institutions, Community Supervision, Health Services, Personnel, Combined Records, Correction Enterprises, SOI and the Parole Commission.
DCC Mobile	Smartphone application for Probation/Parole Officers: visit scheduling, case notes, photo capture, offender search, real-time alerts, route mapping and planning.
DCC Risk/Needs Assessment (RNA)	Validated risk-of-re-arrest assessments, case plans, supervision agreements, violation documentation, and interstate compact sharing.
Electronic Rounds	Electronic offender observation recording for restrictive housing units via workstations and tablets; auto time-stamped, location-linked.
Food Management System (FMS)	Menu planning, nutritional standards, medical diet management, bulk purchasing, and food cost analysis. Integrated with HERO EHR and the state financial system NCFS.

Inmate Phone Management (PIN)	Manages telephone privileges based on offender status and disciplinary restrictions; interfaces with external phone provider.
Mealline	Dining hall ID-swipe system for meal verification, diet tracking, and duplicate-meal prevention.
Offender Data Exchange (ODX)	Secure API/integration platform governing external partner connections; credential issuance and revocation.
Offender Information (OffInfo)	Comprehensive, role-based offender profile aggregating data from OPUS, courts, and departmental systems; supports case management and compliance tracking.
OPUS Management Reports (OOW)	Standardized and customizable reports for Institutions, Community Supervision, Victim Services, and Correction Enterprises.
Opus Online (OOL)	Mission-critical core system for Institutions and Community Supervision: intake, classification, supervision, staffing, investigations, warrant processing, electronic monitoring, appeals.
Programs, Transportation & Logistics (PTL)	Transportation Management: Centralized transfer visibility, automated facility matching including safety restrictions/conflict information and integrated bus capacity. Jobs & Programs: Program catalog, real-time availability, needs-based matching and eligibility tools.
Video Meeting Management (VMM)	Scheduling and management of video hearings for court appearances, Industrial Commission, and parole proceedings.
Visitation Tracking System (VTS)	Web-based visitor approval, eligibility checking, visit documentation, and daily count tracking.
Work Crew System (WCS)	Tracks offender work hours, job types, locations, and road miles for Highway and Community Work Crews; interfaces with NCDOT for billing.

Web-Based Modules — Health Services

Module (Acronym)	Description
Alcohol Chemical Dependency (ACD)	Manages substance use treatment caseloads, treatment plans, assessments, and clinical documentation.
EHR Reporting	Cross-system reporting combining OPUS and HERO (Electronic Health Record) data; supports Medical, Dental, and Mental Health compliance reporting.

Health Services Event Reporting (HSE)	Patient safety event reporting, quality-of-care oversight, medication loss tracking during facility transfers.
Telehealth Scheduling (TLH)	Coordinates telehealth appointments between offenders and external medical providers; reduces off-site transport.

Web-Based Modules — Correction Enterprises, Infrastructure, Financial, Personnel

Module (Acronym)	Description
Business Information Data System (BIDS)	Manages Correction Enterprises customer orders, production, inventory, distribution, and billing.
Job Order System (JOS)	Engineering job order approval, tracking, and budget monitoring.
Job Order Logistics (JOL)	Materials planning for Inmate Construction Program; purchasing, receiving, and inventory tracking.
Maintenance Management System (MMS)	Corrective and preventive maintenance work orders, labor/cost tracking, and scheduled maintenance for facilities and vehicles.
Accounting (ACT)	Employee overpayment management; tracks account balances and processes payments for state agencies.
AR Billing (ARB)	Accounts receivable — invoices and payment tracking for offender labor, jail meals, and services to external agencies.
Cashless on the Net (CON)	Statewide canteen/commissary system using ID-card debit against inmate trust accounts.
Fixed Asset Tracking (FAT)	Manages department fixed assets; tracks assignments, transfers, and disposals; supports annual inventory and audit.
MIS Equipment Tracking (MET)	Tracks IT equipment (computers, tablets, printers, network devices) statewide; supports lifecycle management.
PC Exchange (PCX)	Automates receipt and recording of equipment from PC Exchange initiative; interfaces with NCFS.
Safekeeper Billing (SKB)	Calculates and generates county invoices for safekeeper expenses; consolidates movement, pharmacy, and medical data.
Applicant Tracking System (ATS)	Manages continuous-recruitment hiring lifecycle: qualification review, background checks, interviews, Criminal Justice processing, and hiring actions.

Employee Management System (TAP)	Centralized workforce management: public information requests, disability applications, retirement, settlement separations, reduction-in-force planning.
Employee Relations System (ERS)	Tracks employee disciplinary and investigative matters: performance, EEO, PREA, and ADA cases.
Safety & Environmental Health (SFT)	Workplace injury/illness reporting; OSHA compliance; lost workday tracking.

Web-Based Modules — Investigation/Security, Partnerships, Public-Facing

Module (Acronym)	Description
Correspondence Tracking System (CTS)	Automates intake and tracking of correspondence (ADA, Food Service, PREA, general). Includes Inmate Grievance component.
Critical Incident Notification System (CIN)	Department-wide incident reporting and automated email/SMS alerts to staff and leadership; desktop and mobile access.
Extradition Tracking System (ETS)	Web-based extradition case management; tracks timelines and documentation; replaced legacy mainframe process.
Gatelog (GTL)	Badge-scan employee entry/exit tracking; automated reporting for lockdowns and headcounts; offender movement tracking in select facilities.
Incident Tracking System (ISS)	Documents significant institution incidents — narratives, involved individuals, evidence, use-of-force, PREA data, contraband, and court outcomes.
PhotoID	Captures and stores offender/staff photographs; produces ID cards used for gate access, meal tracking, and canteen; supports facial recognition integration.
SOI Case Management (SOI-CM)	Investigative system for the Special Operations and Investigations: investigations, intelligence, confidential informants, forensic phone analysis, facial recognition.
Tool Inventory Control (TIC)	Tracks tools at Correction Enterprises and Institutions: assignments, check-in/out, barcode scanning.
Clemency (CLM)	Manages pardon and commutation applications for the Governor's Clemency Office.
Programs Information Management System (PIMS)	Supports Recidivism Reduction Services: scheduling, attendance, and documentation for cognitive behavioral and substance use programs across all 100 counties.

Automated System Query (ASQ)	Research access to historical offender population data; both internal (authorized) and public (PII-protected) versions.
Law Enforcement Offender (LEO)	Secure offender record access for law enforcement: demographic search, photo lineups, tattoo/marking searches.
Offender Public Information (OPI)	Public portal for offender lookups: active/inactive incarceration, community supervision, escapes, absconders, and historical releases.

Mainframe-Based Modules

Module (Acronym)	Area	Description
Inmate Custody Classification (ICC)	Offender Mgmt	Structured custody level assessment and facility/housing/program assignment; multi-level review and approval.
Inmate Jobs and Programs (IJP)	Offender Mgmt	Tracks work assignments, program participation, hours, enrollment, and certificates earned; interfaces with financial systems for incentive wages.
Inmate Monitoring and Transfer (IMT)	Offender Mgmt	Tracks offender movement between facilities; transportation scheduling; safety restrictions and conflict information.
Inmate Population Tracking (IPT)	Offender Mgmt	Manages facility bed assignments, offender counts, appointments, movements and release information; alerts for significant events.
Inmate Control Status (ISS)	Offender Mgmt	Manages disciplinary investigations and control status: charges, hearings, appeals, sanctions, privilege restrictions.
Offender Reception Process (ORP)	Offender Mgmt	Intake processing: personal, background, victim, and pending charge information; victim notification.
Offender Time Computation (OTC)	Offender Mgmt	Sentence calculation and projected release dates; sentence credits, penalties, warrants, parole information.
Probation and Parole Supervision (PPS)	Offender Mgmt	Manages probation, parole, and post-release caseloads: supervision status, officer assignments, risk assessments, case notes, violations.
Visitation Tracking System (VTS)	Offender Mgmt	Visitor applications, approvals, scheduling, and documentation; eligibility checks and restrictions.
Work Release System (WRS)	Offender Mgmt	Financial processing for work release: earnings, deductions, payments, checks, statements, and reconciliation.

Administrative Systems (ADM)	Financial	Laundry service billing, highway charges, and vehicle/fleet management and cost tracking.
Inmate Banking System (IBS)	Financial	Offender trust account management: deposits, wages, garnishments, vendor payments, check issuance; interfaces with banks and financial providers.
Parole Commission Actions (PCA)	Partnerships	Parole/Post Release Supervision review tracking: case evaluations, commissioner votes, and parole/post release case activity from intake through final action.

3.4 DATA INTEGRATION AND EXTERNAL PARTNERS

OPUS currently maintains data-sharing agreements with the following governmental agencies and commercial partners. Any replacement or modernization solution must be capable of supporting equivalent integrations:

Governmental Partners	Private Sector / Vendor Partners
•NC Administrative Office of the Courts (AOC) •NC Counties (100 counties) •DHHS — Division of Public Health •DHHS — Division of Social Services •DHHS — Division of Medical Assistance (DMA) •DHHS — Child Support Enforcement •Department of Justice (DOJ) •Department of Revenue (DOR) •Department of Transportation (DOT) •Employment Security Commission (ESC) •Federal Aviation Administration (FAA) •GDAC (CJLeads, Veterans Information) •Internal Revenue Service (IRS) •Juvenile Justice (JJ) •NC Financial System (NCFS) •National Information Solutions Cooperative (NISC) •Office of State Controller (OSC) •SBI / DCI •State Board of Elections (SBOE) •State Criminal Alien Program (SCAAP) •Social Security Administration (SSA) •Veterans Administration (VA) •NC Sentencing and Policy Advisory Commission •NC State Treasurer	•Victim Services Vendor •Offender Medical Care Vendor (HERO EHR) •Electronic Monitoring Partner •Offender Tablet Vendor •Offender Packages Vendors •Laboratory Vendor (LabCorp) •Medical Claims Vendor •Offender Mail Processor •Banking Partners (JPay / private banks)

3.5 MODERNIZATION DRIVERS

The following factors are motivating the Department's evaluation of OMS replacement or modernization:

- **Legacy Architecture:** Core functions remain on IBM mainframe technology requiring specialized skills that are increasingly difficult to recruit and retain.
- **Integration Complexity:** Thirty-plus years of incremental development has resulted in complex interdependencies that complicate upgrades and enhancements.
- **User Experience:** Mainframe interfaces are not user-friendly and create barriers to staff efficiency and training.
- **Mobile Enablement:** Growing demand for field-accessible tools for both Institutions and Community Supervision staff.
- **Cybersecurity:** Evolving state and federal security requirements (CJIS, NCDIT) require continuous adaptation of older components.
- **Analytics and Reporting:** Increasing demand for advanced data analytics, real-time dashboards, and predictive tools to support evidence-based practices and policy decisions, including the ability to interface with the State's enterprise data lake for enterprise-wide reporting and analytics.
- **Legislative and Policy Agility:** Corrections policy changes — sentencing reforms, supervision standards, PREA mandates — require rapid system adaptation that is difficult in legacy environments.
- **Technology and Business Agility:** The Department needs a platform flexible enough to take advantage of emerging technologies and to evolve alongside changing business needs and expectations, rather than being constrained by rigid, vendor-controlled release cycles.
- **Case Planning and Reentry Support:** Growing need for structured, cross-phase case planning and secure offender/returning-citizen self-service access to their own program, education, and health information to strengthen reentry outcomes.

4.0 SCOPE OF SERVICES

The Department is seeking information about solutions that could replace or modernize OPUS, with primary focus on the core Offender Management System functions. The scope encompasses, at minimum, the following service areas:

1. **System Assessment and Gap Analysis** — Vendor's proposed process for assessing current OPUS functionality and identifying gaps relative to their proposed solution
2. **Software Licensing / Subscription** — Commercial OMS software, including all modules required to replicate or improve upon OPUS functional coverage
3. **Implementation Services** — Project management, configuration, customization, integration development, and deployment services
4. **Legacy Code Migration / Modernization Services** — For vendors proposing to migrate or convert OPUS's existing COBOL and/or Java codebase rather than replace it, the automated/semi-automated conversion, refactoring, and target-platform migration services required
5. **Data Migration** — Full migration of historical offender, staff, and operational data from the existing OPUS database (mainframe and relational database) to the new system
6. **Integration Development** — Development and testing of interfaces with all required external government and private-sector partners
7. **Training** — End-user and system administrator training for a large, geographically distributed workforce across 100 counties
8. **Testing and Quality Assurance** — System, integration, performance, and user acceptance testing

9. **Change Management** — Organizational change management support for a complex, statewide technology transition
10. **Post-Go-Live Support** — Hypercare support, ongoing maintenance, and help desk services
11. **Business Rule Discovery and Validation** — Vendor shall describe its methodology for identifying, documenting, validating, testing, and transitioning existing business rules from legacy systems into the proposed solution
12. **Artificial Intelligence Enablement** — Describe AI-assisted capabilities available within the proposed solution, including productivity assistance, reporting, search, document summarization, analytics, and configurable AI services appropriate for a criminal justice environment
13. **Knowledge Transfer and State Self-Sufficiency** — Describe the activities necessary to enable DAC personnel to independently administer, configure, enhance, integrate, and maintain the solution following implementation

Note on Scope Phasing: The Department is open to information regarding both full-replacement and phased-modernization approaches. Vendors are encouraged to describe their experience with phased implementations that minimize operational disruption for a 24/7, mission-critical corrections environment.

Note on Support Model: In addition to the vendor-sustained support model described above, the State may pursue an approach in which vendor support and enhancement services are time-boxed to a defined initial period following go-live, after which the Department of Adult Correction (DAC) assumes long-term maintenance and enhancement responsibility. Vendors should price and describe both scenarios separately: (1) vendor-sustained Post-Go-Live Support and Ongoing Enhancement and Upgrades for the life of the contract, and (2) vendor-sustained support for a defined transition period followed by DAC-sustained support and maintenance, thereafter, including any handoff activities required to enable the transition.

Note on Solution Approach: The Software Licensing / Subscription item above assumes a COTS licensing model. Vendors proposing a fully custom-developed solution or a legacy code migration/modernization approach should instead describe the equivalent cost structure for their proposed approach (e.g., time-and-materials or fixed-price development costs) in lieu of software licensing fees. The State welcomes responses proposing a COTS/licensed product, a fully custom-developed solution, a legacy code migration/modernization approach, or any hybrid of these.

5.0 FUNCTIONAL REQUIREMENTS

Vendors shall describe their solution's ability to meet or exceed the following functional requirements. For each area, please indicate whether the capability is: (a) **Standard** — available out-of-the-box, (b) **Configurable** — available with configuration/parameter settings, (c) **Customizable** — requires custom development, or (d) **Not Available**. For any item marked **Customizable**, also indicate a fifth data point: whether the resulting custom code will be vendor-owned/licensed, or will transfer to DAC as State-owned intellectual property.

5.1 OFFENDER INTAKE AND RECEPTION

Item #	Item Description	Response
OIR-1	Capture and manage comprehensive offender demographic, identification, and background information	
OIR-2	Process criminal history, court commitments, and pending charge information	
OIR-3	Support victim notification requirements and victim information tracking at intake	
OIR-4	Generate offender identification numbers and manage ID card production (photo ID)	
OIR-5	Conduct and document initial risk and needs assessments at intake	
OIR-6	Support biometric data capture (photographs, fingerprints) and facial recognition integration	
OIR-7	Manage gang affiliation identification and tracking	

OIR-8	Record medical, mental health, and substance use screening information	
OIR-9	Interface with court systems (NC Administrative Office of the Courts) for commitment data	
OIR-10	Support safekeeper intake processing for individuals held on behalf of counties	

5.2 CUSTODY CLASSIFICATION

Item #	Item Description	Response
CC-1	Conduct and document structured, validated custody classification evaluations	
CC-2	Assign offenders to appropriate custody levels, facilities, and housing areas based on risk and need	
CC-3	Support multi-level review and approval workflows for classification decisions and overrides	
CC-4	Manage classification overrides with required justification and documentation	
CC-5	Track classification history and changes throughout the incarceration period	
CC-6	Flag housing conflicts, protective custody needs, and safety considerations	
CC-7	Support reclassification scheduling and automated notifications	
CC-8	Recommend or support assignment of offenders to appropriate facilities based on programming, education, job, and rehabilitative needs and pathways, in addition to custody/security factors	

5.3 POPULATION AND BED MANAGEMENT

Item #	Item Description	Response
PBM-1	Maintain real-time facility census and bed assignment records	
PBM-2	Track and report offender populations by facility, unit, and housing assignment	
PBM-3	Monitor facility capacity, available bed space, and projected capacity needs	
PBM-4	Support automated alerts for significant population events	
PBM-5	Enable emergency operations support (lockdowns, emergency headcounts, evacuation tracking)	
PBM-6	Manage cell and housing unit assignments with conflict and restriction checking	

5.4 OFFENDER MOVEMENT AND TRANSPORTATION

Item #	Item Description	Response
OMT-1	Track and manage all offender movements between facilities (custody changes, medical, court appearances, release)	
OMT-2	Schedule and manage transportation routes and vehicle assignments	
OMT-3	Automate transfer approval workflows with appropriate authorization levels	
OMT-4	Enforce housing conflict and restriction checks during movement processing	
OMT-5	Interface with court systems for court appearance scheduling	
OMT-6	Support video hearing coordination to reduce physical transport requirements	
OMT-7	Track extradition cases and related legal timelines	
OMT-8	Evaluate offenders against all facilities simultaneously, identifying conflicts, vacancies, and placement suitability	

5.5 SENTENCE COMPUTATION AND TIME MANAGEMENT

Item #	Item Description	Response
SCTM-1	Calculate sentences and projected release dates accurately under North Carolina's Sentencing Laws (Pre-Fair, Fair, Structured)	

SCTM-2	Manage sentence credits (good time, gain time, earned time, jail credit, meritorious time) and penalty time	
SCTM-3	Track and manage multiple concurrent and consecutive sentences	
SCTM-4	Process sentence modifications, appeals, and court-ordered changes	
SCTM-5	Manage warrants, detainers, holds, and pending charges affecting release eligibility	
SCTM-6	Generate required sentence calculation documentation and notifications	
SCTM-7	Interface with parole and post-release supervision for release planning	
SCTM-8	Support mandatory minimum, ASR and habitual felon processing rules	

5.6 OFFENDER PROGRAMS, JOBS, AND REHABILITATION

Item #	Item Description	Response
OPJR-1	Track offender work assignments, hours worked, and job performance	
OPJR-2	Manage program enrollment, attendance, completion, and certificates earned	
OPJR-3	Maintain statewide view of program capacity and waitlists	
OPJR-4	Support matching offenders to appropriate programs based on risk/need assessment results	
OPJR-5	Track educational, vocational, and cognitive behavioral programming	
OPJR-6	Calculate and process incentive wages based on work and program participation	
OPJR-7	Interface with financial systems for accurate wage calculation and payment	
OPJR-8	Document substance use treatment participation and outcomes	
OPJR-9	Support development and tracking of a structured, offender-specific case plan spanning incarceration and community supervision that links assessed needs to programs, education, treatment, and reentry goals	
OPJR-10	Provide offenders/returning citizens with self-service access to their own program completion, education/training records, and (where clinically appropriate) health summary information to support reentry planning and continuity of care	

5.7 COMMUNITY SUPERVISION (PROBATION, PAROLE, POST-RELEASE)

Item #	Item Description	Response
CS-1	Manage caseload assignment and distribution for Probation and Parole Officers	
CS-2	Track supervision status, conditions, contacts, and compliance activities	
CS-3	Record and manage case notes, field visit reports, and required contacts	
CS-4	Process violation reports, technical violation sanctions, and warrant requests	
CS-5	Complete and track validated risk/needs assessments and case plans	
CS-6	Manage supervision condition changes and court-ordered modifications	
CS-7	Support electronic monitoring integration and GPS tracking coordination	
CS-8	Provide mobile application for field officer use (case notes, offender search, alerts, photo capture, appointment routing)	
CS-9	Support interstate compact offender supervision and secure document sharing	
CS-10	Manage sex offender registration requirements and reporting	
CS-11	Track community service hours and compliance	
CS-12	Generate workload reports and caseload management tools	

5.8 DISCIPLINARY MANAGEMENT

Item #	Item Description	Response
DM-1	Document and manage disciplinary charges, investigations, and hearings	
DM-2	Record hearing outcomes, appeal dispositions, and resulting sanctions	

DM-3	Manage privilege restrictions, housing changes, and segregation placements	
DM-4	Track use-of-force incidents with detailed narrative and documentation requirements	
DM-5	Provide link between disciplinary and incident when necessary	
DM-6	Manage PREA incident reporting, tracking, and compliance documentation	
DM-7	Support offender grievance intake, tracking, review, and response	

5.9 HEALTH SERVICES INTEGRATION

Item #	Item Description	Response
HSI-1	Interface with the HERO Electronic Health Record system and other EHR platforms	
HSI-2	Coordinate telehealth appointment scheduling	
HSI-3	Track medication administration and medication loss/reconciliation during facility transfers	
HSI-4	Manage dietary and nutritional requirements, including medical diet needs	
HSI-5	Support substance use treatment program documentation and outcome tracking	
HSI-6	Track health-related program enrollment and participation	

5.10 VISITATION AND VOLUNTEER MANAGEMENT

Item #	Item Description	Response
VM-1	Process and manage visitor applications, background checks, and approval status	
VM-2	Schedule and document offender visits (in-person and video)	
VM-3	Enforce eligibility restrictions based on disciplinary status and security requirements	
VM-4	Track daily and cumulative visitation counts by facility	
VM-5	Manage visitor denial, suspension, and reinstatement workflows	
VM-6	Support video visitation scheduling and coordination	
VM-7	Process and manage volunteer applications, background checks, and approval status	
VM-8	Track volunteer registration, required training/certification completion, and hours/participation by facility	

5.11 FINANCIAL MANAGEMENT

Item #	Item Description	Response
FM-1	Manage offender trust accounts and all related financial transactions	
FM-2	Process offender wages, garnishments, restitution, and deductions	
FM-3	Support canteen/commissary operations with cashless ID-card transactions	
FM-4	Manage work release financial processing (earnings tracking, check issuance, reconciliation)	
FM-5	Generate invoices and billing for safekeeper expenses, offender labor, and county services	
FM-6	Interface with the NC Financial System (NCFS) and Office of State Controller	
FM-7	Produce accounts receivable reports and payment tracking	
FM-8	Support Correction Enterprises order management, production, and billing	

5.12 INVESTIGATION, SECURITY, AND INTELLIGENCE

Item #	Item Description	Response
ISI-1	Document and manage significant incident investigations with full narrative and evidence tracking	

ISI-2	Track seized contraband by type, facility, and case	
ISI-3	Support SOI investigative case management including confidential informant management	
ISI-4	Manage intelligence reports and inter-agency information sharing	
ISI-5	Support facial recognition tools for investigative leads and identity verification	
ISI-6	Coordinate critical incident notifications with automated alerts to staff and leadership	
ISI-7	Track gang intelligence and relationships between individuals	
ISI-8	Manage extradition case workflows and legal timelines	

5.13 REPORTING, ANALYTICS, AND DATA ACCESS

Item #	Item Description	Response
RAD-1	Provide standardized operational reports for Institutions, Community Supervision, Health Services, Finance, etc.	
RAD-2	Enable configurable ad hoc reporting and data export	
RAD-3	Provide role-based executive and management dashboards	
RAD-4	Support population trend analysis and projections	
RAD-5	Generate required legislative, judicial, and compliance reports	
RAD-6	Provide researcher and analyst data access with appropriate PII protections	
RAD-7	Enable law enforcement offender record searches, including photo lineup and tattoo/marking searches	
RAD-8	Provide a public-facing offender information portal with appropriate privacy controls	
RAD-9	Support integration with state analytics platforms (SAS, Power BI, or equivalent)	
RAD-10	Support integration with, and provide necessary data extracts/feeds to, the State's enterprise data lake to enable cross-agency analytics and reporting	

5.14 VICTIM SERVICES

Item #	Item Description	Response
VS-1	Manage victim notification requirements throughout the offender lifecycle	
VS-2	Interface with the victim services vendor system	
VS-3	Track victim information and notification preferences	
VS-4	Support automated notifications for key events (intake, transfer, release, escape)	

5.15 PAROLE AND CLEMENCY

Item #	Item Description	Response
PC-1	Support Parole/PRS review workflow and commission hearing scheduling	
PC-2	Record parole commission votes, decisions, and conditions	
PC-3	Manage parole/PRS case activity from intake through final action	
PC-4	Support clemency application management (pardons and commutations)	
PC-5	Provide case documentation and tracking for executive review	

6.0 TECHNICAL REQUIREMENTS

Vendors shall describe their solution's ability to meet or exceed the following functional requirements. For each area, please indicate whether the capability is: (a) **Standard** — available out-of-the-box, (b) **Configurable** — available with configuration/parameter settings, (c) **Customizable** — requires custom development, or (d) **Not Available**.

6.1 SYSTEM ARCHITECTURE

Item #	Item Description	Response
SA-1	Modern, web-based architecture with support for current browsers without proprietary plug-ins	
SA-2	Cloud-hosted (SaaS), on-premises, or hybrid deployment capability; vendor should describe supported deployment models	
SA-3	Scalable to support a large, statewide multi-division corrections agency across 100 counties	
SA-4	High availability design with documented uptime SLA (minimum 99.9% for mission-critical functions)	
SA-5	Comprehensive disaster recovery and business continuity capability with documented RTO/RPO	
SA-6	Compliance with NC DHHS IT and NCDIT security and technical standards	
SA-7	Support for multi-tenancy or dedicated environment based on State security requirements	

6.2 INTEGRATION AND INTEROPERABILITY

Item #	Item Description	Response
II-1	Open, documented API architecture (RESTful preferred) to support external system integrations	
II-2	Demonstrated ability to maintain the types of data-sharing agreements described in Section 3.4	
II-3	Support for real-time, near-real-time, and batch data exchange methods	
II-4	Compliance with criminal justice information sharing standards (NIEM, Global Reference Architecture)	
II-5	Support for CJIS-compliant data exchange with SBI, DCI, and other law enforcement systems	
II-6	Experience integrating with state financial systems and EHR platforms	
II-7	Vendor-provided integration toolkit or middleware for new interface development	
II-8	Documented API, ETL, or file-based capability to interface with the State's enterprise data lake for centralized analytics and reporting	

6.3 MOBILE CAPABILITIES

Item #	Item Description	Response
MC-1	Native or responsive mobile application for iOS and Android for field supervision officers	
MC-2	Offline / disconnected operation capability for areas with limited cellular connectivity	
MC-3	Real-time push notifications and alerts to mobile devices	
MC-4	Mobile access for key functions: case notes, contact recording, offender lookup, task management	
MC-5	Tablet support for facility operations (electronic rounds, mealline, etc.)	

6.4 SECURITY

Item #	Item Description	Response
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SEC-1	Role-based access control (RBAC) with granular, configurable permission levels	
SEC-2	Multi-factor authentication (MFA) support	
SEC-3	Comprehensive audit trails and access logging for all user actions	
SEC-4	Full compliance with FBI CJIS Security Policy	
SEC-5	Data encryption at rest and in transit (AES-256 or equivalent)	
SEC-6	Compliance with NC statewide security standards and NCDIT requirements	
SEC-7	Penetration testing and vulnerability management program	
SEC-8	FedRAMP authorization (if cloud-hosted)	
SEC-9	Incident response and breach notification procedures	

6.5 DATA MIGRATION

Item #	Item Description	Response
DM-1	Comprehensive data migration methodology for transitioning from legacy mainframe and relational database environments	
DM-2	Experience migrating decades of historical corrections data with full integrity validation	
DM-3	Data mapping, cleansing, and transformation services	
DM-4	Parallel operation capability during transition period	
DM-5	Data validation and reconciliation reporting	
DM-6	Approach for handling data that cannot be directly migrated (archival strategy)	

6.6 SYSTEM PERFORMANCE

Item #	Item Description	Response
SP-1	Capacity to support large numbers of concurrent users across the state, including 24/7 operations	
SP-2	Documented response time standards for critical functions (under 3 seconds for standard transactions)	
SP-3	Performance testing and load testing documentation	
SP-4	Monitoring and alerting capabilities for system performance and availability	

6.7 CONFIGURABILITY AND CUSTOMIZATION

Item #	Item Description	Response
CFG-1	Configurable workflows, forms, and business rules without requiring code changes	
CFG-2	State-specific configuration capabilities (NC Structured Sentencing, NC statutes and regulations)	
CFG-3	Configurable reporting and dashboards accessible to authorized agency staff	
CFG-4	Documented approach for managing state-specific customizations through product upgrades	
CFG-5	Whether custom development required to meet DAC's requirements is built on the vendor's proprietary/closed framework, versus standard, non-proprietary technologies that DAC's internal IT staff could reasonably learn and support	
CFG-6	Source code and intellectual property ownership position for any custom development performed for DAC — vendor-owned/licensed versus State-owned upon delivery or contract termination	
CFG-7	Willingness and terms to provide DAC with source code, build/deployment pipelines, and source code repository access (not solely a compiled/binary deliverable) in the event DAC intends to assume long-term self-support of custom components	

7.0 VENDOR QUALIFICATIONS AND EXPERIENCE

Vendors shall provide the following information to assist the State in evaluating qualifications:

7.1 COMPANY INFORMATION

- Company name, headquarters address, and primary point of contact for this RFI
- Year founded; number of employees dedicated to corrections technology
- Brief financial stability statement (e.g., years in business, public/private status)
- Parent company information, if applicable
- Any planned mergers, acquisitions, or significant ownership changes

7.2 PRODUCT INFORMATION

- Product name, current version, and initial release date
- Total number of active installations; number of state correctional agency clients
- Frequency of product updates, patches, and major version releases
- Product development roadmap highlights for the next 12–24 months
- Description of how regulatory and legislative requirement changes are incorporated into the product

Note for Custom-Development or Migration Proposals: Vendors proposing a fully custom-developed solution or a legacy code migration/modernization approach, rather than an existing installed commercial product, should respond to this section with equivalent information: your development framework or reusable accelerators, prior similar custom-build or legacy modernization engagements, your approach to release/version management, and how regulatory or legislative changes would be incorporated over time — in lieu of installed-base or product-version figures that assume an existing commercial product.

7.3 CLIENT REFERENCES

Provide at least three references from state correctional agencies using your OMS solution — or, for custom-developed or legacy migration/modernization proposals, from similar custom-build or legacy modernization engagements you have completed. For each reference please include:

- State agency name and contact information
- Approximate offender population and supervised population managed by the system
- Go-live date and implementation duration
- Brief description of scope and any customization required

7.4 IMPLEMENTATION EXPERIENCE

- Describe your implementation methodology and project management approach
- Describe the largest OMS implementation you have completed in terms of scale and complexity
- Describe your experience with mainframe-to-modern system data migrations and, if applicable, legacy code migration or modernization (e.g., COBOL-to-Java or similar conversions)
- Describe your approach to minimizing operational disruption during a mission-critical system transition
- Describe your typical staffing approach, including project manager, technical lead, subject matter experts, and training staff

7.5 SUPPORT AND MAINTENANCE

- Describe your post-implementation support model (helpdesk tiers, account management, escalation)
- Describe your standard SLA commitments for system availability and issue resolution
- Describe your approach to patch management, upgrades, and version transitions
- Describe your training and knowledge transfer model for long-term State self-sufficiency
- Describe the defined hypercare/warranty period your standard model provides following go-live before any transition to reduced support or handoff
- Provide a concrete knowledge-transfer plan and timeline describing how DAC staff would be brought to proficiency in supporting, configuring, and troubleshooting the solution
- Describe the staffing and skillset profile (roles, technical competencies, headcount) DAC would need to build or retain in order to self-support the solution long-term
- For product-based (licensed) solutions specifically, describe what happens to license terms, patch/update access, and eligibility for future upgrades if DAC opts out of vendor support following the initial transition period

8.0 VENDOR RESPONSE QUESTIONS

Please provide detailed written responses to each of the following questions. Responses should be concise and specific; the State is not interested in generic marketing material.

1. Describe your OMS solution and its core capabilities. How long has it been in production, and how many state correction agencies use it today? What is the largest state agency (by offender population) currently using your solution? If you are proposing a fully custom-developed solution or a legacy code migration/modernization approach rather than an existing installed product, describe your proposed solution and core capabilities accordingly, and provide comparable experience (e.g., similar custom builds or legacy modernization engagements) in lieu of installed-base figures.
2. How does your solution manage the complete offender lifecycle, from initial court commitment and intake through incarceration, release, and post-release supervision? Identify any lifecycle stages where your solution has known gaps relative to the requirements in Section 5.0.
3. Describe your solution's sentence computation capabilities. How does the system handle North Carolina Structured Sentencing requirements, including structured sentencing grids, prior record levels, mandatory minimums, and habitual felon provisions? Have you previously implemented for a state with structured sentencing similar to North Carolina's?
4. Describe your community supervision and probation/parole management capabilities in detail, including your mobile field application, offline functionality, and integration with electronic monitoring vendors.
5. How does your solution handle the dual-track nature of an agency managing both incarcerated individuals and those under community supervision on a single shared platform? Describe data sharing and record continuity between the institutional and supervision sides of your system.
6. Describe your data migration experience and methodology, with specific examples from prior engagements involving mainframe environments. What is your approach to validating data integrity post-migration?
7. How does your solution support integration with external agencies and systems? Describe your API architecture, integration toolkit, and specific experience with criminal justice information-sharing systems (AOC court integration, SBI/DCI, CJIS-compliant data exchange).
8. Describe your reporting and analytics capabilities, including standard reports, ad hoc reporting tools, executive dashboards, and data export options. Can authorized State staff build and modify reports without vendor involvement?

9. What deployment models does your solution support (on-premises, cloud SaaS, hybrid)? If cloud-hosted, describe your hosting environment, certifications (FedRAMP, GovRAMP, SOC 2), and how CJIS compliance is maintained in the cloud environment.
10. Describe your security architecture: role-based access control, MFA, audit logging, encryption standards, CJIS compliance, and your penetration testing and vulnerability management program.
11. Describe your implementation approach for a statewide correctional agency of North Carolina's scale. What is a realistic timeline from contract execution to full production go-live? Describe your recommended phasing strategy to minimize risk to 24/7 correctional operations.
12. Provide a high-level, order-of-magnitude estimate of total cost of ownership over a 10-year period, including software licensing or subscription fees, implementation services, data migration, training, and ongoing support and maintenance. Please identify the primary cost drivers and assumptions.
13. How does your product manage state-specific customizations (workflow configurations, business rules, forms) through major product version upgrades? Describe your upgrade methodology and the typical impact on custom configurations.
14. Identify any functional areas described in Section 3.0 (OPUS Module Inventory) or Section 5.0 (Functional Requirements) that your current solution does not support. For each identified gap, describe how you would propose addressing it (roadmap item, partner integration, custom development, or third-party product recommendation).
15. If your proposed solution involves custom development rather than (or in addition to) licensed product functionality, and DAC intends to assume long-term support and maintenance after an initial transition period, describe: whether the solution is a licensed product, a custom build, or a hybrid; what code and IP DAC would own outright versus continue to license; source code escrow or repository access terms; the technology stack and whether it relies on proprietary tooling only your firm can support; and your recommended knowledge-transfer plan and timeline to reach State self-sufficiency.
16. If your proposed approach involves migrating or modernizing DAC's existing OPUS codebase (COBOL mainframe and/or Java web applications) rather than replacing it with a new commercial or custom-built system, describe: your migration/conversion methodology and target technology stack; the tools (automated, semi-automated, or manual) used to convert or refactor existing code; your approach to identifying, validating, and preserving business rules and logic embedded in code that has accumulated over more than 30 years; your functional equivalence testing and validation strategy; and how you would sequence a phased migration to minimize risk to 24/7 correctional operations.
17. Describe your experience supporting correctional agencies in replacing or modernizing systems that are deeply integrated with state financial systems, EHR systems, court systems, and law enforcement data repositories simultaneously. What is your recommended integration sequencing approach?
18. Does your solution include, or can it integrate with, facial recognition capabilities for identity verification and investigative support? Describe the technical approach and any applicable policy or legal considerations your other clients have navigated.
19. Describe any innovative or emerging capabilities in your product roadmap (artificial intelligence, predictive analytics, natural language processing for case notes, etc.) that may be relevant to DAC's mission of public safety and offender rehabilitation.
20. Describe your approach to AI governance and change management, including how clients are notified of AI model or capability changes and supported in re-validating after updates; whether AI features can be declined or disabled granularly by function (e.g., adopting search and summarization while withholding features that influence classification, release, or supervision decisions); and what documentation you provide to support agency risk assessments, audits, and transparency obligations.

9.0 SUBMISSION CHECKLIST

Vendors are requested to include the following in their RFI response submission:

☐	Required Item
☐	Completed Execution Block (Page 1 cover sheet — vendor contact information and authorized signature)
☐	Solution Approach Classification — indicate whether your proposal is a COTS/licensed product, a fully custom-developed solution, a legacy code migration/modernization approach, or a hybrid
☐	Section 7.1 — Company Information
☐	Section 7.2 — Product Information
☐	Section 7.3 — Three (3) or more client references
☐	Section 7.4 — Implementation Experience
☐	Section 7.5 — Support and Maintenance Description
☐	Section 8.0 — Responses to all 19 Vendor Response Questions
☐	Functional Coverage Matrix: Indicate Standard / Configurable / Customizable / Not Available for each requirement area in Section 5.0
☐	High-level system architecture diagram(s)
☐	Order-of-magnitude 10-year total cost of ownership estimate with key assumptions
☐	Support Transition / Exit Plan — a short description of the proposed support transition mechanics and IP ownership disclosure for any custom development (source code/IP ownership, escrow or repository access, and knowledge-transfer approach)
☐	Sample reports, dashboards, or screenshots (optional but encouraged)

10.0 GENERAL CONDITIONS

10.1 No Commitment to Procure

This RFI does not commit the State of North Carolina or the Department of Adult Correction to issue a solicitation, conduct a procurement, or award a contract. The State reserves the right to cancel this RFI at any time without obligation to any respondent.

10.2 Use of Responses

Information submitted in response to this RFI may be used by the State in developing requirements for a formal solicitation. By responding, vendors acknowledge that the State may use the information provided without compensation to the vendor. All responses become the property of the State of North Carolina.

10.3 Public Records

Responses to this RFI may be subject to public disclosure under the North Carolina Public Records Law (G.S. Chapter 132). Respondents who believe any portion of their response contains confidential or proprietary information should clearly identify and mark such information and provide a legal basis for the claimed exemption. The State makes no guarantees regarding the protection of any information submitted.

10.4 No Contact Restriction

From the issue date of this RFI until responses are submitted, all communications from respondents regarding this RFI must be directed in writing to the contact identified on the cover sheet. Unauthorized contact with any DAC employee regarding this RFI may result in disqualification.

10.5 Costs of Response

The State will not reimburse respondents for any costs associated with preparation or submission of a response to this RFI.

10.6 Equal Opportunity

The State of North Carolina is an equal opportunity employer and does not discriminate on the basis of race, color, national origin, sex, religion, age, or disability in the provision of services or employment opportunities. The State encourages responses from Small Businesses.

— *End of Request for Information* —