

STATE OF NORTH CAROLINA Department of Information Technology Enterprise Security and Risk Management Office	REQUEST FOR INFORMATION NO. RFI-BCM2025-01 Due Date: September 10, 2024, by 2:00 PM EDT
Refer <u>ALL</u> Inquiries through: e-Bid	Issue Date: August 27, 2024 Commodity: 432315
	Using Agency Name: Department of Information Technology

RESPONSE INSTRUCTIONS: All responses to this Request for Information (RFI) should be via e-Bid.

The Subject line should include RFI-BCM2025-01

Attempts to submit a hardcopy proposal via facsimile (FAX) machine, US Mail, FedEx, UPS, etc. in response to this RFI shall NOT be accepted.

- a. Submit response via e-Bid.
- b. It is the responsibility of the vendor to have the RFI submitted by the specified time and date of opening.
- c. All File names should start with the vendor name first, 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-your file name.
- d. Multiple responses will be accepted from a single vendor provided that each response is comprehensive, meets all the state’s requirements, and is truly unique. For multiple responses, please use the following naming convention: Vendor Name-Response 1-your file name, Vendor Name-Response 2-your file name, etc.
- e. If the vendor’s response contains any confidential information (as defined below), then the vendor must provide one (1) signed, original electronic response and one (1) redacted electronic copy.

CONFIDENTIALITY: In accordance with N.C.G.S. §143B-1350(e) and 143B-1375, and 09 NCAC 06B.0103 and 06B.1001, the State may maintain the confidentiality of certain types of information described in N.C.G.S. §132-1 *et seq.* Such information may include trade secrets defined by N.C.G.S. §66-152 and other information exempted from the Public Records Act pursuant to N.C.G.S. §132-1.2. Vendor may designate appropriate portions of its response as confidential, consistent with and to the extent permitted under the Statutes and Rules set forth above, by marking the top and bottom of pages containing confidential information with a legend in boldface type “**CONFIDENTIAL**”. By so marking any page, the Vendor warrants that it has formed a good faith opinion, having received such necessary or proper review by counsel and other knowledgeable advisors that the portions marked confidential meet the requirements of the Rules and Statutes set forth above. **However, under no circumstances shall price information be designated as confidential.** The State may serve as custodian of Vendor’s confidential information and not as an arbiter of claims against Vendor’s assertion of confidentiality. If an action is brought pursuant to N.C.G.S. §132-9 to compel the State to disclose information marked confidential, the Vendor 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 Vendor agrees that it shall hold the State and any official(s) and individual(s) harmless from any and all damages, costs, and attorneys’ fees awarded against the State in the action. The State agrees to promptly notify the Vendor in writing of any action seeking to compel the disclosure of

Vendor'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 Vendor with respect to the disclosure of Vendor's confidential information ordered by a court of competent jurisdiction pursuant to N.C.G.S. §132-9 or other applicable law.

1.0 EXECUTIVE SUMMARY

The State of North Carolina is in the process of developing plans to replace a legacy application for the creation, maintenance, storage and reporting of Business Continuity Management plans with an integrated Emergency Notification System.

This Request for Information (RFI) is intended to collect information and recommendations regarding products and/or services which directly address all aspects of Business Continuity Management (i.e.: Business Continuity, Disaster Recovery, Business Impact Analysis, Risk Assessment, Testing, Exercising, and Education & Training) with a fully integrated Emergency Notification System.

Vendors shall meet all the following requirements:

- (1) Demonstrated compliance with the security guidelines outlined in the National Institute of Standards and Technology Special Publication 800-37 Rev. 2 and SP 800-53 Rev. 5.
- (2) Services offered must be complete and include all hardware, software, licenses, support, maintenance, training, and labor, as applicable.

2.0 RFI PROCEDURES

A. Schedule

Respondents will have ten days to prepare their submissions to this RFI. Responses must be received by the date, time and the location specified on the cover sheet of this RFI.

B. Clarification Questions

Vendors are encouraged to submit general questions to help the State strengthen its requirements.

Clarification questions will be accepted until 12:00 Noon (EDT) on Tuesday, September 3, 2024. All questions must be submitted through e-Bid. An addendum containing any general clarification questions and their answers will be issued as an addendum to the RFI in the e-Bid system.

C. Response

The State recognizes 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 detailed responses for all aspects of Business Continuity Management lifecycle (i.e.: Business Impact Analysis, Risk Assessment, Business Continuity Planning, Disaster Recovery Planning, Testing, Exercising, and Education and Training) with a fully integrated Emergency Notification System.

- The response should include annotated drawings showing where each of the elements of the proposed solution would be located and how those elements would be interconnected.

- The response should identify any capacity limitations for usage of all aspects identified above.
- The response should define all services that would be required by the proposed solution.
- The response should also include the vendor's data migration process for moving customer's data, approximately 60GB, from the legacy application to the vendor's proposed solution.

2. Multiple Responses

Multiple responses will be accepted from a single vendor provided each response is comprehensive, meets all of the state's requirements, and is truly unique. Please place in separate e-bids and clearly mark responses as "Response #1, Response #2, etc.

3. COPYRIGHT

By submitting a response, the vendor agrees that the State may copy the response for purposes of facilitation of review or to respond to requests for public records. The vendor certifies that such copying will not violate any copyrights in the materials submitted.

4. NO OBLIGATION TO ISSUE REQUEST FOR QUOTE

The issuance of this RFI does not obligate the government in any way to issue an RFQ for the services described. This is a request for information only and not a request for services. This RFI is non-binding, for the State and all interested parties, and no contract award will be made as a result of the RFI process. This document is for market research purposes only.

5. REFERENCES

A. North Carolina Department of Information Technology: Website

Source: <https://it.nc.gov/>

B. North Carolina Department of Information Technology: Statewide Information Security Manual

Source: <https://it.nc.gov/programs/cybersecurity-risk-management/esrmo-initiatives/statewide-information-security-policies>

C. North Carolina Department of Information Technology: Enterprise Approach for IT Business Continuity Management

Source: <https://it.nc.gov/programs/cybersecurity-risk-management/esrmo-initiatives/enterprise-approach-it-business-continuity-management>