Alabama Community College System

RFP205-0001-ACCS

Questions and Answers

1. What is the quantity (can be ballpark) of identities you anticipate needing to be verified annually? **Our system receives between 150,000-200,000 applications for admission each year. Depending on the specs of services provided and the quoted price, we may cull some of those applications based on student type or other variables.**

2. How frequently do you anticipate needing to verify users (i.e. just when they register? During every login session? Verify once and need to re-verify after a certain period of time?) **Ideally, we would have applications for admission verified as applications are received. This would be happening at all hours of the day, every day, in real time.**

3. What identity assurance levels (IAL1-3) are required to meet your use cases? Are you looking to verify Internal (Workforce) users, External (Customer) users, or both? **IAL 2 or above, external Customer users (student applicants)**

4. In addition to identity verification, are you looking to solve other Identity, Credential, and/or Access management use cases? **No**

5. What other identity management or identity verification systems do you currently use?

   For the purposes of student applications for admission, we only utilize ReCaptcha to ensure applications are not completed by bots.

6. In regards to auditing capabilities, do you have any governance requirements? Such as access request/review capabilities, enforcing separation of duties, or running compliance campaigns? **Not for the student application process. As an open enrollment system, anyone can submit an application.**

7. "Seamless integration process into Liason's Target X solution built on Salesforce CRM." How exactly do you want verification to be integrated into TargetX. **We use Salesforce/TargetX to collect applications for admission from students, and those applications that are determined to be legitimate will ultimately be pushed into Ellucian Banner. Our goal is to identify companies/services that verify the identities of applicants as they are entering the system from Salesforce and facilitate the movement of appropriate records into Banner. We want to ensure that the selected company has the capability to deliver this through data integration.**

8. "Robust security measures to protect sensitive financial data, including encryption, access controls, and audit trails." What financial information are you expecting in verification. Do you wish to verify based on financial records or legal documents? **Student applications include PII, but limited financial information. We are open to evaluating and considering the various options of verification each respondent to the RFP offers.**

9. You list compliance with GDPR, will this service be deployed outside of the US? **It will be deployed inline with our TargetX/salesforce implementation or the middleware software that moves application data to our ERP. While those are US based solutions a student could be applying from outside of the US.**

10. Section 6 concerning Security and Compliance lists authentication protocols, permissions, etc. Are you also interested in Authentication and Authorization solutions as well as Verification and Fraud detection? **No**

11. Is this budgeted for implementation in 2025? **Yes, we anticipate implementing in Fiscal Year 25.**

12. Do you prefer a transaction-based subscription model, or user-based licensing model? **Ideally a vendor would propose solutions based on the each model offered and ACCS would consider each possible alternative during the review process.**

13. What are your desired SLAs associated with this verification capability?

    ACCS would prefer to see the standard SLAs each responder provides, opportunities to provide a higher level of service, and consider each possible alternative during the review process.

14. Would there be interest in supporting verification with physical driver's licenses as well as mobile (digital) driver's licenses?

    No. We do not want applicants to be required to submit photo ID in order to successfully apply for admission. We're not opposed to asking for it at a later point in the enrollment process.

15. Additionally, could you provide an estimate of the expected monthly or annual transaction volume for this project, as well as any budget set aside for its implementation? **We will not be providing budgetary information. Our system receives between 150,000-200,000 applications for admission each year. Depending on the specs of services provided and the quoted price, we may cull some of those applications based on student type or other variables.**

16. How many applications annually do the ACCS colleges receive? **Our system receives between 150,000-200,000 applications for admission each year. Depending on the specs of services provided and the quoted price, we may cull some of those applications based on student type or other variables.**

17. Do the ACCS colleges have a shared or separate identity providers? **Each college would be using the same provider.**

18. Do the ACCS colleges share an instance of Target X or have separate environments? Does each college/institution process its own applications or is this done centrally for the entire system? **Separate instances of TargetX. Each college processes their own applications.**

19. Do the ACCS colleges share an instance of Banner or have separate environments? Is Banner on prem or SaaS? **Shared Tenant environment, cloud managed moving to SAAS**

20. What is your current data integration method in and out of Target X? What third party tools, if any, are you using? **Axiom**

21. Since the answers to these questions may alter the structure and pricing of our proposal, and the turnaround time is short to submit a response via mail, will ACCS consider extending the due date of proposal submission from Nov. 8 to a later date? **No**

22. What is the approximate number of identities you anticipate needing to verify annually? **Our system receives between 150,000-200,000 applications for admission each year. Depending on the specs of services provided and the quoted price, we may cull some of those applications based on student type or other variables.**

23. How often will you need to verify users? (For example, only during registration, each login session, or a single verification with periodic re-verification?) **Ideally, we would have applications for admission verified as applications are received. This would be happening at all hours of the day, every day, in real time.**

24. Which identity assurance levels (IAL1-3) are necessary to meet your use cases? **IAL 2 or better.**

25. Are you looking to verify internal (workforce) users, external (customer) users, or both? **At this time, only students who are applying for admission to the colleges would need to be verified.**

26. Beyond identity verification, are you also seeking to address additional identity, credential, or access management use cases? **No**

27. What identity management or verification systems are currently in use within your organization? **This process will occur during the application process. Our current identity management or verification systems are not relevant.**

28. For your question, "What authentication protocols are supported?"—could you clarify if this refers to specific verification methods like liveness checks or OTP (one-time passwords) via email? **We are seeking information regarding the verification methods you utilize in the provided service.**

29. Is there an estimate on the total number of identities ACCS aims to verify? **Our system receives between 150,000-200,000 applications**

30. Would certain colleges or departments require unique configurations or capabilities? **Colleges would use the same configuration and capabilities.**

31. What are ACCS's primary sources of truth for identity data (e.g., CRM, SIS)? **While our SIS is our "system of record" students are applying through our CRM, and the data collected in the application for admission would be what is used to determine/verify identity.**

32. Are there additional existing integrations with systems like Target X beyond what's Noted? **No**

33. Are specific authentication protocols or permission structures already established across ACCS institutions? **Yes, but this is prior to those processes.**

34. Will multi-factor authentication (MFA) or single sign-on (SSO) be required across all colleges? **It is currently required, however not at the application for admission level.**

35. Beyond FERPA, GDPR, and HIPAA, are there additional regulatory frameworks ACCS requires us to meet? **There could be specific use cases where other regulatory framework could be required, however that meets our current requirements.**

36. Are there established security protocols or audit processes we should be aware of? **ACCS utilizes NIST 800-53 Rev 5 for Security and Privacy controls**

37. Does ACCS foresee an increase in the number of identities over the next few years? **Yes, probably 10-15% each year.**

38. Will ACCS require periodic training and support updates as user needs evolve? **Dependent on the scope of the selected product.**