

Alabama Community College System

RFP2026-0003-ACCS-Identity Verification Software

Questions & Answers

*Similar questions from multiple vendors will only be answered once. Please read the entire document to ensure you find the answers to your questions.

- Was this RFP reissued? **Yes, we are approaching the end of our contract term with a vendor and, pursuant to state law, are inviting proposals from other vendors.**
- Describe your ideal ID verification process from a user perspective. **An ideal process would be a low friction experience for the student that maximizes security while being sensitive to the need for application conversion. We're open to using Gov ID and/or selfie as well as other behind-the-scenes verification methods.**
- Would there be administrators from each university in the system or would the deployed solution be administered by one centralized portal? **There will be administrators from each college, although the implementation and process will be standardized through the ACCS Office.**
- Is ACCS wishing to apply identity verification only at the admission application stage? Are there other fraud risk to consider that may require verification/reverification? **The primary goal is to verify identity at the application stage, although there may be a need to retroactively verify identities of existing students prior to the disbursement or refund of aid.**
- How many admissions applications annually do the ACCS colleges receive? **We anticipate verifying identity for 140k-180k students each year.**
- What is the anticipated growth rate of applications over the next 3 years? **We estimate application growth to be about 3-5% each year.**
- Does ACCS expect to process all applications of all types (e.g. international, dual enrolled, adult education, contract training, workforce development, non-credit, etc.) or would any types be excluded? If so, approximately how many applications per year does this represent? **No, we will not verify identities for dual enrollment or transient students. Our focus will be First-time students, transfers, readmit/returning students, and international students.**
- Do the ACCS colleges share an instance of Target X or have separate environments? Does each college/institution process its own applications using its own rules, timing, and processes (including push to ERP), or is this done centrally for the entire system? **Each college has their own TargetX instance, but applications are standardized due to our shared/mepped Banner instance.**

- If there are separate instances of Target X and application processes are unique by college, does ACCS require segmentation of fraud results in the identity verification software by college? **Application processes will be the same between colleges.**
- Is it typical, or allowable, for an applicant to have multiple concurrent active applications in Target X for the same contact record? **Within the same TargetX environment, no. There may be users who have application records in two or more TargetX instances.**
- Do the ACCS colleges have a shared or separate identity provider (i.e, do all users from all colleges log in with an email/username that comes from the same domain)? **Once a student has been admitted to the institution, and email account and Banner A number is established. The email that is created is on a shared domain. However, at the point of application, when identities are being verified, students do not yet have their college email.**
- The How many users does the college system envision needing access to the identity verification software system interface? **In total, we expect to have between 75-100 users across the system. (3-5 users at each college[x24] and 2-5 users at the system office)**
- Is Identity Assurance Level (IAL) 2 compliance capability certified by an independent third-party required? **No**
- Would HECVAT411 be acceptable in place of SOC II? **No. We require authorized third part assessed.**
- Do the ACCS colleges share an instance of Banner or have separate environments? Is Banner on prem or SaaS? **Colleges share an instance of Banner within managed cloud with current migration to SaaS underway.**
- What is your current data integration method in and out of Target X? What third party tools, if any, are you using? **We currently use Axiom as our solution for integration between TargetX and Banner.**
- If there are other integration tools used with Target X, will the vendor solution be required to use those, or will they be able to directly integrate with Target X using the Salesforce native API? **They will integrate directly with TargetX using the Salesforce native API.**
- Do you have a scoring or selection rubric to share indicating any weights given to components of the response? **No. The committee will select the best suited vendor based on factors such as ease of implementation, end-user experience, integration with existing software, price, and depth/detail of identity verification.**
- Who is responsible for the Target X side of the integration: ACCS, Liaison, the selected vendor, or a third-party implementation partner? **Third party integration partner.**

- Since HIPAA is listed as a requirement, can you please clarify what HIPAA-regulated data or workflows are expected to touch this solution (e.g., student health services, ATN health-related programs)? **None that we anticipate.**
- Is there a data-residency requirement, such as does ACCS require all production, backup, and DR data to remain within the United States? **No requirements specified.**
- Is there a minimum Restoration Time Objective (RTO), Restoration Point Objective (RPO), and/or uptime requirement (e.g., 99.9% uptime)? **No requirements specified, but the expectation is that this tool be reliable to perform as needed.**
- Does ACCS allow the use of offshore personnel for any part of the solution (e.g., support, on-call engineering, implementation services, production access)? **Yes, if the selected vendor utilizes these methods.**
- Can ACCS provide any information on the budget required to support these services? **No budget has been set.**
- Does (Has) ACCS performed any Proof-of-Concept for any Identity Verify Software? **Yes, we are currently under contract with a provider and have had demonstrations from the winning company and other competitors from a previous RFP.**
- Does ACCS have to meet any department of education standards? **Yes, we seek to ensure that identity verification standards meet the ED standards for financial aid verification. While we are not using this tool at the financial aid stage, we want to ensure that those selected for verification have already been through an identity verification process.**
- If there is an existing solution, would a migration be required? **If a solution other than the one we're currently using wins the bid, yes, a migration would be required.**
- What is meant by 'extracted from 3rd party systems' as referenced in Section 5.c. [Technical System Requirements]? What 3rd party systems are being referenced here? Where would the data be extracted from? **Behind-the-scenes validation such as student data being compared to banking records, credit bureaus, DMV, etc.**