ALABAMA COMMUNITY COLLEGE SYSTEM

REQUEST FOR PROPOSAL

IT SERVICE MANAGEMENT

TICKETING SOFTWARE SOLUTION

IT Service Management, Hardware and Software Asset Management, and SaaS License Management

Title of RFP:	RFP2027-0001-ACCS – ACCS IT Service Management/Ticketing Software
RFP Issue Date:	Wednesday, October 21, 2026
Purpose:	The Alabama Community College System (ACCS) is seeking proposals from qualified and experienced companies to provide a comprehensive IT service management/ticketing software solution, inclusive of hardware and software asset management and SaaS license management.
Procurement Method:	Invited competitive proposals
Contract Term:	Pricing is required for both a one (1) year term and a three (3) year term. The initial term shall be one (1) year or three (3) years at the election of ACCS. The total term of any resulting contract, including all renewals and extensions, shall not exceed five (5) years. Any award extending beyond the current fiscal year is subject to the availability of appropriated funds and to the annual opt-out provided in Section VII.
Number of Licenses:	100 (estimated; ACCS does not guarantee any quantity)
Issuing Office:	Alabama Community College System, Information Technology Services
Issuing Office Point of Contact:	Jim Mankowich jim.mankowich@accs.edu
Deadline for Receipt of Proposals:	Thursday, November 5, 2026, at 2:00 p.m. Central Standard Time

Mailing Address (U.S. Postal Service): P.O. Box 302130, Montgomery, Alabama 36130-2130
Physical Address (Third-Party Carriers): 135 South Union Street, Suite 451, Montgomery, Alabama 36104

SECTION I: INTRODUCTION

The Alabama Community College System (ACCS) is seeking proposals from qualified and experienced companies to provide a comprehensive IT service management/ticketing software solution. This solution must provide full IT Service Management (ITSM) capability, hardware and software asset management, and Software-as-a-Service (SaaS) license management. The selected vendor shall provide a robust software platform, professional implementation services, and thorough training and ongoing support. The purpose of this RFP is to solicit proposals from qualified vendors who can meet our requirements.

ORGANIZATIONAL HISTORY:

The ACCS is Alabama's gateway to world-class, affordable education and technical training for the necessary skills to compete in a constantly evolving workforce. The ACCS consists of the System Office, 23 community and technical colleges, the Alabama Training Network, and Marion Military Institute, one of four junior military colleges in the nation. The Alabama Training Network (ATN) is a part of the ACCS and the Manufacturing Extension Partnership. ACCS is governed by the Alabama Community College System Board of Trustees.

SECTION II: PURPOSE OF RFP

The ACCS invites responses to this RFP to engage a qualified and experienced company to provide a comprehensive IT service management/ticketing software solution, together with the implementation services required to deploy it. The proposal shall not be limited to the general requirements listed below and each vendor is encouraged to respond with their ability to perform or expand on each item as well as provide additional capabilities not listed.

SECTION III: SCOPE OF SERVICES

The selected vendor shall provide a comprehensive, cloud-based solution to support IT Service Management (ITSM), hardware and software asset management, and SaaS license management. The solution must enable streamlined service delivery, enhanced user experience, and operational efficiency across the enterprise. The scope includes implementation, configuration, integration, and ongoing support of the platform. ACCS requires one hundred (100) licenses. The one hundred (100) licenses are for ACCS staff who create, manage, assign, and resolve records in the system. Unlimited end-user, requester, and self-service portal access must be included at no additional cost.

1. **IT Service Management (ITSM)**

   The solution must support the following ITSM capabilities:

   a. **Incident Management:** Automated ticket creation, categorization, prioritization, and routing with SLA tracking and escalation workflows.

   b. **Problem Management:** Root cause analysis, known error database, and proactive problem resolution workflows.

   c. **Change Management:** Risk-based change approvals, scheduling, blackout windows, and change calendar with audit trails.

d. **Request Management:** Service catalog with dynamic forms, approval workflows, and fulfillment tracking.

e. **Knowledge Management:** Centralized knowledge base with article lifecycle management, feedback mechanisms, and usage analytics.

f. **Configuration Management Database (CMDB):** Mapping of configuration items (CIs), relationship modeling, and impact analysis.

g. **Service Level Management:** Definition and monitoring of SLAs, OLAs, and underpinning contracts with real-time reporting.

h. **Self-Service Portal:** User-friendly interface for submitting requests, accessing knowledge articles, and tracking ticket status. The portal must include an AI assistant function to support end-user navigation and searching, enabling users to locate knowledge articles, service catalog items, and ticket status using natural-language queries.

i. **Scheduled and Recurring Work:** Ability to create schedules for recurring maintenance or service activities on identified systems, with automatic ticket creation and assignment based on the schedule.

j. **Performance Analytics:** Dashboards and reports to monitor technician performance, service quality, and operational KPIs.

2. **Hardware and Software Asset Management**

The solution must provide IT asset management capability covering the lifecycle of hardware and software assets. ACCS is not seeking a solution that performs native hardware asset discovery; ACCS requires the ability to import and synchronize asset data from its existing tools. The solution must support the following:

a. **Import from Existing Tools:** The solution must import and synchronize hardware and software inventory data from ACCS's existing endpoint management and inventory tools, including Microsoft Intune, through supported connectors, scheduled imports, or API. Vendors must describe supported connectors, import file formats, field mapping, import scheduling and frequency, and error handling.

b. **Reconciliation and De-Duplication:** Automatic matching of imported records against existing asset records, de-duplication, and clear handling of conflicting or incomplete data from multiple sources.

c. **Hardware Asset Lifecycle Management:** Tracking of hardware assets from procurement and receipt through deployment, maintenance, transfer, retirement, and disposal, including disposition records.

d. **Asset Data and Attributes:** Capture and reporting of manufacturer, model, serial number, asset tag, purchase date, purchase price, warranty and maintenance expiration, funding source, location, department/college, and assigned user. The solution must allow ACCS administrators to create, manage, and report on custom fields for asset records.

e. **Software Asset Management:** Normalization of imported software installation data, software publisher and version identification, and identification of unauthorized, unsupported, or end-of-life software.

f. **License Entitlement and Compliance:** Recording of software license entitlements, license models, and proof of purchase; automated reconciliation of entitlements against

installations and usage; and compliance position reporting that identifies over-licensed and under-licensed conditions.

g. **Contract, Warranty, and Renewal Management:** Storage of associated contracts, maintenance agreements, and renewal dates, with configurable advance notifications for expirations and renewals.

h. **Asset Assignment and Chain of Custody:** Association of assets to users, locations, cost centers, and colleges, with historical records of assignment and movement.

i. **Integration with Service Records:** Assets must be relatable to incidents, requests, changes, problems, and configuration items so that asset history is visible from the service record and service history is visible from the asset record.

j. **Financial Reporting:** Reporting on total cost of ownership, depreciation, refresh planning, and budget forecasting for hardware and software assets.

k. **Multi-Entity Reporting:** Ability to segregate, report on, and roll up asset data by entity (the System Office and, in the future, individual colleges and ATN), to support future expansion beyond the initial System Office deployment.

3. **SaaS License Management**

The solution must provide SaaS license management capability that connects directly to SaaS providers to retrieve license, subscription, assignment, and usage data. Microsoft, Adobe, and Salesforce are prime examples of the SaaS platforms to which ACCS requires connectivity; vendors should describe the full set of SaaS integrations available. The solution must support the following:

a. **Direct SaaS Connectivity:** Native, supported integrations (via vendor API or equivalent) to SaaS providers for automated retrieval of subscription, entitlement, assignment, and consumption data. At a minimum, the solution must integrate with Microsoft (including Microsoft 365 and Entra ID), Adobe, and Salesforce.

b. **Subscription and Entitlement Visibility:** A consolidated view of all SaaS subscriptions, purchased quantities, assigned quantities, available quantities, license types and tiers, and renewal dates.

c. **License Assignment Tracking:** Identification of which named users hold which SaaS licenses, by college, department, and cost center.

d. **Usage and Activity Monitoring:** Reporting of actual license utilization, including identification of unused, underutilized, duplicate, or dormant licenses for re-harvesting.

e. **Right-Sizing and Cost Optimization:** Recommendations and reporting that support downgrading, reclaiming, or reallocating licenses, along with associated cost savings.

f. **Renewal and Spend Management:** Tracking of SaaS contract terms, renewal dates, and spend, with configurable advance notification prior to renewal or true-up dates.

g. **Provisioning and Deprovisioning Workflow:** Ability to request, approve, assign, and reclaim SaaS licenses through the service catalog, and to automatically reclaim licenses upon user separation or role change.

h. **Unsanctioned SaaS Discovery:** Ability to identify SaaS applications in use that have not been formally procured or approved.

i. **Vendor-Neutral Extensibility:** A documented method for adding SaaS integrations beyond those delivered out of the box. Vendors must state which integrations are included in base licensing and which are separately licensed or require custom development.

j. **SaaS Reporting:** Standard and ad hoc reporting on SaaS license position, cost, and utilization, with the ability to report by entity (the System Office and, in the future, individual colleges and ATN).

4. **Integration and Extensibility**

   a. **API Access:** RESTful APIs for integration with enterprise systems such as HR, ERP, CRM, and monitoring tools.

   b. **Workflow Automation:** Visual workflow designer for automating business processes across the platform.

   c. **Security and Compliance:** Role-based access control, audit logging, and compliance with industry standards (e.g., ITIL, ISO 20000).

5. **Implementation and Support**

   a. **Implementation Services:** Project planning, configuration, data migration, testing, and go-live support for the ITSM solution, as further specified in Section IV, Item 8.

   b. **Training and Documentation:** End-user and administrator training, along with comprehensive documentation.

   c. **Ongoing Support:** Tiered support model with defined SLAs, issue resolution, and platform updates. The vendor shall state its committed availability percentage, its response and resolution targets by severity level, and the service credits or other remedies available to ACCS if committed service levels are not met.

SECTION IV: PROPOSAL REQUIREMENTS

Interested vendors are requested to submit a detailed proposal addressing the following points:

1. **Company Overview:** Provide a brief overview of your company, including its history, experience, and expertise in ITSM, IT asset management, and SaaS license management. Please include specific examples of past projects similar to what is being requested.
2. **Software Features and Functionality:**

   a. Describe the key features and functionality of your service management software.

   b. Highlight how your software specifically meets the ITSM, hardware and software asset management, and SaaS license management needs described in Section III.

   c. Describe the authentication integration with Microsoft Entra ID, including support for single sign-on and multifactor authentication.

   d. Describe the scalability of the solution. Can the solution grow to future needs?

   e. Describe the analysis and reporting capabilities included with the solution.

   f. Include any relevant certifications or compliance with industry standards.

   g. Include screenshots to support the narrative describing the user interface and functionality.

h. Describe the AI assistant function provided within the self-service portal for end-user navigation and searching, including the underlying technology, supported query types, how it surfaces knowledge articles and ticket status, and any configuration, training, or tuning required.

i. Field Service Management (FSM) capability, such as scheduling and dispatch of field technicians, mobile work order management, GPS or location-based routing, and parts and inventory tracking for field service, is not a requirement of this RFP. If your solution offers FSM capability, describe it and price it as an optional add-in under Section IV, Item 9, Section C.

3. **Asset and SaaS License Management Requirements:**

a. Describe your supported methods for importing and synchronizing hardware and software inventory data from existing tools, including Microsoft Intune. Identify all pre-built connectors, supported file formats, API capabilities, and the frequency at which imports can be scheduled.

b. Native hardware asset discovery is not a requirement of this RFP. If your solution offers discovery capability, describe it and price it separately as an optional add-in under Section IV, Item 9, Section C.

c. Describe how imported software installation data is normalized and how license entitlements are reconciled against installations.

d. Describe how imported records are matched, de-duplicated, and reconciled when data is received from more than one source system.

e. List the SaaS providers for which you offer pre-built, supported integrations. Specifically confirm and describe your integrations with Microsoft, Adobe, and Salesforce.

f. Describe the authentication and permission model used by each SaaS integration and the data retrieved.

g. Describe how frequently SaaS and asset data is refreshed and whether the refresh interval is configurable.

h. Describe how license reclamation and re-harvesting are performed, including any automation available.

i. State clearly whether asset management is included in base licensing or licensed separately, and describe the licensing metric for each. SaaS license management is a required capability of the solution but must be priced entirely under Section IV, Item 9, Section C — Additional Priced Components; describe the licensing metric that will apply.

j. Describe the reporting and dashboards available for asset position, license compliance, and SaaS spend.

4. **Training and Support:**

a. Outline your training approach and methodology for system administrators and end-users. Please include expected duration and frequency of training sessions.

b. We anticipate that training sessions will be remote sessions.

c. Explain the support services you offer, including response times, support channels, and escalation procedures.

d. Provide examples of training materials and documentation available to users.

5. **Systems Maintenance:**

a. Describe the system maintenance schedule.

b. What times are the service typically unavailable due to scheduled maintenance windows?

c. What notification is given for emergency maintenance or outages?

6. **Technical System Requirements:**

a. The proposed solution must be deployed as a SaaS solution.

b. Describe the solution's business intelligence and data warehousing approach, architecture, and tools.

c. What are the integration capabilities of the proposed solution? Can data be extracted from third-party systems?

d. The solution must support all current, modern web browsers.

e. Describe the solution's auditing capabilities.

7. **Security and Compliance Requirements:**

a. What authentication protocols are supported?

b. How are user permissions assigned?

c. Are role-based user permissions supported?

d. Where will the System's data be stored? All System data must be stored and processed within the continental United States. Identify any storage, access, support, or subprocessing that occurs outside the United States.

e. How will data be secured? What security standards and policies are in place to protect the System's data?

f. What SLAs are provided for availability of the proposed solution?

g. Describe the ownership of data methodology.

h. Describe the disaster recovery plan in place.

i. Describe the audit and compliance methods in use to verify security, data backups, and the disaster recovery plan.

j. Describe the frequency, methods, and recovery objectives of data backups.

k. Is the proposed solution compliant with state and federal regulations including FERPA and the Gramm-Leach-Bliley Act?

l. Is the proposed solution compliant with GDPR? What GDPR resources are available?

m. How will the vendor support changes to state and federal requirements?

n. Does the proposed solution conform to the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA and comply with Title II of the Americans with Disabilities Act and Section 504 of the Rehabilitation Act? Identify any known nonconformance and the remediation timeline.

o. Provide a Voluntary Product Accessibility Template for the proposed solution.

p. Provide a copy of the most recent two Type II SOC reports.

q. Vendor must acknowledge the willingness and ability to adhere and comply with the Alabama Community College System Information Security Program found here: https://www.accs.edu/INFOSEC.pdf.

r. Will the vendor notify ACCS of any breach of security affecting System data without unreasonable delay, and in no event later than ten (10) days after determining that a breach has occurred, as required by Ala. Code § 8-38-8? Describe the notification process and state whether the vendor bears the cost of notification, credit monitoring, and remediation.

s. To the extent the proposed solution receives or stores education records or personally identifiable information from education records, will the vendor agree to be designated a school official with a legitimate educational interest under 34 C.F.R. § 99.31(a)(1)(i)(B)? Confirm that the vendor will not sell, rent, mine, redisclose, or use System data, including data processed by the self-service portal AI assistant, for advertising, profiling, or the training or improvement of artificial intelligence models.

t. Describe the vendor process for returning or securely destroying System data at termination, the format in which data is returned, the time allowed for retrieval, and any associated cost.

8. **Implementation Services and Implementation Costs:**

ACCS requires the selected vendor to provide professional implementation services to replace the System's existing ITSM platform. Implementation services under this RFP are limited in scope to the ITSM functionality described in Section III, Item 1. Implementation services are not being solicited for, and shall not include, hardware or software asset management, inventory, import, or SaaS license management functionality; vendors shall price those modules as software only. ACCS will configure the hardware and software asset management and SaaS license management modules using its own staff. Vendors shall nonetheless describe the configuration effort, the ACCS resources required, and any professional services the vendor can offer to support ACCS in making those modules operational, and shall price any such services separately in Section IV, Item 9, Section C, designated as Optional. Vendors must respond to the following:

a. **Implementation Approach and Methodology:** Describe your implementation methodology, project phases, and governance model, including how requirements are gathered, validated, and approved.

b. **Detailed Implementation Plan:** Provide a detailed implementation plan that outlines the steps, milestones, timeline, deliverables, and resources required for successful deployment. Identify all tasks that are the responsibility of the vendor and all tasks that are the responsibility of ACCS.

c. **Project Staffing:** Identify the roles, titles, and qualifications of the implementation team that would be assigned to this project, including the named project manager, and the estimated hours by role.

d. **Service Catalog Build:** Implementation must include the design, build, configuration, and testing of all ACCS service catalog items in the deployed environment. ACCS has fifteen (15) service catalog items. The vendor shall be responsible for building all fifteen (15)

catalog items, including all associated custom requirements — custom forms and fields, conditional and dynamic form logic, variable sets, approval routing and multi-level approvals, assignment and fulfillment workflows, task generation, notifications, and any required integrations or record automations. Vendors should assume that each catalog item carries custom requirements and should price accordingly.

e. **Workflow and Form Configuration:** Describe your approach to configuring custom workflows, forms, approvals, notifications, and business rules, and state any limits on customization included in the base implementation.

f. **Data Migration:** Describe your approach to migrating historical ticket, request, knowledge, and user data from the existing environment, including supported formats, data validation, and reconciliation.

g. **Integration Configuration:** Describe the configuration and testing of required integrations, including Microsoft Entra ID authentication and any additional integrations identified during requirements gathering.

h. **Testing and Acceptance:** Describe your testing methodology, including unit testing, system testing, user acceptance testing, defect management, and the acceptance criteria used to determine that a deliverable is complete.

i. **Cutover and Go-Live Support:** Describe cutover planning, go-live support, and the hypercare period, including its duration and staffing, and the process and timing for transition to ongoing support.

j. **Knowledge Transfer:** Describe the knowledge transfer and administrator enablement provided so that ACCS staff can maintain, modify, and create catalog items and workflows after go-live without additional professional services.

k. **Third-Party Implementation Partners:** Describe the utilization of any third-party implementation partners. If a third party will perform any portion of the implementation, identify the firm, the scope it would perform, and its qualifications.

l. **Risks and Dependencies:** Highlight any potential challenges, risks, or dependencies that may impact the implementation process, and describe how they will be mitigated.

m. **Change Orders:** Describe your change order process and the rates that would apply to work requested beyond the agreed implementation scope.

n. **Post-Implementation Services:** Identify any services that are commonly required after go-live but are not included in the proposed implementation price, and provide pricing for them.

All implementation costs shall be presented in Section B of the pricing response required under Item 9 below.

9. **Pricing and Licensing:**

Vendors must provide complete pricing for both a one (1) year term and a three (3) year term. Pricing for each term must be presented separately and must be broken down into the three sections described below. Vendors must use the summary table provided at the end of this Item and must also attach detailed, itemized pricing supporting each section. A vendor's failure to provide pricing for both terms, or to present pricing in the required three sections, may result in the response being deemed non-responsive.

a. **Section A — Core Costs: Licensing Pricing Matrix (Based on Estimated 100 Licenses)**

i. Provide a pricing matrix showing the cost of licensing the core solution at a range of license quantities (at minimum, 50, 100, 150, and 250 licenses), priced for a one (1) year term and for a three (3) year term.

ii. Identify the license type and metric being quoted (for example, named agent, concurrent agent, or full user), and state what end-user, requester, or self-service portal access is included at no additional cost.

iii. Identify precisely which functionality is included in the core license. State whether ITSM and hardware and software asset management are included in the core license or separately licensed. SaaS license management is a required capability but must not be included in the core license; it must be priced entirely in Section C — Additional Priced Components and designated as Required regardless of the vendor's licensing model. Any other component not included in the core license must also be priced in Section C.

iv. State whether ongoing support, software updates, upgrades, and standard training are included in the core license cost or billed separately. If billed separately, those costs must be itemized in Section C.

v. Provide the price per additional license should ACCS need to add licenses during the term, and the process and timing for adding or reducing licenses.

vi. For the three (3) year term, state the annual cost for each of the three years and the total three-year cost, and identify any year-over-year escalation, uplift, or true-up provisions.

vii. Identify any discount offered for the three-year term relative to the one-year term, and state whether pricing is locked for the full term. State the maximum annual price escalation that would apply to any renewal period beyond the initial term, up to the five (5) year maximum total term stated on the cover page.

b. **Section B — Implementation Costs: Replacement of ITSM**

i. Provide the total cost of the implementation services described in Item 8 above. Implementation scope is limited to the replacement of the ACCS ITSM platform and does not include hardware or software asset management, inventory, import, or SaaS license management.

ii. State the pricing basis (fixed fee, not-to-exceed, time and materials, or blended) and provide hourly or daily rates by role.

iii. Provide estimated hours by project phase and by role.

iv. Separately identify the cost attributable to the build of the fifteen (15) service catalog items, including all custom requirements.

v. Separately identify the cost of data migration, integration configuration, testing, training delivered as part of implementation, and go-live and hypercare support.

vi. Identify any costs for additional non-production environments required to perform the implementation.

vii. Itemize any travel or expense charges. All travel and expenses are subject to prior ACCS approval. Reimbursable travel shall not exceed the rates allowed under State of Alabama travel regulations.

viii. State all assumptions on which the implementation price is based and identify any condition that would cause the price to change.

ix. State whether implementation cost differs between the one-year and three-year term options and, if so, provide both.

c. **Section C — Additional Priced Components (Required and Optional)**

i. Price separately, for both the one (1) year and three (3) year terms, every module, feature, connector, or service that is not included in the Section A core license or the Section B implementation. Each component priced in this Section C must be designated either "Required" — meaning it is necessary for ACCS to meet the requirements of Section III — or "Optional." Required components will be included in the evaluated total cost of ownership; optional components will be subtotaled separately and will not be included in the evaluated total.

ii. SaaS license management, including all required SaaS connectivity described in Section III, Item 3 (Microsoft, Adobe, and Salesforce at a minimum) and any additional SaaS connectors, is a required capability of the solution but must be priced entirely in this Section C, regardless of the vendor's licensing model. At a minimum, also price the following in this Section C if they are not included in the core license, designating each as Required or Optional in accordance with Item 9.c.i above: hardware and software asset management; hardware asset discovery capability; Field Service Management (FSM) capability; advanced or premium analytics and reporting; advanced virtual agent, chatbot, or AI features beyond the required self-service portal AI assistant described in Section III, Item 1.h (for example, AI-driven ticket resolution, predictive analytics, or generative AI capabilities); additional integrations; premium or upgraded support tiers; additional training; and additional non-production environments.

iii. For each component priced in this Section C, state the licensing metric, the unit price, a pricing matrix showing the price at a range of license quantities where applicable, and whether it requires additional implementation services.

iv. Clearly indicate for each component whether it is required for ACCS to meet the requirements stated in Section III. Vendors must not include optional components in the Section A core price.

v. Vendors may propose additional capabilities not requested in this RFP. Any such capability must be priced in Section C and clearly marked as optional.

d. Provide the total cost of ownership for the one (1) year term and for the three (3) year term, showing Section A, Section B, and Section C subtotals and the combined total for each term.

e. All pricing must be firm through Thursday, November 5, 2026 plus ninety (90) days. Identify any invoicing schedule, payment milestones, or payment terms proposed. Subscription fees for a multi-year term shall be invoiced annually, in advance of each annual period; ACCS will not prepay fees for more than one (1) annual period. Implementation fees shall

be invoiced upon written acceptance by ACCS of the associated milestone or deliverable. Payment terms are net thirty (30) days from receipt of a correct invoice, consistent with Ala. Code § 41-16-3.

Pricing Summary Table

Vendors must complete the following summary and attach detailed pricing in support of each line. For the three (3) year term, the supporting detail must show the cost for each of years one, two, and three. Required and optional Section C components must be subtotaled separately.

Cost Category	1 Year Term	3 Year Term
Section A — Core Costs: Licensing (100-License Tier, per Pricing Matrix)	$	$
Section B — Implementation Costs: ITSM Replacement	$	$
Section C — Additional Priced Components (Required subtotal / Optional subtotal)	$	$
EVALUATED TOTAL (A + B + Required C)	$	$

10. **Vendor Qualifications:**
    a. Responding vendors should show demonstrated experience and competence in designing, installing, and maintaining a similar system for higher education entities.
    b. Provide specific details about the dedicated resources to this project, such as the number of personnel and their qualifications.
11. **Client References:** Include a list of current client references, preferably from higher education institutions, who have utilized your service management software and support services.
12. **Financial Stability:** Describe financial stability and key corporate financial goals planned for the next five years.
    a. If a public corporation, provide your most recent audited financial statements. If privately held, provide a copy of your balance sheet and profit and loss statement for the past three years. Financial information is to be in a sealed envelope within the submittal. Vendors are advised that Section VII, Item 1 applies to all materials submitted, including financial statements, and that ACCS makes no commitment of confidentiality.
    b. The requested documentation will be used to assist the System in determining the financial health of your company. If unable to or unwilling to comply, you must provide alternate documentation to satisfy this requirement. Failure to include financial documents in your response could disqualify your submission.
13. Any additional information deemed important in assessing your firm's ability to provide the services requested.

SECTION V: PROPOSAL SUBMISSION

The ACCS will select based on completeness and clarity of the proposal, understanding of the scope of work, prior experience, references, fees, and the evaluation factors and weights stated below. Proposals will be evaluated and scored by ACCS. In order to submit a response, Responders must read and follow all instructions, terms, conditions, and specifications of this RFP.

Proposals will be evaluated on the following factors and relative weights:

a. Functional fit with the requirements of Section III, including ITSM, hardware and software asset management, and SaaS license management — 30%

b. Evaluated total cost of ownership for the one (1) year and three (3) year terms, comprising Section A, Section B, and all required Section C components — 25%

c. Implementation approach, implementation plan, and the build of the fifteen (15) service catalog items — 20%

d. Vendor qualifications, higher education experience, and client references — 15%

e. Training, support, maintenance, and committed service levels — 10%

ACCS reserves the right to award without discussion, to request clarification of any response, and to reject as non-responsive any response that fails to address a mandatory requirement. Presentations described in Item 8 below will be scored within the factors above.

1. Responses must be received by Thursday, November 5, 2026, at 2:00 p.m. Central Standard Time at:

   Use address below for FedEx, UPS, or USPS Express Mail
   Alabama Community College System
   Attention: Robin Head, Fiscal Agent
   135 South Union Street, Suite 451
   Montgomery, AL 36104

   Use address below if sending by regular or certified mail through USPS
   Alabama Community College System
   Attention: Robin Head, Fiscal Agent
   P.O. Box 302130
   Montgomery, AL 36130-2130
   Email: Robin.Head@accs.edu

   Late responses will not be accepted.

2. Responses may be submitted or delivered by regular mail or postal service, express or courier service, or hand delivery within a single sealed envelope or package, where the outside clearly identifies the vendor name, the RFP2027-0001-ACCS, and Deadline to Respond of Thursday, November 5, 2026, at 2:00 p.m. Central Standard Time. Email and faxed responses are not accepted.

3. It is the proposer's sole responsibility to ensure delivery in the Fiscal Office by the deadline. ACCS does not accept late responses for any reason including those due to postal or courier service delay.

4. ACCS requires an original and one exact digital copy on a USB drive of the signed response to include any required addendum(s) and documentation. The original and the copy should be submitted together as a response package. Vendors must acknowledge receipt of every addendum issued by ACCS; failure to acknowledge an addendum may render the response non-responsive.

5. An authorized officer of the proposer must sign all proposals in ink and obtain proper notarization; failure to do so will result in rejection of response.

6. No response may be withdrawn without approval from the Alabama Community College System. Any request for withdrawal must be in writing to the Alabama Community College System representative within five (5) days after the opening date with justification for reason of withdrawal. No response may be withdrawn after awards have been made. The vendor will be required to provide the item or service quoted at the price quoted. If a withdrawal is made after the award the vendor will be considered in default.

7. Any further information or interpretation of the services requested must be submitted to Jim Mankowich at jim.mankowich@accs.edu submitted no later than Thursday, October 29, 2026, at 2:00 p.m. Central Daylight Time. Answers to such requests will be placed on the ACCS website at https://www.accs.edu/vendors/. The title of the RFP must be referenced in the subject line. Written replies of general significance will be posted with the RFP.

   No one-on-one conversations are allowed. Vendors should not contact anyone outside of the contacts listed on this RFP. Prospective vendors acknowledge that no other source is authorized to provide information concerning this request. Vendors failing to comply risk being removed from consideration.

8. It is anticipated that a short list of vendors may be invited or required to make a presentation to ACCS. Presentations will give vendors the opportunity to review proposal highlights, introduce their team and articulate why they are best able to meet the needs of the System. Presentations will be included in the final evaluation of the vendor's response to this solicitation.

SECTION VI: PROPOSER'S RESPONSIBILITY

A proposer, by submitting a Proposal, represents and understands that:

1. The proposer is familiar with the conditions under which the services defined in this RFP must be performed. The proposer possesses the capabilities, resources, and personnel necessary to provide efficient and successful service to the ACCS; and

2. The proposer shall be solely responsible for all services provided. It is the responsibility of the proposer to verify the completeness of the requirement and its suitability to provide the services described in this RFP.

SECTION VII: GENERAL TERMS

1. All responses become a matter of public record at award. The ACCS accepts no responsibility for maintaining confidentiality of any information submitted with a response whether labeled confidential or not.

2. The Alabama Community College System reserves the right to reject any or all responses and to waive informalities in the best interest of ACCS. The Alabama Community College System reserves the right to not make any awards and re-issue this RFP at any time if it serves the ACCS' best interest.

3. The successful proposer shall, at its sole expense, procure and keep in effect all necessary permits and licenses required for its performance of the requested work or service. The successful proposer shall also procure and maintain commercial general liability, automobile liability, professional liability, and cyber liability insurance in amounts acceptable to ACCS, and shall furnish a certificate of insurance naming the Alabama Community College System as an additional insured prior to commencement of work.

4. The successful proposer shall be required to complete a State of Alabama Disclosure Statement. Ala. Code § 41-16-82 requires the successful proposer to submit a notarized State of Alabama Vendor Disclosure Statement within thirty (30) days of award notification. Any changes to the status of the information on this form will require the submission of an updated form to the ACCS.

5. All selected vendors are required to complete the Alabama Immigration Law Compliance documents and IRS Form W-9.

6. Verification of enrollment in the E-verify program will be required prior to any award to a vendor who employs one or more employees within the State of Alabama. Failure to provide documentation within 5 calendar days of notification will result in the rejection of your response. To enroll in the E-verify program visit https://www.e-verify.gov/mye-verify.

7. The ACCS reserves the right, for its convenience and without cause or penalty, to terminate any contract for services at any time with 30 days written notice. ACCS may also opt out of any contract resulting from this RFP at the end of each annual period without penalty. This provision may not be changed by subsequent contract.

8. Notwithstanding any other provision in this RFP, the proposing vendors acknowledge and agree that the terms and commitments contained herein shall not constitute a debt of the State of Alabama in violation of Section 213 of the Constitution of Alabama of 1901, as amended by Amendment No. 26.

9. The vendor shall observe, perform and comply with or require compliance with all federal, state, and local laws, ordinances, rules and regulations and all amendments thereto which in any manner may affect the operation and vendor's activities undertaken pursuant to this agreement. The vendor shall also comply with all state and local building, fire, health, zoning laws, codes and/or regulations that affect or that are applicable to the vendor's activities and operations.

10. Alabama law (section 41-4-142, code of Alabama 1975) provides that every proposal submitted and contract executed shall contain a certification that the vendor, contractor, and all of its affiliates that make sales for delivery into Alabama or leases for use in Alabama are registered, collecting, and remitting Alabama state and local sales, use, and/or lease tax on all taxable sales and leases into Alabama. By submitting a proposal in response to this Request for Proposal, the bidder is hereby certifying that they are in full compliance with Act No. 2006-557, they are not barred from bidding or entering into a contract pursuant to 41-4-142, and acknowledges that the Alabama Community College System may declare the contract void if the certification is false.

11. Any contract resulting from an award in connection with this RFP shall include the following terms:

a. This agreement shall be governed and construed in accordance with the laws of the State of Alabama without giving effect to any choice or conflict of laws, provisions, or rules (whether of the State of Alabama or any other jurisdiction) that would cause the application of the laws of any jurisdiction other than the State of Alabama.

b. It is further agreed that the terms and commitments contained herein shall not constitute a debt of the State of Alabama in violation of Section 213 of the Constitution of Alabama of 1901, as amended by Amendment Number 26.

c. If any provision of this agreement shall contravene any statute or constitutional provision, either now in effect or which may be enacted during the term of this agreement, then the conflicting provision of this agreement shall be deemed null and void.

d. Contractor understands, acknowledges, and agrees that its sole and exclusive remedy for any claim which may arise from or relate to this agreement is to file a claim with the Board of Adjustment of the State of Alabama.

e. By signing this agreement, the parties affirm, for the duration of this agreement, that they will not violate federal immigration law or knowingly employ, hire, for employment, or continue to employ an unauthorized alien within the State of Alabama. Furthermore, a contracting party found to be in violation of this provision shall be deemed in breach of this agreement and shall be responsible for all damages resulting there from.

f. This agreement constitutes the sole and entire agreement of the parties to this agreement with respect to the subject matter contained herein, and supersedes all prior and contemporaneous understandings, negotiations, and agreements, both oral and written, with respect to such subject matter.

g. In compliance with Act 2016-312, the parties hereby certify that they are not currently engaged in, and will not engage in, the boycott of a person or an entity based in or doing business with a jurisdiction with which this state can enjoy open trade.

h. This agreement may be executed in counterparts, each of which shall be deemed an original, but all of which together shall be deemed to be one and the same agreement.

i. The Contractor shall provide all materials, supplies, workspace, personnel, and equipment that it deems necessary to perform the services provided for herein.

j. The relationship between the parties is that of independent contractors. Nothing contained herein shall be construed as creating any agency, partnership, joint venture, or other form of joint enterprise, employment, or fiduciary relationship between the parties, and neither party shall have authority to contract for or bind the other party in any manner whatsoever.

k. In accordance with Alabama Act 2023-409, the contractor does hereby verify that, without violating controlling law or regulation, it does not and will not, during the term of the contract, engage in economic boycotts.

l. In the event of proration of the fund from which payment under this agreement is to be made, this agreement will be subject to termination. The obligations of ACCS under this agreement are subject to the availability of appropriated funds, and ACCS may terminate this agreement at the end of any annual period, or upon the unavailability of funds, without penalty or further obligation except payment for services satisfactorily received before the effective date of termination.

m. Nothing in this agreement shall be construed as a waiver of the sovereign immunity of the State of Alabama, the Alabama Community College System, or any ACCS institution, or of any immunity available to their trustees, officers, employees, or agents. ACCS shall not indemnify, defend, or hold harmless any person or entity. Each party shall be responsible for its own acts and omissions to the extent permitted by the laws of the State of Alabama.

n. In the event of any conflict between this agreement and any vendor terms of service, click-through agreement, end user license agreement, acceptable use policy, purchase order, invoice, or other vendor document, whether attached or incorporated by hyperlink, the terms of this agreement shall control. No terms posted online or incorporated by reference shall bind ACCS unless attached to and executed with this agreement, and no change to such terms shall apply without a written amendment signed by both parties.

o. This agreement may be renewed only by mutual written agreement of the parties. There shall be no automatic renewal, and pricing shall not increase during the term except as expressly stated in the vendor response accepted by ACCS.

p. The vendor shall maintain administrative, technical, and physical safeguards for System data consistent with industry standards, including encryption in transit and at rest; shall store and process System data within the continental United States; shall notify ACCS of any breach of security affecting System data without unreasonable delay and no later than ten (10) days after determining that a breach has occurred, as required by Ala. Code § 8-38-8; and shall return or securely destroy System data upon termination and certify destruction in writing. To the extent the vendor receives education records, the vendor is designated a school official with a legitimate educational interest under 34 C.F.R. § 99.31(a)(1)(i)(B) and shall not sell, mine, redisclose, or use such records for advertising, profiling, or the training of artificial intelligence models.

q. The vendor warrants that the solution conforms to the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA and complies with Title II of the Americans with Disabilities Act and Section 504 of the Rehabilitation Act, shall provide a current Accessibility Conformance Report upon request, and shall remediate nonconformance at no cost to ACCS.

SECTION VIII: ACCS RESPONSES TO ANTICIPATED VENDOR QUESTIONS

The following information is provided by ACCS to assist vendors in preparing a complete and accurate response. This section is provided for clarification only. In the event of a conflict between this section and any requirement stated in Sections I through VII of this RFP, or in any addendum issued by ACCS, the requirement stated in those sections or in the addendum controls.

1. **Is ACCS currently using any asset tracking tools?**

   Yes. ACCS currently uses Microsoft Intune and its existing ServiceNow IT service management platform for asset tracking.

2. **What ITSM platform does ACCS currently use, and what are its current ticket volumes?**

ACCS currently uses ServiceNow. From May 1, 2026 through mid-October 2026 (approximately five and one-half months), ACCS recorded approximately 7,000 requests and 2,000 incidents. Annualized, this is an estimated 15,000 requests and 4,300 incidents per year, or approximately 19,300 tickets in total. These figures are estimates provided for pricing and planning purposes only; actual volumes may vary, and ACCS does not guarantee any volume.