RFP2027-0001-ACCS: ACCS IT Service Management/Ticketing Software

Posted: 10/28/2026

Prospective Vendor 1

Question 1

How many employees will the initial System Office rollout serve, and how many across all 23 colleges and ATN if it expands? Our pricing is organization-wide, so this drives the number.

ACCS Response:

Licensing under this RFP is based on staff who create, manage, assign, and resolve records. That is estimated at 100 licenses. End users and requesters should have unlimited access at no additional cost. This RFP only covers the ACCS System Office, not ATN or any of our member colleges.

Question 2

Our platform is licensed for the whole organization, with unlimited agents and end users, not per agent. Can we show the same price at every tier in the Section A matrix and explain how we price?

ACCS Response:

Yes. Vendors must complete the Section A matrix at 50, 100, 150, and 250 licenses. If the price does not change with quantity, enter the same price at each tier. As Section IV, Item 9.a.ii requires, state the licensing metric, what the price covers, and any thresholds or conditions that would change it. Section A is evaluated at the 100-license tier.

Question 3

Our automation and SaaS license management run on usage-based credits. Can we price those in Section C as a Required component and explain how they are used?

ACCS Response:

Yes. SaaS license management must be priced in Section C and marked Required. Automation needed to meet Section III must also be priced there as Required if it is not in the core license. For each credit-based component, state:

- the credit unit and its unit price;
- the number of credits you estimate ACCS needs each year to meet Section III, and the basis for that estimate;
- what happens when credits run out (service stops, overage billing, or throttling);
- overage rates and a firm annual not-to-exceed amount.

The estimated annual credit quantity is included in the evaluated total. ACCS will not accept pricing that makes required functionality depend on consumption with no limit.

Question 4

Is migrating historical ServiceNow tickets and knowledge required, and if so, for what date range and volume?

ACCS Response:

Yes. Data migration is in scope under Section IV, Items 8.f and 9.b.v. Vendors should plan for:

- tickets (requests and incidents) from May 1, 2026 through cutover
- about fifteen knowledge articles;
- user records.

Current volume is about 19,300 tickets per year.

Question 5

Do any integrations besides Microsoft Entra ID need to be live at go-live?

ACCS Response:

For the vendor's implementation, Microsoft Entra ID (single sign-on and multifactor authentication) is the only required integration. ACCS staff will configure the Intune import and the SaaS connectors. Vendors should still describe those integrations and price them as required by Section IV, Items 3 and 9.c.

Question 6

For WCAG 2.1 AA, will ACCS accept a current Accessibility Conformance Report that lists known exceptions and a remediation plan?

ACCS Response:

Yes. A current Accessibility Conformance Report based on VPAT 2.x meets Section IV, Item 7.o. Items 7.n and 7.o ask vendors to identify any known nonconformance and a remediation timeline. Any contract will include the warranty in Section VII, Item 11.q, which requires remediation at no cost to ACCS.

Question 7

Will ACCS accept one SOC 2 Type II report plus a bridge letter in place of two annual reports?

ACCS Response:

ACCS will accept the most recent SOC 2 Type II report covering at least a 12-month period, plus a bridge letter covering the time since that period ended. Vendors that have two reports should submit both.

Question 8

For a privately held company, will ACCS accept alternate financial documentation, such as reviewed statements or a bank reference letter, in a sealed envelope?

ACCS Response:

Yes. Section IV, Item 12.b already allows alternate documentation. Acceptable examples include CPA-reviewed financial statements, a bank reference letter, or a Dun & Bradstreet report. ACCS will decide whether the documentation is sufficient. Submit it in a sealed envelope. Under Section VII, Item 1, all submitted materials become public record at award.

Question 9

Will ACCS accept customer references from comparable organizations, such as public sector or enterprises that replaced ServiceNow, if they are not in higher education?

ACCS Response:

Yes. Section IV, Item 11 says references should preferably come from higher education. Other comparable references are acceptable. Higher education experience is part of evaluation factor (d).

Question 10

Can ACCS list the 15 catalog items it expects to be built during implementation, or at least name the most complex ones? That lets us give an accurate implementation plan and effort estimate.

ACCS Response:

Complex Catalog Items:

- ERP Security Requests – This catalog item requires a complex workflow of approvals that need to be executed via email. There are five different applications, and roughly 300 different security assignments for selection. Limitations exist on the users who have access to submit these requests, and the users with authority to approve them. ACCS has detailed records on these users which will be shared after award during implementation phase.
- Asset/License Request – Since approvals from various department heads and budget analysis is required, this catalog item requires department hierarchy for approvals included. ACCS has documentation regarding this hierarchy and its application.
- The other twelve catalog items are simple form completion requests; each one has a specific assignment group and is visible to selected users.

Question 11

About how many devices are managed in Microsoft Intune today, for the System Office and system-wide?

ACCS Response:

The ACCS System Office has about 250 devices in our Intune Deployment. This RFP does not cover any system-wide deployments

Question 12

What is ACCS's target go-live date, and when does the current ServiceNow contract end?

ACCS Response:

Contract expiration is in January of 2027, and targeted Go-Live dates will be discussed with the awarded vendor during implementation planning. Phased implementation with all catalog item availability in February of 2027, migration of existing records does not need to be available at Go-Live.

Question 13

Our pricing covers the whole organization rather than each agent. How will ACCS compare total cost of ownership across vendors with different pricing models?

ACCS Response:

All proposals are evaluated the same way under Section V, factor (b). The evaluated total is Section A at the 100-license tier, plus Section B, plus Required Section C components, for both the 1-year and 3-year

terms. A vendor whose pricing is organization-wide enters its price for the initial System Office scope in Section A. Optional components and expansion pricing are not included in the evaluated total.

Prospective Vendor 2

Question 14

For an implementation-led response using a third-party SaaS platform, does Section IV.7.p require the two most recent Type II SOC reports for the SaaS operator, the implementation prime, the hosting provider, or more than one of these entities?

ACCS Response:

The SOC reports required by Section IV, Item 7.p must cover the SaaS operator, meaning the entity that hosts, processes, and secures System data in the proposed solution. Additional requirements:

- Hosting provider: if the SaaS operator's report uses the carve-out method for a hosting provider, identify the hosting provider and confirm that its current SOC 2 Type II report is available to ACCS on request. A separate report from the hosting provider is not required with the proposal.
- Implementation provider: If the prime will access, store, or process System data, including during data migration or through administrative access to production, provide the prime's most recent SOC 2 Type II report if one exists. If none exists, describe the prime's security controls, background screening, and data handling practices.
- Any other subprocessor or subcontractor that will access System data: identify it and describe its security controls.

Under Section VI, Item 2, the responding vendor is solely responsible for all services, including those performed by the SaaS operator, the hosting provider, and any subcontractor. The data storage requirements in Section IV, Item 7.d and the ACCS Information Security Program referenced in Item 7.q apply to every entity that accesses System data.

Question 15

Under Section IV.12, what alternative financial documentation is acceptable where a responding implementation firm has fewer than three years of financial statements?

ACCS Response:

A firm with fewer than three years of operating history should provide financial statements (balance sheet and profit and loss statement) for every full fiscal year it has operated, plus year-to-date interim statements for the current year. CPA-reviewed or audited statements are preferred. The firm should also provide one or more of the following:

- a bank reference letter confirming the relationship and account standing;
- a Dun & Bradstreet or comparable business credit report;
- if the firm is a subsidiary or affiliate, the parent company's financial statements and a statement of whether the parent will guarantee performance;
- evidence of the insurance coverage required by Section VII, Item 3.

ACCS will determine whether the documentation is sufficient. All financial documentation must be submitted in a sealed envelope and is subject to Section VII, Item 1.

Prospective Vendor 3

Question 16

What was the annual spend under the previous contract for these services?

ACCS Response:

ACCS spent $101,925 under the current ServiceNow contract in the previous year. This figure is provided for information only. The scope and licensing of that contract differ from this RFP, and vendors should price based on the requirements stated here.

Question 17

If this is a new contract, what is the estimated annual budget?

ACCS Response:

ACCS does not disclose budget information. Vendors should propose their best pricing for the requirements stated in this RFP.

Question 18

Is the agency open to a hybrid delivery model utilizing a combination of onshore and offshore resources?

ACCS Response:

All System data must be stored and processed within the continental United States, as stated in Section IV, Item 7.d and Section VII, Item 11.p. Offshore resources may not access, store, or process System data, including production data, data used for migration or testing, and data viewed during support. Offshore resources may be used only for work that does not involve access to System data. Vendors must identify any work performed outside the United States, as Item 7.d requires.

Question 19

Will the work be performed onsite, remotely, or through a hybrid arrangement?

ACCS Response:

ACCS expects implementation and training to be delivered remotely, as stated in Section IV, Item 4.b. Vendors may propose limited onsite work, such as for go-live support, if they believe it adds value. Any travel requires prior ACCS approval and is reimbursed at State of Alabama travel rates, as stated in Section IV, Item 9.b.vii.

Question 20

Is this contract intended for a single vendor or multiple vendors?

ACCS Response:

ACCS intends to award a single contract to one vendor. A vendor may use subcontractors or implementation partners, as described in Section IV, Item 8.k, but the responding vendor remains solely responsible for all services under Section VI, Item 2.

Question 21

Who is the current or previous incumbent vendor for these services?

ACCS Response:

ACCS currently uses ServiceNow, purchased under an Internet2 contract.

Question 22

Are there any challenges, gaps, or pain points with the current solution or contractor that the agency is looking to address through this procurement?

ACCS Response:

ACCS does not comment on the performance of the current provider. The needs this procurement is intended to address are described in the response to Question 25.

Question 23

Is there a projected contract award date and anticipated start date?

ACCS Response:

See the response to Question 12 regarding go-live. ACCS anticipates an award in December 2026, subject to evaluation, any presentations, and contract execution. Work would begin upon contract execution.

Question 24

Are there any mandatory subcontracting goals associated with this contract?

ACCS Response:

No. This RFP does not include mandatory subcontracting or participation goals, and no federal funds are being used for this procurement.

Question 25

Could ACCS describe the primary business and technical drivers for replacing its existing ServiceNow ITSM environment, including the key challenges or limitations the new solution is expected to address?

ACCS Response:

ACCS is seeking a solution that:

- ACCS staff can administer, including maintaining and creating catalog items and workflows, without ongoing professional services (Section IV, Item 8.j);
- adds hardware and software asset management based on data imported from Microsoft Intune;
- adds SaaS license management for Microsoft, Adobe, and Salesforce to improve visibility into software spend and license use;
- improves self-service through an AI assistant in the self-service portal;
- provides a predictable total cost of ownership, with unlimited end-user access at no additional cost.

Question 26

What are ACCS's primary success measures for the replacement solution, including targeted improvements in service delivery, self-service, asset visibility, software expenditure, or total cost of ownership?

ACCS Response:

ACCS has not set numeric targets for this solicitation. ACCS will measure success by:

- all catalog items available on the timeline described in the response to Question 12;
- ACCS staff being able to maintain catalog items and workflows without vendor assistance;
- service level attainment and use of self-service and knowledge articles;
- accurate, reconciled asset records for System Office devices managed in Intune;
- visibility into SaaS license use, including licenses identified for reclamation;
- total cost of ownership consistent with the evaluated pricing.

Vendors should describe the metrics and reporting their solution provides for each of these areas.

Question 27

Does ACCS intend to replace the existing ServiceNow ITSM functionality entirely, or will any existing ServiceNow modules, integrations, or related capabilities remain in use?

ACCS Response:

Yes. ACCS intends to replace its ServiceNow environment entirely for the System Office. No ServiceNow modules or integrations will remain in use after the transition to the new ITSM platform.

Question 28

Could ACCS provide the names and detailed functional specifications of the 15 service-catalog items, including forms, workflows, approvals, integrations, automation, and acceptance criteria?

ACCS Response:

See the response to Question 10. Detailed specifications will be provided after award during requirements gathering under Section IV, Item 8.a. Vendors should propose acceptance criteria as part of their testing methodology under Section IV, Item 8.h.

Question 29

Are the 15 catalog items expected to replicate existing ServiceNow workflows, or may vendors redesign and optimize them as part of the implementation?

ACCS Response:

Vendors may propose redesigned or optimized workflows, provided they meet ACCS business requirements, including the approval controls and submitter and approver restrictions described in the response to Question 10. Final designs are subject to ACCS approval during requirements gathering.

Question 30

Could ACCS clarify whether SaaS license management must be native to the proposed ITSM platform or may be delivered through an integrated third-party solution?

ACCS Response:

An integrated third-party solution is acceptable if it meets all requirements of Section III, Item 3. This includes license requests and reclamation through the service catalog (Item 3.g) and reporting by entity (Item 3.j). Vendors must:

- identify the third-party product and its provider;

- describe how it integrates with the proposed ITSM platform;
- price it in Section C and mark it Required, as stated in Section IV, Item 9.c.ii;
- confirm that the third-party provider meets the security and data storage requirements of Section IV, Item 7, as described in the response to Question 14.

Question 31

For Microsoft, Adobe, and Salesforce, which SaaS license-management capabilities are mandatory at go-live, particularly regarding entitlements, usage, renewals, optimization, provisioning, and reclamation?

ACCS Response:

See the response to Question 5. ACCS staff will configure the SaaS license management module and connectors, so none of these capabilities are required at ITSM go-live. All capabilities in Section III, Item 3 must still be available to ACCS under the contract.

Question 32

Could ACCS clarify the expected AI assistant use cases, including knowledge search, catalog discovery, request initiation, and ticket-status inquiries?

ACCS Response:

Section III, Item 1.h requires the AI assistant to support knowledge search, catalog discovery, and ticket status inquiries using natural-language queries. Starting a request through the assistant is not required. Vendors may describe that capability; if it is priced separately, include it in Section C as Optional under Section IV, Item 9.c.ii.

Question 33

Does ACCS require AI functionality to be native to the proposed ITSM platform, or are integrated AI services acceptable if they meet the security and functional requirements?

ACCS Response:

Integrated AI services are acceptable if they meet the requirements of Section III, Item 1.h and Section IV, Items 7.d and 7.s. Those items require that System data be processed within the continental United States and not be used to train or improve AI models. Vendors must identify the AI service and its provider, and where processing occurs. If the required AI assistant is not included in the core license, it must be priced in Section C and marked Required.

Question 34

Could ACCS provide estimated historical data volumes and identify which ServiceNow records, attachments, relationships, and audit history must be migrated?

ACCS Response:

See the responses to Question 4 for record types, date range, and volume, and to Question 12 for timing. Ticket attachments should be migrated (estimated volume: about 4.61 GB). Vendors should state any limits on attachment size or volume and any effect on price. Full audit history and record relationships are not required; ticket comments and work notes should be retained.

Question 35

Beyond Microsoft Intune, which existing systems must integrate with the proposed asset-management and ITSM solution?

ACCS Response:

Required integrations are:

- Microsoft Entra ID, for authentication, single sign-on, and multifactor authentication;
- Microsoft Intune, for hardware and software asset data;
- Microsoft (including Microsoft 365 and Entra ID), Adobe, and Salesforce, for SaaS license management;
- Microsoft 365 email (Exchange Online), for notifications, email approvals, and email-to-ticket.

Integration with other systems, such as ERP, HR, or monitoring tools, is not required at this time. Vendors should describe their API capabilities under Section III, Item 4.a.

Question 36

For Intune integration, is one-way or bidirectional synchronization required, and what synchronization frequency is expected?

ACCS Response:

One-way synchronization from Intune to the proposed solution is sufficient. Bidirectional synchronization is not required. Daily synchronization is sufficient. Vendors should describe the available frequencies and whether they can be configured, as Section IV, Item 3.g requires. The System Office has about 250 devices in Intune.

Question 37

Does the continental U.S. data-residency requirement apply to all solution components, including AI services, integrations, backups, telemetry, and subprocessors?

ACCS Response:

Yes. Section IV, Item 7.d and Section VII, Item 11.p apply to System data wherever it is stored, processed, or accessed. That includes AI services, integrations, backups, disaster recovery sites, support access, and subprocessors. Telemetry that contains System data, including user information or ticket content, is also covered. Vendors must identify any storage, access, support, or subprocessing that occurs outside the United States.

Question 38

For the requested license quantities, could ACCS clarify the licensing metric and whether all required third-party applications, integrations, and modules must be included in the evaluated total cost of ownership?

ACCS Response:

See the responses to Questions 1, 2, and 13. In addition, every third-party application, integration, and module needed to meet Section III must be priced, in Section A if it is part of the core license or in Section C marked Required if it is not, and is included in the evaluated total.

Question 39

If demonstrations are requested, will ACCS provide common evaluation scenarios, particularly for the 15 catalog items, AI-enabled self-service, asset management, and SaaS license management?

ACCS Response:

Any vendor whose proposal meets all requirements of this RFP will be given an opportunity to demonstrate its product, as described in Section V, Item 8.

Prospective Vendor 4

Question 40

What are the primary objectives or challenges ACCS seeks to address with a new solution?

ACCS Response:

See the responses to Questions 25 and 26.

Question 41

Was a vendor selected and implemented as a result of RFP2026-0001-ACCS? If yes, can ACCS share what is prompting RFP2027-0001-ACCS at this time?

ACCS Response:

Yes. ServiceNow was selected and implemented following RFP2026-0001-ACCS. RFP2027-0001-ACCS reflects revised requirements.

Question 42

Will Field Service Management use a separate software from the IT Service Management software selected as a result of this current RFP? If so, are any workflows or integrations anticipated between the two systems?

ACCS Response:

Field Service Management is not a requirement of this RFP, as stated in Section IV, Item 2.i. ACCS has not determined its future Field Service Management needs. Vendors that offer Field Service Management may price it as Optional in Section C.

Question 43

Can ACCS explain the difference in number of licenses estimated each RFP? It appears there were 240 licenses estimated for RFP2026-0001-ACCS and now there are 100 estimated for RFP2027-0001-ACCS.

ACCS Response:

The estimate of 100 licenses reflects the current scope of this RFP. See the response to Question 1.

Question 44

Are the 100 ACCS staff members who need licenses include IT staff members only, or do they also represent other departments such as Facilities, HR, Finance?

ACCS Response:

The licenses are for System Office IT staff and other System Office staff who create, manage, assign, and resolve records.

Question 45

Please clarify the relationship between ACCS and its colleges. The 2025 RFP noted that each college had its own Vivantio ITSM instance. Do the colleges still use Vivantio, or have they moved to ServiceNow?

ACCS Response:

The colleges are separate institutions within the Alabama Community College System, as described in Section I. College systems are not part of this RFP; see the responses to Questions 1 and 11. Each college selects and manages its own ITSM tools.

Question 46

Will the selected solution serve only the System Office, or will it extend to colleges across the system?

ACCS Response:

See the responses to Questions 1 and 11. Section III asks vendors to describe how the solution could be expanded to individual colleges and ATN in the future.

Question 47

What are ACCS's anticipated dates for shortlist presentations, vendor selection, and contract execution?

ACCS Response:

See the responses to Questions 23 and 39. Presentation scheduling options will be provided to qualifying vendors by the end of the week the RFP closes, and presentations will begin the week of November 9, 2026. ACCS anticipates award and contract execution in December 2026.

Question 48

Will presentations be in person or remote?

ACCS Response:

Presentations will be held remotely.

Question 49

What is ACCS's target go-live date?

ACCS Response:

See the response to Question 12.

Question 50

When does the current ServiceNow agreement end?

ACCS Response:

See the response to Question 12.

Question 51

Does ACCS anticipate a single go-live or a phased rollout by department, function, college, or other group?

ACCS Response:

See the response to Question 12. The rollout is limited to the System Office, so no phasing by college is planned.

Question 52

Is ACCS requesting individual responses to all itemized pricing requirements (e.g., i., ii., etc.) on pages 10-11 of the RFP?

ACCS Response:

Yes. Vendors should respond to each itemized requirement in Section IV, Item 9. As stated in Item 9, 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.

Question 53

Shall vendors create a separate Pricing Summary Table for each of the licensing quantities listed in 9. a. i. as well as for the separate contract terms (1- and 3- year)?

ACCS Response:

No. Complete one Pricing Summary Table, using the 100-license tier, with the 1-year and 3-year terms in the columns provided. Show the other license quantities (50, 150, and 250) in the Section A pricing matrix in the detailed pricing, as Item 9.a.i requires.

Question 54

Are all capabilities outlined in Section III: Scope of Services, Items 1 and 2 considered Core/Required solution features to be priced in Section A, unless they are provided through a separately licensed component – in which case they should be priced in Section C?

ACCS Response:

Yes. All capabilities in Section III, Items 1 and 2 are required. Price them in Section A if they are included in the core license. If any are separately licensed, price them in Section C and mark them Required, as stated in Section IV, Item 9.a.iii.

Question 55

If any capabilities outlined in Section III: Scope of Services, Item 3 are provided through the same licensing mechanism proposed in Section A, may they be listed in Section C for no additional cost?

ACCS Response:

Yes. List SaaS license management in Section C, marked Required, at no additional cost, and state that it is included in the Section A license. Also state whether the Section A price would change if SaaS license management were removed.

Question 56

Shall vendors treat all capabilities for Section III: Scope of Work as Required components, regardless of whether they are priced in Section A or Section C?

ACCS Response:

Yes. All capabilities in Section III are required, whether priced in Section A or Section C. See also the response to Question 38.

Question 57

Are Optional components limited to Field Service Management capabilities and Asset Discovery capabilities? If not, are there additional Optional components in the RFP that ACCS can identify for vendors?

ACCS Response:

No. In addition to Field Service Management and hardware asset discovery, Section IV identifies the following as components to be priced in Section C. Each is Optional unless it is needed to meet Section III:

- advanced or premium analytics and reporting;
- advanced virtual agent, chatbot, or AI features beyond the self-service portal AI assistant required by Section III, Item 1.h;
- additional integrations;
- premium or upgraded support tiers;
- additional training;
- additional non-production environments;
- professional services to help ACCS configure the asset management and SaaS license management modules, as described in Section IV, Item 8.

Vendors may also propose other capabilities as Optional under Section IV, Item 9.c.v.

Question 58

Is ACCS interested in seeing additional Optional capabilities not identified in this RFP that may be related to comprehensive service management?

ACCS Response:

Yes. Vendors may propose additional capabilities under Section IV, Item 9.c.v. They must be priced in Section C, marked Optional, and are not included in the evaluated total.

Question 59

How many hardware assets are in scope for the initial System Office deployment, by type (laptops, desktops, workstations, physical servers, and virtual servers)?

ACCS Response:

The System Office has approximately 250 end-user devices, as stated in the response to Question 11. ACCS will not provide a breakdown by type. The total number of hardware assets in scope, including servers, is fewer than 1,000.

Question 60

How does ACCS define a SaaS connector, and what capabilities or data must each connector provide?

ACCS Response:

A SaaS connector is a native, supported integration, using the SaaS provider's API or an equivalent method, as described in Section III, Item 3.a. Each connector must retrieve subscription, entitlement, assignment, and usage data automatically. Connectors must also support the reporting, optimization,

and reclamation capabilities in Section III, Items 3.b through 3.g, to the extent the SaaS provider's API allows. Vendors should describe any limits for each connector.

Question 61

Does ACCS expect reporting only (usage and optimization), or automated actions such as reclaiming or reassigning licenses?

ACCS Response:

Both. Section III, Item 3.g requires the ability to request, approve, assign, and reclaim SaaS licenses through the service catalog, and to reclaim licenses automatically when a user separates or changes roles.

Question 62

Beyond Microsoft, Adobe, and Salesforce, what should vendors include as "additional SaaS connectors" to be priced in Section C?

ACCS Response:

Only the Microsoft, Adobe, and Salesforce connectors are required. Vendors should list the other SaaS connectors they offer, as Section III, Item 3 requests. Price any connector that is not included in base licensing in Section C and mark it Optional.

Question 63

About how many SaaS applications are in use, and which Microsoft, Adobe and Salesforce license types and counts are in scope?

ACCS Response:

The SaaS platforms that require connectivity are Microsoft (including Microsoft 365 and Entra ID), Adobe, and Salesforce, as stated in Section III, Item 3. Approximate license quantities are:

- Microsoft A5: about 460,000;
- other Microsoft licenses: about 1,000;
- Salesforce: about 240;
- Adobe: about 40.

Question 64

Given ACCS's annual opt-out right, should 3-year pricing assume rates locked for the full term without conditions, or may a multi-year discount be conditioned on completion of a full three-year term?

ACCS Response:

Three-year pricing must be locked for the full term without conditions. Under Section VII, Item 7, ACCS may opt out at the end of each annual period without penalty, and that provision may not be changed by contract. A multi-year discount may not be conditioned on completing the full term, and may not be recovered if ACCS exercises that right.

Question 65

What is the desired migration scope, including years of ServiceNow ticket history or open tickets only, approximate record counts, attachments, knowledge articles, and records such as CMDB items, assets, or SLAs?

ACCS Response:

See the responses to Questions 4 and 34. CMDB items, asset records, and SLA definitions do not need to be migrated. Asset data will be imported from Intune, and SLAs will be configured in the new platform.

Question 66

Other than Intune, which asset data sources must be imported?

ACCS Response:

Intune is the only system that must be integrated. ACCS may also import asset records by file, such as CSV, for assets not managed in Intune.

Question 67

Do the System Office and participating colleges share a single Microsoft Entra ID tenant, or does each entity use a separate tenant? Please describe any other identity or authentication requirements vendors should account for.

ACCS Response:

The System Office and the colleges share a single Microsoft Entra ID tenant. The initial deployment is limited to System Office users. Vendors should describe how access would be limited to System Office users within the shared tenant, and how the solution could be expanded to colleges in the future. Other authentication requirements are described in Section IV, Items 2.c and 7.a.

Question 68

Beyond Microsoft Entra ID, which integrations are in scope, such as ERP/HR, monitoring, or email systems?

ACCS Response:

See the response to Question 35.

Prospective Vendor 5

Question 69

Is there a specific notarization form or format that ACCS requires, or may we attach a standard notarial acknowledgment or jurat to the authorized officer's signature page?

ACCS Response:

ACCS does not require a specific notarization form. A standard notarial acknowledgment or jurat on, or attached to, the authorized officer's signature page is acceptable, provided it is valid in the state where it is notarized.

Question 70

Does ACCS require the entire proposal to be notarized, or is notarization of the authorized officer's signature on the proposal signature page sufficient?

ACCS Response:

Notarization of the authorized officer's ink signature on the proposal signature page is sufficient. The entire proposal does not need to be notarized. The signed and notarized original must be included in the response package with the digital copy, as stated in Section V, Item 4.

Question 71

Is there a prescribed signature page or declaration that must be signed and notarized as part of the proposal submission?

ACCS Response:

ACCS does not prescribe a signature page. Vendors should include a signature page, signed in ink by an authorized officer and notarized, that states the vendor's legal name, the RFP number (RFP2027-0001-ACCS), that the signer is authorized to bind the vendor to the proposal, and acknowledgment of each addendum issued, as required by Section V, Item 4.

Prospective Vendor 6

Question 72

Will ACCS accept SaaS license management delivered through a third-party product that integrates with the core platform, provided the prime vendor is contractually responsible and acts as the single point of accountability? If so, may that component be priced as a separate "Required" line item in Section C? (Ref: Section III.3 and Section IV.9.c.ii)

ACCS Response:

Yes, to both. See the responses to Questions 20 and 30.

Question 73

Please specify the Microsoft agreements and SKUs in scope (for example, A3/A5 and Entra ID P1/P2), the Adobe agreement type (ETLA or VIP; Creative Cloud and/or Acrobat), and the number of Salesforce orgs and editions to be monitored. Approximately how many total SaaS applications and licensed users are in scope? (Ref: Section III.3.a)

ACCS Response:

See the response to Question 63. ACCS licenses Microsoft 365 A5, and Adobe Creative Cloud through the Adobe VIP Marketplace (VIPMP). Other agreement, SKU, and Salesforce organization details will be provided after award.

Question 74

For unsanctioned SaaS discovery, which data sources does ACCS consider acceptable: Entra ID sign-in logs, a browser extension deployed through Intune, accounts payable or purchasing-card data, and/or network or CASB data? (Ref: Section III.3.h)

ACCS Response:

ACCS will consider any of these data sources. Vendors should describe which sources their solution supports and anything ACCS must provide or deploy.

Question 75

Will ACCS accept a vendor-supported or certified-partner integration (for example, one built on the vendor's integration platform) as a "supported connector" for Microsoft Intune? Besides Intune and ServiceNow, what other sources hold asset data today? (Ref: Section III.2.a and Section IV.3.a)

ACCS Response:

Yes, if the vendor supports and maintains the integration for the full contract term and it is covered by the vendor's support obligations. For other asset data sources, see the responses to Questions 65 and 66.

Question 76

Does ACCS expect a vendor-maintained software normalization and content library? Or will rules-based publisher/version normalization, combined with entitlement reconciliation, meet the requirement? Which publishers are highest priority for compliance reporting? (Ref: Sections III.2.e, III.2.f and IV.3.c)

ACCS Response:

ACCS does not require a specific method. The approach must meet Section III, Item 2.e, including identifying unauthorized, unsupported, and end-of-life software. Vendors should state whether their normalization content is vendor-maintained. The highest-priority publishers are Microsoft and Adobe.

Question 77

Approximately how many configuration items and CI classes are in the current CMDB? Are CMDB records and relationships in migration scope? Does ACCS currently use service mapping or impact analysis at the business-service level? (Ref: Section III.1.f)

ACCS Response:

CMDB records and relationships are not in migration scope; see the response to Question 65. ACCS does not currently use service mapping or business-service impact analysis.

Question 78

Is the self-service AI assistant expected only within the web portal, or also in Microsoft Teams or other channels? Beyond natural-language search and ticket status, should it perform actions such as submitting requests or resetting passwords? Are languages other than English required? (Ref: Section III.1.h and Section IV.2.h)

ACCS Response:

The AI assistant is required only in the self-service portal. Microsoft Teams or other channels may be offered as Optional in Section C. Submitting requests and resetting passwords are not required; see the response to Question 32. English is the only required language.

Question 79

Please provide the list of the fifteen service catalog items, with the approximate number of fields, approval levels, fulfillment tasks, and required integrations for each. Can ACCS share exports or screenshots of the current catalog item definitions? (Ref: Section IV.8.d and Section IV.9.b.iv)

ACCS Response:

See the responses to Questions 10 and 28. Exports and screenshots of current catalog item definitions will be provided after award.

Question 80

For data migration, how many years of ticket history are in scope? What are the approximate record counts for incidents, requests, knowledge articles, and users, and the attachment volume? (Ref: Section IV.8.f)

ACCS Response:

See the responses to Questions 4 and 34.

Question 81

What is the target go-live date, and when does the current ServiceNow subscription end? (Ref: Section IV.8.b)

ACCS Response:

See the response to Question 12.

Question 82

May a certified implementation partner submit a joint response with the software vendor, or act as prime contractor and resell the software subscription? (Ref: Section IV.8.k)

ACCS Response:

Yes, a certified implementation partner may act as prime contractor and resell the software subscription. A joint response is acceptable only if it names a single prime contractor that will sign the contract and is responsible for all services. See the responses to Questions 14 and 20.

Question 83

Do managers who only approve requests or changes, without working tickets, count as end users with no license required? Of the 100 estimated licenses, roughly how many are full-time technicians and how many are occasional fulfillers (for example, facilities, HR, finance)? (Ref: Section III (Scope) and Section IV.9.a.ii)

ACCS Response:

The estimate of 100 licenses covers staff who create, manage, assign, and resolve records; see the response to Question 44. Staff who only approve requests or changes are not included in that estimate. Vendors must state whether their licensing model requires a license for approvers and, if so, price it.

Question 84

May pricing be offered through an existing cooperative purchasing contract or an authorized public-sector reseller (for example, Carahsoft), with the reseller as the contracting party? (Ref: Section IV.9)

ACCS Response:

Yes. An authorized reseller may be the responding vendor and contracting party, provided it submits the proposal and accepts all requirements and terms of this RFP. Pricing may reference a cooperative contract, but any resulting contract will be governed by this RFP, including Section VII.

Question 85

Will ACCS consider the vendor's standard agreements (for example, the master subscription agreement, data processing addendum, and AI acceptable use policy) as negotiated exhibits, with ACCS terms controlling in the event of a conflict? (Ref: Section VII.11.n)

ACCS Response:

Vendors may submit their standard agreements with the proposal for review, and ACCS may agree to attach negotiated versions to the contract. Under Section VII, Item 11.n, the ACCS agreement controls in any conflict, and terms not attached to and executed with the agreement do not bind ACCS. Provisions that conflict with Section VII, Item 11, such as indemnification by ACCS or a governing law other than Alabama, will not be accepted.

Prospective Vendor 7

Question 86

What hosting, data residency, security certification or assessment (for example, HECVAT, SOC 2, StateRAMP, FedRAMP), and accessibility (for example, WCAG, Section 508) requirements must the proposed solution meet?

ACCS Response:

See Section IV, Items 6 and 7, and the responses to Questions 6, 7, 14, and 37. The solution must be SaaS, with System data stored and processed in the continental United States. SOC 2 Type II reports are required. HECVAT, StateRAMP, and FedRAMP are not required, but vendors may submit them as supporting documentation.

Question 87

Which identity provider and SSO and MFA approach does ACCS expect for staff and end users, and will all users authenticate through a single Entra ID tenant?

ACCS Response:

Staff and end users will authenticate through Microsoft Entra ID with single sign-on and multifactor authentication. All users authenticate through the single shared tenant described in the response to Question 67. See also the response to Question 5.

Question 88

What access to the current ServiceNow instance will be available for data extraction (for example, API access or ACCS-run exports), and in what format?

ACCS Response:

ACCS staff will export the records described in the response to Question 4 before the ServiceNow subscription ends, and will provide them in standard export formats such as CSV, XML, or JSON, with attachments as separate files. Direct API access to ServiceNow will not be provided.

Question 89

Which standard reports, dashboards, and SLA definitions are required at go-live, including the approximate number of SLA policies and business calendars?

ACCS Response:

At go-live, ACCS expects the solution's standard reports and dashboards for incidents, requests, and SLA performance. SLA policies will be defined during requirements gathering. ACCS expects a small number of SLA policies based on ticket priority and one business calendar for System Office business hours.

Question 90

For the shortlist presentations, will ACCS provide demonstration scenarios or scripts in advance, and will the fifteen catalog items be evaluated through a live demonstration?

ACCS Response:

See the response to Question 39. ACCS will not provide scripts in advance. Vendors should be prepared to demonstrate how they would build the complex catalog items described in the response to Question 10.

Question 91

Approximately how many tickets per month does ACCS handle, and how many portal assistant interactions per month does it expect?

ACCS Response:

ACCS handles about 1,600 tickets per month; see the response to Question 4. ACCS does not have an estimate of AI assistant interactions. Vendors whose pricing depends on usage should state their assumptions; see the response to Question 3.

Question 92

Should vendors provide optional pricing for expansion to the 23 colleges, ATN, and Marion Military Institute, or only for the initial System Office deployment?

ACCS Response:

Pricing is required only for the initial System Office deployment. Vendors may include optional expansion pricing; it will not be included in the evaluated total. See the responses to Questions 1 and 13.

Question 93

For the initial System Office deployment, will ACCS require data, queue, or administrative separation by college to support later expansion?

ACCS Response:

No separation by college is required for the initial deployment. Vendors should describe how the solution would support separation by entity if it is expanded in the future, as described in Section III, Items 2.k and 3.j.

Question 94

Please provide the approximate number of hardware assets and devices to be imported from Microsoft Intune, and the expected sync frequency.

ACCS Response:

See the responses to Questions 11, 36, and 59.

Question 95

For the asset and SaaS license modules that ACCS will configure itself, what knowledge transfer, documentation, or configuration support does ACCS expect from the implementation partner?

ACCS Response:

ACCS expects administrator documentation and training for the asset management and SaaS license management modules as part of the training described in Section IV, Item 4. Any configuration support beyond that should be priced as Optional in Section C, as stated in Section IV, Item 8.

Question 96

Approximately how many administrators and agents require training, and what hypercare duration does ACCS expect?

ACCS Response:

About 5 administrators and about 100 agents require training; see the response to Question 44. Vendors should propose the hypercare duration and staffing, as Section IV, Item 8.i requires.

Question 97

How many non-production environments (for example, sandbox, test, training) does ACCS expect to be included?

ACCS Response:

ACCS expects at least one non-production environment for testing and training to be included. Additional non-production environments should be priced as Optional in Section C.