



FY26-RFQ-04 AI-Powered IT Service Management
Amendment #2 – Vendor Questions
April 27, 2026

This Amendment is hereby made a part of the specifications, as applicable, of the above referenced project. All other requirements of the original plans and specification shall remain in effect in their respective order.

1. Asset Breakdown: Regarding the 8,000-asset requirement, can the University provide a high-level breakdown by category (e.g., Laptops/Desktops, Servers, Network Devices, Printers)? As ServiceNow licenses ITAM based on Subscription Unit (SU) ratios rather than a 1:1 count, this is essential for calculating the correct license volume.

Approximately 75% laptops, 15% desktops, 2% servers, 2% printers, 1% mobile devices.

2. Software Asset Management (SAM) Scope: Does the University require a full SAM solution for automated license reconciliation and compliance auditing, or is basic tracking of software as items in the CMDB sufficient?

Only basic tracking at this time.

3. Security Compliance (HECVAT): Does the University require a completed HECVAT (Higher Education Community Vendor Assessment Tool) as part of the security review?

HECVAT is not necessary but is helpful.

4. AI Audience: Should the Now Assist (Generative AI) capabilities be configured only for the 30+ IT agents, or is the University seeking to cover the broader student/faculty population for Virtual Agent interactions?

Only agents (32) at this time.

5. Legacy Systems: Which current ITSM tool or database will be the source for the required data migration?



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Current system is SysAid. Approximately 370,000 records to migrate.

6. Contract Term: Should the multi-year cost proposal be calculated based on a 3-year or 5-year initial term?

3 years.

7. Engagement Model: Is the University seeking a "Big Bang" go-live for all modules, or is a phased rollout acceptable?

A phased approach is acceptable as long as the basic "ticket tracking" components are done first, so as to minimize disruptions.

8. The RFQ references approximately 8,000 assets. Can you provide a breakdown by asset type (laptops, desktops, servers, mobile devices, etc.)?

Approximately 75% laptops, 15% desktops, 2% servers, 2% printers, 1% mobile devices.

9. How many users will software assets be tracked across?

We do not currently track software assets.

10. What systems in your environment will require integration with the ITSM platform (e.g., MDM, EDR, identity provider, ERP/SIS, procurement systems)?

Only Active Directory

11. What platform(s) are you currently using for ITSM/ticketing?

SysAid

12. Approximately how many tickets will need to be migrated?



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We have approximately 370,000 service tickets in our database.

13. Can you confirm the expected number of agents (30+)?

Currently, we have 32 agents.

14. Which support channels are in scope (email, portal, chat, phone, SMS, etc.)?

Email and self-service portal.

15. Which ITIL processes are currently in place versus net-new (Incident, Problem, Change, Request)?

None.

16. Can you provide examples of task and project management workflow use cases you expect the platform to support.

Employee onboarding/offboarding. Office relocations. Name change requests.
Computer replacements.

17. What are the priority AI use cases (e.g., end-user virtual assistant, agent assist, automated triage)?

Mainly agent assist and automated triage.

18. Are there cross-department use cases in scope (e.g., HR, Facilities, Finance)?

Yes. Some of the agents are in other departments/areas such as the library or the Office of Online Learning.

19. Do you anticipate needing ongoing managed support post go-live, or a full handoff to your internal team?

We will need annual support.



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20. When can we expect responses to these questions in advance of the proposal submission deadline of Wednesday April 29th by 12:00 ET?

All questions will be posted in an amendment on April 27th afternoon after 12pm.

21. We see that the solution must support a minimum of 30+ IT service agents. How many total users should we include with the quote?

We currently have 32 agents.

22. Can you please confirm if the solution will be used by non-IT groups? If yes, please specify what groups, on what anticipated timeline, and how many additional support/technician licenses will be needed.

The system should mainly be accessible by IT technicians, however, services such as Knowledge Base articles or self-service portal should be accessible by all end users.

23. We understand the solution must support a multi-year agreement. Where shall we indicate additional year costs?

Inside of the RFQ pricing area, or shown on an added attached quote.

24. Where shall we indicate optional pricing/additional services offered?

On the quote backup document for the RFQ.

25. Is Winthrop University looking for vendors to supply a technical response to the RFQ?

No, just cost based

26. What is the current system in place today for ITSM and when does the contract end for the current system(s)?



Current ITSM is SysAid. Contract ends in May.

27. When does Winthrop University anticipate naming a vendor of choice?

Within a week of the RFQ process ending

28. When does Winthrop University anticipate signing a contract?

After the official award period has ended

29. What is the desired Go Live date for a new solution?

May 2, 2026.

30. Will you invite RFP participants to provide a demonstration of their proposed solution? If so, when do you anticipate this will take place?

This is a Request for Quotes(RFQ), not a Request for Proposals (RFP) process. This will be structured on lowest cost that is responsive and responsible for the University to accept.

31. Are purchasing avenues such as OMNIA or MS Marketplace of interest to Winthrop University?

No, Winthrop can only utilize state contracts.

32. What business and/or operational needs are driving this RFQ?

Current system is on-prem, and we are looking for a cloud-based solution.

33. What are the current limitations / challenges with your current platform, if any?

No challenges except for maintenance of on-prem components.

34. Is remaining with your current vendor a possible outcome of this RFQ?

Yes

35. Are there any external systems with which you are looking to integrate?

Yes. Microsoft Active Directory.

36. How many ITS personnel(agents) will be managing, updating, and resolving ITSM tickets?

32

37. Which is the existing ITSM platform? Are there any problems / pain points while using it that can be addressed?

Current system is on-prem. SysAid. No issues.

38. Is Data Migration from the existing system also in the scope? If yes, what is the volume of data to be migrated?

Yes, we have approximately 370,000 service tickets in our database.

39. Is there a preferred engagement model (options below) in which we are expecting this implementation to be delivered? This will help us to provide the cost efficiently.

- Fully onsite model (Most expensive)
- Fully remote onshore model
Blended/Mix of offshore + onshore.
- Fully remote model with overlapping US working hours (Least expensive)

I'm not sure I understand this question. We are looking for a subscription to an existing system, not development services.

40. What are the implementation timelines of the project (tentative start and go live date)?



We're hoping to go live in early May.

41. What is the estimated budget for this RFP?

\$15,000

42. Is there any specific proposal template? If not, could you please tell your focus areas along with the cost, while evaluating the RFQ response?

No template other than what is in the RFQ pricing page, but can also be submitted broken out in a quote format using excel or word.

43. What is the RFQ submission mode?

Request for Quotes

44. Will this RFQ be evaluated only on the basis of pricing or are there other key factors? If yes, which are those factors?

RFQ's are based on lowest responsive and responsible quote that meets all specifications of the project.

45. What was the annual spend for the previous year on this Project?

\$7,416

46. If this is a new Contract, What is the annual Budget for this?

\$15,000

47. Are you open to a hybrid delivery model with a mix of offshore and onshore resources?

Yes



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48. Work will be onsite or remote?

This is a cloud-based software service. No employment.

49. Can you please give us an extension of 1-2 weeks to submit our proposal?

No

50. Is this contract intended to be awarded to a single vendor or to multiple vendors?

Single vendor

51. Who are previous incumbents on this project?

SysAid

52. What are the challenges or pain points you are facing with the current contractor?

None

53. As an out-of-state vendor, are we able to request an Open Records Request upon the award decision?

Vendors from all states are permitted to get information once it's been awarded, whether directly posted on our website—we'll get the full list up there with the intent to award—or via a FOIA request, the Freedom of Information Act, the federal law that allows any person to request access to records.