



Procurement Services

210 Tillman Hall
Rock Hill, SC 29733

REQUEST FOR QUOTATION

April 15, 2026

RFQ: FY26-RFQ-04 AI-Powered IT Service Management

REPLY BY: April 27, 2026

REPLY TO: Krista Scherpf
Senior Procurement Officer
DELIVERY DESTINATION:
scherpfk@winthrop.edu

PHONE NUMBER: 803-323-2653
EMAIL: scherpfk@winthrop.edu
INVOICE TO:
Winthrop University
Accounts Payable
125 Tillman Bldg.
Rock Hill SC 29733
PAYMENT TERMS: NET 30

SCOPE OF WORK:

1. Winthrop University is seeking quotes from qualified and experienced companies (individually or collectively, the “Proposer”) interested in providing a comprehensive, AI-powered IT Service Management (ITSM) platform for Winthrop University (the “Work”). Details of the requested Work are attached hereto.
2. Bid only as specified. No substitutions will be allowed.
3. **Questions:** Any prospective offeror desiring an explanation or interpretation of the solicitation, contact Krista Scherpf. Questions regarding the original solicitation or any amendment must be received by the Procurement Officer by Thursday, April 27, 2026 by 12:00 PM EST. Questions must be submitted via email to scherpfk@winthrop.edu.
4. **Protest:** If you are aggrieved in connection with the solicitation or award of the contract, you may be entitled to protest but only as provided in Section 11-35-4210. To protest a solicitation, you must submit a protest within fifteen days of the date the applicable solicitation document is issued. To protest an award, you must (i) submit notice of your intent to protest within seven business days of the date the award notice is posted, and (ii) submit your actual protest within fifteen days of the date the award notice is posted. Days are calculated as provided in Section 11-35-310(13). Both protests and notices of intent to protest must be in writing and must be received by the appropriate Chief Procurement Officer within the time provided. See clause entitled "Protest-CPO". The grounds of the protest and the relief



requested must be set forth with enough particularity to give notice of the issues to be decided. [02-2A085-2]

5. Unit price to be shown for each item or service.
6. Partial shipments/delivery will not be accepted on the specified quantity and on the specified delivery dates listed in the delivery schedule.

REQUIREMENTS FOR AI-POWERED IT SERVICE MANAGEMENT PLATFORM

General Requirements: The awarded vendor must provide a fully cloud-based Information Technology Service Management (ITSM) solution that supports Winthrop University's current and future operational needs. The solution must be designed to support a higher-education environment with a large user population and multiple service domains.

The system must be subscription-based, scalable, and capable of supporting a multi-year agreement.

CORE ITSM Functionality:

The proposed solution must include, at a minimum, the following ITSM capabilities:

- Incident, service request, problem, and change management aligned with ITIL best practices
- Configurable workflows and automation
- Service catalog and request fulfillment
- Service Level Agreement (SLA) management
- Task and project management
- Knowledge base and self-service portal for end users
- Password and access support functionality
- Asset management integrated with service workflows
- Configuration Management Database (CMDB)

User and Agent Support:

The solution must support:

- A minimum of 30+ IT service agents
- Role-based permissions for agents and administrators
- Multi-channel service request intake, including web portal access

Artificial Intelligence and Automation Capabilities:



The proposed system must include advanced AI-driven capabilities to improve efficiency and user experience, including but not limited to:

- AI-powered virtual assistance or copilots for end users
- AI support tools for service desk agents
- Intelligent ticket categorization and prioritization
- Case summarization and insight generation

Asset and Inventory Management:

The ITSM platform must include asset management capabilities supporting at least 8,000 assets, with the ability to:

- Track hardware, software, and related assets
- Associate assets with incidents and service requests
- Expand asset capacity as needed during the contract term

Reporting and Analytics:

The solution must provide advanced reporting and analytics capabilities, including:

- Configurable dashboards
- Standard and custom reports
- Data export functionality
- Visibility into SLA performance and service trends

Cloud Hosting and Storage:

The system must be hosted in a secure, vendor-managed cloud environment and include:

- Secure data storage and transmission
- Capacity for cloud-based file attachments
- Compliance with applicable security and privacy standards

Implementation, Migration, and Support Services:

Vendors must include professional services to support implementation, including:

- Initial system configuration
- Data migration from existing systems
- Knowledge transfer and administrative training
- A defined number of professional service hours included with the subscription



Contract Term and Pricing Structure:

The vendor must provide pricing for a multi-year contract, detailing:

- Annual subscription costs
- Pricing stability across the contract term, unless scope of work changes
- Clear identification of optional or additional services

BIDDING PROPOSAL/COST PROPOSAL

Line No.	Item	Description	Cost
1	ITSM Platform Access	Cloud-based ITSM platform subscription, base license	
2	AI Service Management Platform Agents	Service desk agents, end user support	
3	Additional Assets	Additional hardware, software, and devices	
4	Advanced Services	Generative AI adoption, customized ITSM implementations based on ITIL best practices, data migration, User Acceptance Testing (UAT), advanced reporting and analytics, customized configuration, proactive asset management, cloud hosting and storage, asset and inventory management	
5	Migration Service	Data migration from existing systems, initial system configuration, knowledge transfer and administrative training, professional service hours included in subscription	
		TOTAL COST	