



**KENTUCKY COMMUNITY AND TECHNICAL COLLEGE SYSTEM
REQUEST FOR PROPOSAL ADDENDUM**

SOLICITAION NO.:	RFP-0333	RFP ISSUE DATE:	June 24, 2025
ADDENDUM NO.:	1	ADDENDUM DATE:	July 17, 2025
SCHEDULE NAME:	IT Service Management (ITSM) platform	OPENING DATE:	August 5, 2025

The following information is being provided in response to questions received for this RFP:

<i>Question Number(s)</i>	<i>Response</i>
1. In Section 15 of the RFP, Proposal Instructions, Subsection C references Section 2 of the RFP. We would infer that the technical requirements listed in Section 3, Scope, are the "requested products/services" that should be described and that you looking for direct responses to all points and items in that section, including the feature matrix on pages 4 and 5. Please confirm or correct at your convenience.	Please be advised of correction of Section 15, Subsection C should read: requested in section three (3) "Scope" of this RFP. Please address all items listed in Section 3, Scope to the best of your ability.
2. We understand that KCTCS intends to implement a centralized ITSM solution for all 16 of their colleges. Could you please confirm if this is correct?	KCTCS is interested in an enterprise solution for the system.
3. Are all 16 schools looking for new ITSM?	
4. How many of the 16 colleges that comprise KCTCS will be a part of the implementation that we will include in the proposal? Are you able to name the colleges involved?	
5. With 16 schools and 70 locations, will all be using the same shared system, processes, workflows, support teams, service catalogs, knowledge bases, etc? Or do they require different multitenant solutions?	KCTCS is interested in an enterprise solution with granular roles based access controls to allow for college/department specific uniqueness. As noted in the RFP on page 3 "Core Requirements" the platform should allow for escalation and transfer of tickets regardless of college/department. The preferred vendor will have a system that accommodates differences in college processes.
6. Does each college have its own independent support structure? 7. An overview of the college support structure would be helpful to understand prior to demos	Each college has their own support teams as well as an overall enterprise support team at the System Office
8. What are the major enterprise applications that will need to be supported with the ITSM solution? (e.g. PeopleSoft SIS, HR, Financials, Canvas or Blackboard LMS, Slate or Salesforce CRM, etc.)	KCTCS major enterprise applications are Microsoft 365, PeopleSoft Campus Solutions, HRMS and Financials, Anthology Blackboard and Anthology Reach.
9. What are the primary business objectives you aim to achieve with this project? 10. What are your top three objectives you would like to accomplish with this project?	KCTCS currently uses a fragmented approach to IT service management (ITSM). The lack of alignment results in inconsistent user experiences and challenges in identifying trends across the system. This Request for Proposal is an opportunity to unify our efforts. The KCTCS ITSM Project aims to implement a unified platform meeting the requirements of KCTCS's size and complexity. By adopting this platform, KCTCS will enhance consistency, improve user experience, and increase organizational success. Project Goals include implementing a unified ITSM platform that meets the size and complexity requirements of the KCTCS System, reduces administrative effort of managing multiple systems, and allows for future growth.
11. How would you describe the maturity of KCTCS with respect to ITIL processes across the 16 colleges?	KCTCS has not implemented ITIL processes at an enterprise level.
12. What is the estimated number of assets to be tracked? Could you also provide a breakdown by asset type (e.g., laptops, servers, mobile devices)?	Estimated 20,000 endpoint devices and servers This project will determine additional needs for asset management, so no estimates are available.
13. How many assets do you track across the colleges?	

14. How do you obtain your Asset/CMDB data? Do you use online asset discovery tools? If yes, please describe or list. Also, if yes, do you plan to retain your existing discovery tools or replace them? 15. Can you list the products that you are using for managing processes alongside ITSM (e.g., Software & Hardware Asset Management, Discovery and Monitoring of infrastructure, compute, and devices). 16. Do you have any plans for future transformation projects in these areas? 17. Should the chosen ITSM solution have potential capabilities in these areas for future licensing and use? 18. What types of assets are tracked? 19. Would you like to use native asset management functionality (discovery probe and/or agent) in addition to your other asset tools? 20. Please describe your vision for asset management in a new ITSM 21. Is Microsoft Intune the primary source for asset inventory data?	Endpoint assets are obtained through Microsoft Configuration Manager and Intune. These will remain and the solution must be able to ingest data from these systems.
22. Outside of Intune / Microsoft SCCM where else is asset data tracked	Additional asset information is tracked in our Financials platform which will be out of scope for this project and will remain in place
23. Could you please elaborate on the intended scope of Asset Management? Specifically, is KCTCS seeking to capture: Financial data only, Configuration data only or both?	The scope of asset management is to track device lifecycle as it relates to service requests.
24. How many users will require access to edit and/or respond to tickets? 25. Section 15.G mentions an estimated 400–800 licenses for annual software/license fees. To provide an accurate quote, could you clarify if this figure refers to agents (IT and departmental staff handling tickets) or the total number of end-users (faculty, staff, and students requesting support)? 26. Could KCTCS be more specific in the context of the number of agent licenses to be included in the pricing schedule as there is a significant gap between 400 & 800 licenses that could have implications on any volume-based discounts that are able to be applied? The higher end would obviously incur greater discount. 27. What are the 400-800 individuals doing with the application? 28. What is the total number of users who will require ticket handling access (i.e., fulfillers)? 29. How many users will need the ability to approve tickets or requests? 30. Regarding the range of 400 to 800, does this refer to the total number of support agents? Could you please specify the exact number of support agents required? This will help us propose the most accurate licensing structure and pricing. 31. Count of End Users/ total user count who will be using this system to raise the tickets 32. How many internal end users (staff, students, KCTCS employees) will be using the ticket portal? 33. How many ITSM agents (working on incident, problem, change and service request tickets) need to be able to log into the solution?	Estimated 400-800 ticket workers (edit, close, assign, etc) with an opportunity for growth. The project will start with a subset of colleges/departments and expand throughout the project. There are approximately 100,000 students each academic year and 10,000 employees (including contractors and temporary employees) in the system.

34. A Range of 400-800 licenses were given for quoting purposes in RFP 35. Can you please provide a breakdown of those agents by 36. College / Campus location 37. How many licenses are from IT Department 38. How many licenses are for student workers? 39. How many licenses are non-IT licenses? 40. If licenses for non-IT departments like HR, Facilities, Finance, Registrar, etc are in scope, can you please list the departments that would need agent licenses and their respective use cases? 41. How many agents will need to access the software? How many are in each department (IT, Facilities, Risk Management, HR, Finance)? 42. Could you provide a breakdown of the 400-800 users by persona, group, location, etc.?	KCTCS is interested in an enterprise pricing model. We expect there to be opportunities for growth in the adoption of the platform in our system. Our current platform is used in a patchwork across our 16 colleges. The desired pricing model would allow for growth in users at an affordable rate. We expect to start with a subset of our 16 colleges and multiple non-IT department areas and grow throughout the project. Non-IT departments include, but are not limited to: Facilities, Business Office, HR, Marketing, Student Services, Financials, Research and Policy, Workforce Solutions
43. Can you please provide the # of employees across KCTCS?	Approximately 10,000
44. Do you prefer to have concurrent, named licenses or a combination of both? 45. User licenses - is there a preference for concurrent or named licenses? If a mix, how many of each? Also please confirm these are all for support personnel working in the ITSM system and not approvers or requesters.	We will evaluate both options but prefer an enterprise-wide licensing model for support personnel with no named or concurrent licensing for requestors. Provide your recommendation for the level of operations support based on your experience with similar clients in your proposal.
46. Would you consider a multi-tenant managed platform solution?	KCTCS prefers a single tenant solution.
47. How many external end users, if any, will be using the ticket portal?	External users will not be using the system but there must be an option for submitting a ticket without authentication.
48. 1.4 Training and Support for Onboarding, documentation, ongoing support, etc - Could you please clarify the expected duration of operations support? 49. What is the expected level of operations support (L1/L2/L3). and expected Support shift/s (one shift as per business hours or 2 shifts or 3 shifts) 50. Does KCTCS expect 24/7, 365 coverage for ITSM services or some other hours of coverage per week? (Please specify the hours/days of coverage)	KCTCS expects support for the platform, at a minimum, to be available Monday – Friday between the hours of 8am – 5pm eastern time.
51. Typically, IT Service Desks have tiered support models. What are KCTCS's expectations in terms of the level of support provided on an ongoing basis? 52. Moreover, for Tier 1 (basic) support, will this be done with KCTCS staff and/or vendor-provided service delivery staff? For Tier 2 (medium complexity) support, will this be done with KCTCS staff and/or vendor-provided service delivery staff? For Tier 3 (high complexity) support, will this be done with KCTCS staff and/or vendor-provided service delivery staff?	KCTCS generally has 3 tiers of support. All of the support tiers are internal KCTCS employees.
53. What are your expectations for post-implementation support and maintenance?	Post implementation support should include break/fix, along with general questions about the platform from internal KCTCS admins. As this is a requested cloud based platform as a service, the partner should perform all maintenance. Any client maintenance requirements should be clearly specified in the proposal.
54. What is the expected volume of incoming requests daily/weekly across all colleges (for performance planning and licensing tiers)? 55. What is your monthly average ticket volume? 56. What is the expected concurrency level or transaction volume (daily tickets, concurrent users, etc.) across KCTCS?	KCTCS estimated ticket volume is 2024 was 303,629.
57. Is there an expectation that KCTCS students will be involved in any ITSM call/ticket resolution? If so, how many students would be staffing the Service Desk? Are there specific times and dates when students are scheduled to staff the Service Desk?	Many colleges employ student workers and they would be expected to assist in ticket resolution. These student workers are included in our projections of 400-800 workers
58. Will KCTCS IT staff be involved in resolving any ITSM calls or tickets? If so, how many IT staff would be working at the Service	All IT staff participate in ticket resolution to some degree. These staff members are employed by the colleges and System Office.

Desk? Are there specific times and dates when KCTCS IT staff would be involved in Service Desk work? 59. If KCTCS IT staff are involved in staffing the Service Desk, does the KCTCS President's System Office employ them, or are they employed at the colleges?	
60. How many of these ITSM agents do you expect to be logged in simultaneously at the same time? 61. How many ITSM agents would you expect to be logged into the solution for most of the day (example: Service Desk agents working tickets)? 62. How many ITSM agents would you expect to be logged into the solution for only a portion of the day (example: Change Management)?	An estimated 200-400 concurrent logins is expected. Please ensure you include proposals for named user licensing in addition to concurrent licensing if that is your preferred approach.
63. What percent of your ITSM agents are in each region: EMEA, APAC and Americas?	Our ITSM agents are in the Americas.
64. How many business users (non-ITSM agents) require capabilities to approve IT business requests (example: a manager needs to approve a request for a new employee's laptop, or approve access to a software application license, etc.)?	This would be determined during the platform implementation as it would be new functionality. These users would also be working tickets in the majority of cases as well so would be included in the requested licensing estimates.
65. Would you like AI functionality to be quoted as add-on? If so, would you like all your agents to have the AI functionality or just a subset?	Any functionality not listed as a requirement or part of your core platform should be priced separately in section 2 of the Cost Worksheet, including AI functionality. Section 2 costs are not included in the cost evaluation of the plan proposed.
66. Do you envision migrating existing data from the current system to the new platform? 67. What data do you intend to migrate from the legacy system? (# of records, scope). 68. We assume this is an implementation project and does not require data migration. Could you please confirm? 69. Can you clarify which ticketing system (if any) is currently in use, and whether data migration is expected as part of the implementation? 70. Can you provide guidance with respect to data migration requirements? 71. Will migration of historical tickets be required? If so, approximately how many? 72. Is there an existing Knowledge Base with Knowledge Articles which need to be migrated? Approximately how many KA's need to be migrated? 73. If data migration is expected, kindly share below details: a. Size of the data to be migrated b. Open ticket count to be migrated c. Closed ticket count d. Knowledge article count to be migrated e. No. of service catalogues f. Any attachments to be migrated g. No. of SLAs to be migrated h. No. of custom reports to be migrated	We would not envision migrating help desk ticket information from our current system. We would expect to migrate knowledgebase articles to the new platform. Approximately 1400 knowledgebase articles would need to be migrated.
74. Are there any restrictions or requirements related to the use of near-shore resources? 75. Could you please confirm the expected mode of project delivery onsite, offshore, or hybrid? 76. Are Key Personnel allowed to work remotely, or is on-site support required? 77. What is expected mode of Operations support- Onsite/offshore.	We would expect implementation project delivery to be primarily, if not completely, remote and onshore.
78. Does your team have a preference for utilizing in-house professional services or external implementation partners?	Implementation team can consist of either direct employees of the selected platform vendor or an external implementation partner but

79. Are there any specific qualifications or certifications you require from the implementation team?	should be clearly specified, including all associated costs, in the proposal. The implementation team should be well versed in large, complex environments, preferably regionally diverse higher education institutions.
80. We have a great deal of flexibility regarding the delivery of training. (Remote, by webinar, or onsite; direct or “train the trainer”). What are your expectations regarding training? 81. Are you looking for in-person or virtual training? 82. Training & Support The vendor must provide comprehensive training for both administrators and end-users to ensure successful adoption and ongoing use of the platform. 83. Training - is there a preference for how the training is delivered? Private online class, Public online class, Self-Paced Subscription etc 84. Does KCTCS have an internal training team? Should we assume a train-the-trainer approach, or should the vendor provide instructor-led training to the 400-800 fulfillers? 85. Do you have any specific training requirements for your staff?	Training should be offered in a variety of formats to reach all stakeholders. That might include webinars, direct to end users and train the trainer. KCTCS does not have a formal training department. Remote/virtual training is acceptable. KCTCS will assign staff to support the implementation.
86. How many distinct Service Desks or departmental service portals are you planning to launch initially? 87. Do you plan to take all current practice areas live in the new platform at the initial GoLive? 88. Often a phased approach of delivery is beneficial to customers ensuring project success across key go-live requirements prior to subsequent phases. Does KCTCS have any practices/processes e.g., Incident Management, Problem Management, Change Management, Asset Management etc. outlined that should be rolled out in a phased manner to hit key cut-over milestones and deliverables across KCTCS or all together in a big bang approach? 89. Do you anticipate phasing the implementation across departments or launching to everyone at once?	We would expect a rolling or phased launch across our colleges as staffing and capacity allows. The System Office and colleges would each have a varying number of interested departments. The departments might include IT, Human Resources, Facilities, Student Services etc. The ultimate number of department service portals cannot be determined at this time. KCTCS initial go live would focus on incident and knowledge management.
90. Are there any institutional milestones or software renewal deadlines that are driving your timeline? If so, can you please provide additional details? 91. Has a go-live date been identified? 92. With an indicative contract commencement of October 2025, when would KCTCS ideally like to go live so we can build this into a project plan?	Implementation for our initial colleges must be complete no later than August 2026.
93. Do you anticipate assigning internal resources to support the implementation? 94. Does your team have a project team identified that will help run the implementation from the KCTCS side?	Yes, internal support resources will be assigned.
95. What are the critical success factors for this project? 96. What are the potential risks you foresee with this implementation, and how do you plan to mitigate them? 97. How do you handle changes in project scope or requirements during the implementation process? 98. What are the anticipated changes in project scope or priorities.	Vendor should provide an implementation project plan that includes vendors implementation approach, governance structure, team roles, post go-live implementation support, change control process and timeline.
99. How do you prefer to communicate and collaborate with the implementation team?	Collaboration should be through multiple channels including virtual meetings, collaboration spaces, and/or emails. KCTCS is a Microsoft Teams institution so Teams would be the preferred collaboration and meeting platform.

100. What is the current user authentication method (e.g., Azure AD, LDAP)?	Authentication should be using EntraID for agents. Requestors should also authenticate through EntraID as the IDP but the platform must also allow for guest or unauthenticated requests to be entered.
101. What integrations would be required apart from Intune/Microsoft Config Mgmt.?	Ability to ingest REST API for automatic transfer of tickets from a 3 rd party service such as Amazon Connect.
102. I see several integrations mentioned in the RFP (PowerAutomate Intune, etc.) - can you please share a full list of integrations and ingestion sources with a description of the integration/ingestion objectives?	All integrations available natively within the selected platform will be evaluated to determine if they solve a business challenge
103. Are there any additional systems that need to be integrated for asset data collection?	
104. What are the MUST HAVE integrations at KCTCS?	
105. What products or integrations are currently in use with your existing ITSM systems? Of these, which are considered essential ?	
106. What integrations are currently operating with the legacy solution?	
107. Will the solution need to support API-based integrations with non-Microsoft systems such as Ellucian, Workday, or PeopleSoft?	
108. Ability to ingest tickets via rest API	
109. What is use case here and where would tickets be coming from?	
110. What other integrations are required?	
111. What other integrations would be deemed as nice to have?	
112. The RFP refers to ticket ingestion via REST API. Could you please specify:	
113. The approximate number of external sources	PowerAutomate is the low code solution of choice for automation by our colleges. This allows many of our less technical stakeholders to utilize automation without having to be familiar with how APIs function. We run many enterprise level workflows in this product and being able to act against the ticketing solution via this product would be helpful for automatic generation of tickets for existing notifications, Assigning tickets based on ticket content, Resolving tickets due to telemetry from other systems.
114. The names/types of source systems	
115. The primary use cases (i.e., how the ingested data will be utilized)?	
116. Could you please share the purpose of integrating with Microsoft Power Automate, along with a relevant use case?	
117. What is the use case for integration with Microsoft Power Automate?	We use PageUp as an applicant tracking system and PeopleSoft HRMS for HR. All integrations will be explored as part of future growth.
118. What is the intended use case for the Power Automate integration?	
119. What is your HRIS system used to onboard/offboard new employees?	
120. Do you want an integration with that?	KCTCS requires a sandbox environment.
121. Do you need a UAT/Sandbox environment?	
122. From Page 5, Section 3: Ability to ingest tickets via REST API / Ability to ingest assets from Microsoft Configuration Manager/Intune / Integration with Microsoft PowerAutomate / Microsoft EntraID integration for user sync and access control Ability for an agent to email or Teams chat with customer directly from ticket interface	
123. Are the integrations requested in the RFP currently integrated with your existing ITSM solution? Can you provide more information on the integrations and their function (specifically - ingesting tickets from what system and PowerAutomate)	No, these are new capabilities
124. Remote Management: Native or integrated remote management capabilities. The requirement isn't entirely clear- could you please provide a use case to help clarify it?	
125. Please provide examples of the type of remote management capabilities that you would like to utilize with an integration between our service/platform and Microsoft Configuration Manager?	
126. Do you use any remote management tools today like TeamViewer, Bomgar, LogMeIn, etc?	Microsoft Configuration Manger, TeamViewer in limited cases
127. Please clarify what is meant by the requirement "documented Service Level Agreements"	The platform must document what their service level agreements are. Examples are what is the contractual system uptime, support

	response and resolution times from the selected platform. What happens if these SLAs are not met?
128. Please provide an example use case that maps to this requirement: "Ticket template that allows for multiple tickets to be opened via a single"	A use case of a ticket template that allows for multiple tickets to be opened from a single might be a recurring event that requires a room reservation, IT support and communications.
129. Please provide more details around the requirement "Ability to surface kudos from customers"	One of our current solutions allows for an easy way to identify when a ticket is resolved and the end user is complementary to the ticket worker. It allows the supervisor to acknowledge their hard work and dedication.
130. What tool are you currently using?	KCTCS colleges use a variety of ITSM platforms currently.
131. What is your current ITSM platform?	Volume levels/metrics/statistics are answered in other areas.
132. What ITSM platform is KCTCS currently using?	
133. Is KCTCS currently using a legacy ITSM solution? If so, could you please specify the name of the tool?	
134. What ITSM solution do you have today? Do you plan to migrate any information from the current solution to the new solution?	
135. Are there any metrics or statistics that KCTCS can share regarding the volume and types of tickets or calls with the existing ITSM solution? What is the current ITSM solution?	
136. What ITSM practice areas (Incident, Service Request, Change, Problem, etc.) are you currently running?	KCTCS colleges primarily run incident management on the current solutions.
137. Is the current ITSM platform hosted on-premises, in a private cloud, or as a SaaS?	SaaS
138. Please provide what product(s) you use for the following a. IT Helpdesk b. Knowledge Base c. Asset / Inventory Management d. Relationship Mapping e. Software License Management f. Service Catalog g. Problem Management h. Change Management i. Release Management j. Status Page k. DevOps l. Employee Onboarding / Offboarding m. Contract Management n. Monitoring Tools o. Remote Management p. On Call Management q. Project Management	There are currently a variety of products used for these across our colleges. We are looking to unify ITSM products as part of this project.
139. Is there an existing CMDB? Approximately how many CI's does it contain?	We use Microsoft Configuration Manager with ~20,000 assets today.
140. Are you looking for COTS or a custom-built solution? If custom built, do requirements exist on the technology stack that would be used for the development?	KCTCS is interested in a configuration-based system, not custom-built.
141. Does your team have a preference for Joint Configuration or vendor-owned configuration?	
142. Are there any customizations or unique requirements that we should be aware of?	
143. Do you plan to use the system as close to out of the box as possible for the initial launch or do you see the need for a lot of customizations and development in the system to meet the needs of the organization?	
144. The RFP mentions the need to create projects from tickets. Is KCTCS: Seeking native project management capabilities within the ITSM tool? Or planning to integrate with an external Project Management system?	We are exploring native project management capabilities. Any capabilities that are not part of the core offering should be clearly documented in the proposal along with additional costs for implementation, support, and ongoing licensing/maintenance.
145. Beyond project creation, are there any other project-related requirements or functionalities expected?	

146. Could you please confirm whether KCTCS expects a Project Management tool to be included within the scope of this RFP?	
147. Functional Capabilities Besides Incident, Asset, and Knowledge Management, are there other ITSM modules under consideration (e.g., Problem Management, Change Management, Request Management)? 148. kindly confirm, ITSM applications to be considered for this implementation scope, from below : 1. Incident Management 2. Problem Management 3. Change Management 4. End User portal 5. SLA Configuration 6. Knowledge Management 7. Dashboards/Reports 8. Asset Management 9. CMDB 10. Chatbot	We are interested in the vendors ability to offer many applications such as the ones listed below. We may not implement all applications at the initial launch. 1. Incident management 2. Problem Management 3. Change Management 4. End User portal 5. SLA Configuration 6. Knowledge Management 7. Dashboards/Reports 8. Asset Management
149. What are the specific modules and functionalities you require from ServiceNow?	
150. Regarding HR workflows, is KCTCS looking for a full HR Case Management module, or a single, predefined workflow for handling HR-related requests?	KCTCS is not interested in a full HR case management module at this time.
151. What is the scope of the Employee Onboarding/offboarding workflows? Will these be focused on managing onboarding/offboarding from an IT perspective, or is there a requirement to manage onboarding/offboarding activities across all departments such as HR, Finance and Facilities for payroll, benefits enrollment, workspace reservation, etc.)?	Onboarding/offboarding from an IT perspective.
152. Will the ITSM solution be used to provide faculty with support for classroom instructional technology?	The ITSM platform is expected to be used by a variety of departments: IT, HR, facilities, Student Services, Marketing etc.
153. Which departments / teams will leverage the ITSM platform?	
154. What is the use case for transferring tickets between departments?	Many IT functions of our system are executed out of the System Office. Tickets often have to be escalated from the college to the System Office for resolution. Additionally tickets may end up being assigned to the wrong college and need to be sent to the appropriate college.
155. Is there a "Central IT" team that takes escalations across all campuses/locations?	
156. Does the organization currently use any Atlassian products? If yes, could you please share the technical contact and the cloud URL or SEN ?	This information is unavailable.
157. Automation and AI is mentioned a few times in the RFP document, what are the goals you would like to achieve in using Automation and AI? (such as what KPIs are you driving towards? Reduce ticket average handle time from 5 minutes to 3 minutes, self-service helps deflect 20%+ of tickets, etc.)	We are exploring platforms that will allow us to grow into modern service management practices. If there are KPIs that you feel can be improved with your platform, please outline those in the proposal.
158. What solutions are you using today that you are looking to potentially replace with this RFP?	Please focus on the scope of the RFP and provide the best value your firm has to offer.
159. What are the top three challenges in your current solution causing pain today?	
160. Can you detail any previous challenges encountered in similar projects?	
161. What are the top three things you like most about your current solution that you want to ensure you keep moving forward should you select a new solution?	Please focus on the scope of the RFP and provide the best value your firm has to offer.
162. If a presentation is scheduled after the RFP response is reviewed, will we be able to engage with the KCTCS team to hear more about this project, what is important to them, align on demonstration agenda and hot topics that are most important to them?	If an oral presentation is scheduled there will be a list of discussion points submitted to the offeror if further clarification is needed. Please focus on the scope of the RFP and provide the best value your firm has to offer.
163. Will there be an opportunity to meet with the evaluation team prior to the oral presentation stage to clarify any technical or implementation requirements?	

164. In section 25 "Evaluation of Proposals" it mentions a committee. How many members are part of this committee and what roles do they hold at KCTCS?	The purpose of the committee is not related to the scope of the RFP. Please focus on the scope of the RFP and provide the best value your firm has to offer.
165. Who will be the primary point of contact for this project?	A primary contact has not been established. Please focus on the scope of the RFP and provide the best value your firm has to offer.
166. Section 22 of the RFP "Termination of Contract" - As this is stated in section 21 "Term of Contract" to be an initial term of (1) one year, the SaaS solution and implementation cost would be an up-front cost. Can you please confirm that if you decided to cancel, there is no credit expected back?	This cannot be determined at this time. The cause of the cancellation would be a factor of determination.
167. If selected for Oral Presentation, can we facilitate an on-site presentation?	Oral presentations will be held virtually via teams. Members of the committee are from different areas of Kentucky. Virtual presentations are the most cost effective method for KCTCS.
168. Will there be an opportunity for all vendors to demo their solution?	Per page 11 of the RFP, 'KCTCS reserves the right to require Oral Presentations as part of this RFP process in order to verify or expand upon the proposals submitted. Promises and commitments made by Offerors during oral presentations will be considered part of the Offeror's proposal. <u>If required, may choose to invite the top 3 highest scored suppliers for oral presentations.</u> Scheduling will be at the discretion of KCTCS. KCTCS reserves the right to not require oral presentations.'
169. Has a budget been allocated for this project? Can you share funding sources, and budget amounts? 170. Can you provide more details on the budget constraints or funding availability?	The information requested is not available. Please provide the best value your firm has to offer.
171. In the process of researching potential solutions and/or preparing this RFP, has the team engaged in conversations and/or seen demos of any specific products? If so, can you share a list?	The information requested is not available. Please provide the best value your firm has to offer.
172. Is there an incumbent? How much was their contract worth?	KCTCS contracts are considered confidential and requesting information must be obtained through open records request.
173. Is the incumbent allowed to bid on the contract?	This RFP is open to any agency to submit a proposal.
174. Have you worked with any vendor to do market research or develop this RFP?	No
175. Upon award decision, what kind of feedback can bidders expect? 176. Would the state be obligated to provide vendors with feedback contractually?	Upon an award decision, Offerors are welcome to submit open records requests for scoring documentation, if desired. KCTCS does not hold meetings nor have a contractual obligation to provide feedback other than what is offered in the evaluation forms provided in open records requests.
177. We would like to include a cover page, table of contents, cover letter, and pricing narrative in our proposal, in addition to the Section 15 responses. Should we count each of these against the 50-page limit?	Please keep the pages to a minimum. The above-mentioned documents are not required for evaluation of the proposal and will be counted against the page limit.
178. We understand that all content must be saved into one final PDF file for submittal and are planning to convert the Fees Excel file into PDF to include in this single file. Would KCTCS like to also receive an Excel copy of the Fees file?	The excel file is not needed if the financial worksheet has been converted to PDF and included in the single file.
179. On page 7 of the RFP, KCTCS asked that we include "all documentation, forms, etc. in which the Offeror would propose KCTCS to complete, agree, or sign in the event a contract is awarded." We cannot release all new customer documentation at the RFP stage; however, we would like to include our standard MSA. Page 14 states: "Proposal submitted that include any additional Offeror terms or conditions or contain terms and conditions in conflict with the Statutes of the Commonwealth of Kentucky will be rejected." Is KCTCS willing to consider our standard MSA, submitted in response to the request for documentation, provided that it is in compliance with Kentucky laws?	KCTCS is willing to consider submitted standard MSA provided the terms and conditions are in compliance with Kentucky law. KCTCS terms and conditions will precede any other terms submitted for consideration as this is a contract award from a state entity.

180. Page 7 includes this requirement: "An offer signed by an agent is to be accompanied by evidence of his or her authority unless such evidence has been previously furnished to the issuing office." What type of evidence is acceptable?	If the signatory for the Offer submitted is deemed to be not valid; the proposal and/or resulting contract will be rejected/canceled. Please ensure the signatory on the proposal submitted is valid for agreement to both terms and financial offerings.
181. Page 16 includes a link to KCTCS's terms and conditions. Our organization would require edits to some of this language in order to move forward in a contract. Would KCTCS prefer to receive those requested edits as a part of this proposal submittal? If so, will you please provide these terms in a single document format?	Edits to KCTCS' terms and conditions will be considered; however, if changes to the terms and conditions are not able to be accepted by a state entity, the proposal may be rejected from consideration of award. See attachment for KCTCS terms and conditions.
182. Will it be sufficient if the final contract, in accordance with its own terms, meets the requirements set forth in this RFP, or is Section 6 of the signature page requesting an alternative approach for such contract in order for it to meet the RFP requirements?	Section 6 of the signature page (page 1) is stating that any information provided in the proposal shall become <u>part</u> of the contract awarded unless terms are otherwise negotiated. Please ensure the information provided in the proposal offering is acceptable to your firm as a contracted commitment. There will be a precedence of order listed in the resulting contract. If the precedence of order is not able to be agreed upon, the proposal may be rejected for consideration as the resulting contract is being offered by a state entity.
183. Per the request for a 1-year contract term and Termination for Convenience: Is KCTCS open to a multi-year contract term without termination for convenience if the pricing discount is substantial enough?	KCTCS is not open to a multi-year initial contract term for these services at this time; however, subsequent renewals may be reviewed for longer terms.
184. If KCTCS is open to a multi-year term, may we include a proposal narrative in addition to the pricing grid provided that will highlight a 3-year and 5-year term option?	KCTCS is not open to a multi-year initial contract term for these services at this time; however, subsequent renewals may be reviewed for longer terms.

The time to submit questions for this Request for Proposal has now expired. No further questions will be accepted.

All other terms, conditions & specifications remain unchanged.

Offerors must acknowledge receipt of this and any addenda either with solicitation or by separate letter or email prior to award of contract. If by separate letter, the following information should be placed in the lower left-hand corner of the envelope:

RFP No.: RFP-0333

Title: IT Service Management (ITSM) platform

Name of Firm: _____

Authorized Signature: _____