

STATE OF NORTH CAROLINA Wake Technical Community College	REQUEST FOR INFORMATION NO. 130-WTCC 1815310649-25AL	
	Due Date: November 26, 2025	
Refer ALL Inquiries regarding this RFI to the procurement lead through the Message Board in the Sourcing Tool. See section 2.0 for details.	Issue Date: November 4, 2025 Commodity: 811620 Cloud-based Services	
	Using Agency Name: Wake Technical Community College	
E-Mail: aclopez6@waketech.edu		

NOTICE TO VENDOR

Refer ALL Inquiries regarding this RFI to the procurement lead through the Message Board in the Sourcing Tool. See section 2.0 for details.

EXECUTION

VENDOR NAME:	E-MAIL:	
STREET ADDRESS:	P.O. BOX:	ZIP:
CITY & STATE:	TELEPHONE NUMBER:	TOLL FREE TEL. NO:
TYPE OR PRINT NAME & TITLE OF PERSON SIGNING:	FAX NUMBER:	
AUTHORIZED SIGNATURE:	DATE:	

1.0 EXECUTIVE SUMMARY

This Request for Information (RFI) is intended to collect information and recommendations to assist Wake Tech Community College (WTCC) with developing plans to implement a robust IT Service Management System (SMS)/Computerized Maintenance Management System (CMMS) solution that supports the management of IT and Facilities incidents, preventative maintenance, and service work orders for the College.

Request for Information (RFI) is intended to request **information only** from vendors to address the desired features and specifications as outlined in Section 3.0. **No contract will be awarded resulting from this RFI.**

Wake Tech Community College (WTCC) requests detailed point-by-point responses showing how your firm would address the items in sections 3 and 4 of this RFI:

2.0 RFI PROCEDURES

A. Schedule

The table below shows the intended schedule for this RFI. WTCC will make every effort to adhere to this schedule.

Issue RFI	WTCC	[TBD]
Vendor Submit Written Questions	Vendor	November 11, by 2pm et.
Provide Responses to Vendor Questions	WTCC	November 17, by 2pm et.
RFI Submittals Due	Vendor	November 26, at 2pm et.

Respondents may be invited to present and discuss their submissions. Respondents will be notified of the specific date and time at least two weeks in advance.

B. Clarification Questions

Upon review of the RFI documents, Vendors may have questions to clarify or interpret the RFI in order to submit the best response possible.

Questions related to the content of the solicitation, or the procurement process should be directed to the person on the title page of this document via the Sourcing Tool's message board by the date and time specified in the RFI SCHEDULE Section of this RFI. Vendors will enter "RFI # 130-WTCC1815310649 – AL25 – Questions" as the subject of the message. Question submittals should include a reference to the applicable RFI section. This is the only manner in which questions will be received.

Questions or issues related to using the Sourcing Tool itself can be directed to the North Carolina eProcurement Help Desk at 888-211-7440, Option 2. Help Desk representatives are available Monday through Friday from 7:30 AM ET to 5:00 PM ET.

Questions received prior to the submission deadline date, the WTCC's response, and any additional terms deemed necessary by the WTCC's will be posted in the Sourcing Tool in the form of an addendum and shall become an Addendum to this RFI. No information, instruction or advice provided orally or informally by any WTCC personnel, whether made in response to a question or otherwise in connection with this RFI, shall be considered authoritative or binding. Vendors shall rely only on written material contained in an Addendum to this RFI.

C. Response

WTCC recognizes that considerable effort will be required in preparing a response to this RFI. **However, please note this is a request for information only, and not a request for services.** The Vendor shall bear all costs for preparing this RFI.

Vendor's proposals for this procurement must be submitted through the Sourcing Tool. For training on how to use the Sourcing Tool to view solicitations, submit questions, develop responses, upload documents, and submit offers to the State, Vendors should go to the following site: <https://eprocurement.nc.gov/training/vendor-training>

Questions or issues related to using the Sourcing Tool itself can be directed to the North Carolina eProcurement Help Desk at 888-211-7440, Option 2. Help Desk representatives are available Monday through Friday from 7:30 AM EST to 5:00 PM EST.

Tips for Using the Sourcing Tool

1. Vendors should review available training and confirm that they are able to access the Sourcing Event, enter responses, and upload files well in advance of the date and time response are due to allow sufficient time to seek assistance from the North Carolina eProcurement Help Desk.
2. Vendors may submit their responses early to make sure there are no issues, and then submit a revised response any time prior to the response due date and time. The State will only review the most recent response.
3. Vendors should respond to all relevant sections of the Sourcing Event. Certain questions or items are required in order to submit a response and are denoted with an asterisk. The Sourcing Tool will not allow a response to be submitted unless all required items are completed. The Sourcing Tool will provide error messages to help identify any required information that is missing when response is submitted.
4. Simply saving your response in the Sourcing Tool is not the same as submitting your response to the State. Vendors should make sure they complete the submission process and receive a message that their response was successfully submitted.

D. Content and Format

WTCC expects concise, detailed, point-by-point responses to each of the RFI response items identified in Section 3.0 RFI Response Items of this RFI. WTCC is not interested in brochures or "boilerplate" responses. Instead, responses should clearly define how the vendor's proposed solution(s) would meet WTCC's business requirements. Any issues or exceptions to WTCC's requirements should also be identified and explained.

The response should define all services that would be required by the proposed solution. The response should also include:

- The vendor's understanding of the project and services by addressing WTCC's business requirements.
- An estimated total cost of ownership for the solution including continued compliance with emerging industry standards.
- The proposed solution's ability to expand and evolve to serve other WTCC's sites either inside the Raleigh area or in other county locations and also meet all of the service and performance requirements identified in this RFI.

F. Multiple Responses

Multiple responses will be accepted from a single vendor provided that each response is comprehensive, meets all of WTCC's requirements, and is truly unique. Please place in separate envelopes and clearly mark responses as "Response #1, Response #2, etc.

3.0 RFI Response Items

3.1 Introduction

Wake Technical Community College (WTCC) is in the process of developing plans to implement a robust IT Service Management System (SMS)/Computerized Maintenance Management System (CMMS) solution that supports the management of IT and Facilities incidents, preventative maintenance, asset management and service work orders for the College.

Rapid institutional growth over the last several years drives the need to redefine our current service management model to one that focuses on service delivery that (1) establishes positive relationships and meets the needs of faculty, staff, and students, (2) minimizes risk of service disruption or failure, (3) includes efficient processes that connect support functions, (4) facilitates continuous improvement, and (5) can accommodate expected growth.

WTCC's goals for implementing a comprehensive end-to-end solution are:

Customer Experience & Service Quality

- Improve customer satisfaction and operational efficiency by streamlining processes, reducing errors, and enhancing communication.
- Provide self-service options and improve the accuracy of ticket categorization and recommended solutions.
- Enhance service level success by improving response and resolution times through AI tools.

Automation & Intelligence

- Implement automation to improve service delivery and operational tasks.
- Use AI tools to support faster resolution, smarter routing, and predictive analytics.

Operational Efficiency & Cost Optimization

- Streamline processes and reduce operational costs, including full lifecycle management of tickets, assets, and resources.
- Optimize resource utilization to ensure effective use of staff and tools.

Strategic Alignment & Agility

- Increase organizational agility and align service management with operations, business, and IT goals.

Visibility & Reporting

- Real-time dashboards and reporting to monitor performance, SLAs, and operational metrics.

The selected solution will handle the full service management lifecycle including problem management, incident management, event-triggered work orders, service level management, change management, preventative, scheduled maintenance and knowledge management. As such, WTCC seeks a solution provider with proven experience implementing enterprise deployments, process re-engineering, service management and support.

3.2 Multi-Department and Campus Support

- Ability to handle multiple departments needs and processes for requests, incidents/problems, and preventative maintenance of assets on multiple campus locations
- Must support Information Technology Services, Facilities, Human Resources, Finance, and Student Services operations
- Support outside of normal business hours
- Visually well-designed and user friendly
- Distinct work queues that allow tickets/requests to be managed by multiple work groups
- Categorization and prioritization of tickets/Ticket assignment and routing rules
- Role-based access to catalog items (a way to limit who sees what selections based on system roles and/or titles/department/campus)
- Support scheduled ticket generation of preventative maintenance

3.3 Workflow Automation and Request/Incident Management

- Configurable workflows for ticketing, approvals, and escalations (Drag and Drop builder/No Code workflows)
- Proactive scheduling of Preventive Maintenance work orders and complex processes such as new employee onboarding needs and decommission/installation of labs with 25+ assets
- Customizable screen/fields per request or incident type (dynamic based on selections)
- End user surveys and a report/screen to show score results
- Auto sending of customer satisfaction surveys upon work completion, and reminders
- Ability to limit sending of surveys by category (1 per 30 days)
- The ability to set who can view surveys for each category
- The ability to not show surveys to "technician" role
- Ability to merge, group, link, and/or create parent child relationships for tickets with related issues
- Automatic system notifications provided to users or administrators when pervasive issues are logged.
- Supports easy collaboration and resolution of tickets with multiple resources assigned
- Capability to communicate with requester directly from the work order/ticket (emails/chats/chat bots/AI...)
- Ability for the requestor and assigned resolver to share attachments
- Ticket status easily visible to requesters
- Full ticket lifecycle logging and tracking of assignments with labor, materials/assets, and services to work orders/tickets
- All technician(s) actions (support multiple tech actions and labor per ticket: resource management)
- All ticket actions (assignment and reassignments of resources, linking of materials/assets to tickets, communications, workflow processing statuses and steps)
- Email to ticket functionality
- Ability for requestor to edit or close their request and communicate with group queue/assigned ticket processor
- Easy routing of tickets to work queues (IT incident, preventative maintenance, service request) by ticket category and campus location
- Automatic escalation of tickets based on defined SLAs and workflow rules
- Ability to submit requests/tickets on someone else's behalf
- Quick Phone Log Screen/Call Log Feature
- Supports event triggered ticket creation for employee needs such as key, account, furniture, and location change requests
- Assigned resources receive email notifications at the point of assignment
- Preventative maintenance (PM) / recurring tickets: Associate assets to preventative maintenance request and tickets, Ability to manage the frequency of preventative maintenance (ex. day, week, recurring date/day of month), Attach manuals, Ability to scan barcodes/QR codes to pullup and log when preventative maintenance is performed

3.4 Core System functionality

- Clearly defined system roles and responsibilities/Permissions (roles and access levels)
- System configuration is preferred over customization - Drag and drop system configuration/Simplistic system administration
- Web-based software in a vendor hosted or cloud environment (SAAS) and Utilize SAML Single Sign One
- Supports establishing, tracking, and measuring service level agreements (SLAs).
- Supports multi-level approval processes necessary for processes like office moves, on-boarding/off-boarding, computer replacement, and catalog updates
- Global system status notice/announcement area
- Information Technology Infrastructure Library (ITIL): Service Catalog, Asset Management, Change Management, Software Management, Knowledge Management
- Audit trails and activity logging

- Mobile-friendly interface and accessibility compliance: Mobile app interface with reactive design - native apps for iOS and Android

3.5 Asset & Inventory Management

- Ability to scan barcodes/QR codes to pull up and log activity for assets and tagging
- Ability to import data/new equipment
- Attachments for assets (ex. equipment specifications, purchase orders, manuals) - Attach maps to preventative maintenance
- Asset lifecycle management (procurement to disposal)
- Relationship mapping between assets and services
- Flexible preventative maintenance frequency per individual asset; multiple preventative maintenance work orders per equipment
- Barcode/QR code scanning shows historical asset data
- Full access to add/delete assets
- Editable equipment information
- Ability to track any one specific asset across multiple categories (Student, Employee, Loaners and Hotswaps)
- The inventory management system must display both the actual inventory count (total number of devices physically in stock) and the available inventory count (devices not yet allocated or committed). The available count should automatically exclude devices tied to approved pending tickets to provide an accurate view of what is ready for deployment.

Optional

- Track IT and facilities assets across multiple campuses/Inventory tracking
- Software and license compliance and usage tracking

3.6 User Portal & Self-Service

- Branded Portal for employees to submit and track service requests, incidents and perform approval actions
- Self-Help ability: A1 routing, self-help and solution recommendations

Optional

- Virtual Agent

3.7 Reporting & Analytics

- Customizable and Interactive Dashboards & Reports for service performance, SLA tracking, key performance indicator (KPI) metrics, and resource utilization/labor.
- Technician dashboard with work order status indicators
- Integration with analytics platforms like Crystal Reports/Power BI
- Reporting and export ability to Excel/CSV
- Data retention and reporting on current and historical system records (tickets and assets)
- Available in multiple formats such as PDF & Excel
- Able to be auto-scheduled to create recurring reports
- Tracking of resolution time and labor for tickets/requests (ex. individual and group labor hours and total completion time)
- Scheduled and ad-hoc reporting
- Ticket trend analysis and forecasting
- Shows cumulative labor hours logged no matter the status of tickets
- Assigns work orders to multiple individuals and tracks individual labor
- Filter and export 30/60/90-day current issues
- Management Dashboard view with labor hours, pie charts, 30/60/90 WOs/PMs, filters, equipment status, repair costs, asset changes
- Consistent and efficient report viewing, filtering, and printing
- Tile to track administrative duties/non-repair time for technicians

3.8 Integration/APIs/Third Party

- Integration and/or API use with systems like MS Azure Entra, SCCM, Crystal Reports, Power BI, and M365.
- Integration with phone system such as Webex
- Integration with remote assistance tools such as Windows Remote Help
- Email to ticket function
- CMDB discovery
- REST APIS
- Email and notification integration, chat and collaboration tools (Outlook, Team, Slack)
- Known error database
- Ticket trend analysis and forecasting
- Monitoring tools integrations
- Provide architectural designs

Optional

- AI-enhanced KB

3.9 Support/Training

- Robust client support with 24/7 availability
- Upgrade versions and enhancement schedule and process for implementation
- Training options

3.10 Transition Requirements

- Data residency in the United States
- Seamless from current SMS/CMMS without disruption or losing history