

ICT-17-2026 Ticketing System for ISCA External Parties

Introduction

Institute of Singapore Chartered Accountants (ISCA) is looking to procure a solution for establishing a central ticketing system for support requests from external parties (eg. ISCA members, ISCA non-members). The system should help the support team manage each request from submission and give relevant staff visibility into customer issues.

Scope of Work

Vendor awarded will need to provide the quotation or proposal for the required solution(s). Please refer to the proposed solution, core requirements, integration approach, implementation plan and expected outcomes for a better understanding of the required solution.

Proposed solution

External parties will submit requests through either a dedicated support email address and/or an online form. Each request will receive a unique ticket number and be tracked in a central system, including its owner, priority, status, correspondence, and resolution.

The ticketing system should integrate with Salesforce so support staff can access relevant customer context and Salesforce users can see support activity associated with an Account, Contact, Lead, or other agreed record. The final design will depend on the capabilities of the selected platform.

Core requirements

Area	Requirement
Request submission	Accept enquiries by email and online form, with automatic acknowledgement and a ticket reference.
Ticket management	Assign owners, categorize requests, set priorities, track status, and retain a history of replies and actions.
Escalation	Route tickets to the appropriate team and alert staff when a request needs attention.
Service targets	Define and report on response and resolution targets.
Customer visibility	Show support staff the Salesforce information needed to handle a request, subject to access controls.
Salesforce visibility	Let authorized Salesforce users view related tickets and their current status.
Reporting	Report on ticket volume, response times, resolution times, recurring issues, and overdue requests.
Security	Apply role-based access, audit logging, and appropriate controls for external-party data.

Integration approach

The preferred approach is to keep customer relationship records in Salesforce and manage support requests in the selected ticketing platform. The systems should exchange only the information needed for support and reporting.

During solution design, the project team will decide whether Salesforce users need **read-only ticket visibility**, the ability to **create or update tickets**, or **Salesforce Case records** for reporting and workflows. These are different requirements and may affect platform choice, licensing, implementation effort, and data maintenance.

Implementation plan

1. **Confirm requirements:** Identify external user groups, expected ticket volume, support teams, request categories, service targets, and reporting needs.
2. **Assess platforms:** Compare suitable ticketing solutions against the core requirements, Salesforce integration capabilities, security requirements, total cost, and ease of administration.
3. **Design the workflow:** Agree on ticket ownership, routing, escalation, customer communications, and the fields shared with Salesforce.
4. **Pilot the solution:** Configure a limited set of request types and users, then test submission, assignment, responses, reporting, and Salesforce visibility.

5. **Roll out and review:** Train staff, launch the support channel, monitor performance, and refine the workflow based on actual usage.

Expected outcomes

The proposed solution will provide external parties with a clear way to request support and receive updates. It will give the support team a consistent process for managing enquiries and provide relevant Salesforce users with visibility into customer issues.

Recommendation: Approve the requirements and a short platform assessment before selecting a vendor. Begin with ticket management and Salesforce visibility, then add more extensive data synchronization only where the business need is confirmed.

3. Quotation Validity

Quotations submitted must be valid until 30th October 2026.

4. Disclaimers

ISCA shall under no obligation to accept the quotation with lowest quote or enter correspondence with any vendor regarding the reason for non-acceptance of quotation.

ISCA reserves the rights, unless the vendor expressly stipulates to the contrary in its quotation, to accept only such portion(s) of a quotation as ISCA may in its sole discretion decide, and the quotation shall be adjusted accordingly.

Enquiries

The duration of this ITQ is opened between 13th October 2026 and 20th October 2026. All quotes sent after 23th October 2026, 5pm (Singapore Time, GMT+8) will be rejected.

For any further enquiries and submission, please email to ict.tenders@isca.org.sg with the subject "ICT-17-2026" before the closing date.

Closing date: 23th October 2026, 5pm.