

**APPENDIX A
Formal Specifications Spreadsheet
RFP 7022015**

Describe your company's level of support and qualifications for each software/service/hardware item listed under "Primary Support Needs" using one of the following as the heading/lead sentence. Be specific about features supported and how:
 -Our company does not currently support "X"
 -Our company can support "X" with training and/or configuration (Describe additional cost if applicable)
 -Our company currently supports "X"
 -Our company excels in support of "X"

1 Primary Support Needs TOTAL POINTS = 40		Describe level of support below.
1.1	Uses/Understands Blackboard Learning Management System <i>Online Course Management System: The U of A uses Blackboard to support its online and blended courses.</i>	
1.2	-Collaborate <i>Webconferencing Tool: Support chat and a shared whiteboard. Install and run Collaborate Launcher and test audio/video with contact. Assist faculty with session creation and deployment to content areas.</i>	
1.3	-Kaltura <i>Lecture and Screencapture Tool: Troubleshoot Java/Flash and browser plugin issues.</i>	
1.4	-SafeAssign <i>Plagiarism Detection Tool: Assist faculty with assignment creation and students assignment submissions.</i>	
1.5	-Respondus <i>Test Creation Tool and LockDown Browser: Install and open using UofA license information. Assist faculty with test creation and support students with accessing test via LockDown Browser.</i>	
1.6	-Grade Center <i>Online Grade Book: Assist with basic column creation and troubleshoot grade calculations.</i>	
1.7	-Upload Content <i>Upload Files to LMS: Assist faculty with uploading content using Blackboard's content creation tools. Files may include .doc, .pdf, .xls, and other common file types.</i>	
1.8	-Submit Assignments <i>Student File Submission: Assist students in properly saving and submitting work to Blackboard.</i>	
1.9	-Edit Assessment <i>Edit Test Canvas: Assist faculty in editing test questions, point values, and deploying of test to Blackboard content areas.</i>	
1.10	-Content Availability <i>Content Date Management: Assist faculty in altering content availability, due dates, and student access.</i>	
1.11	ProctorU Assistance <i>Online Test Proctoring Service: Assist students with contacting and troubleshooting test availability.</i>	
1.12	MicroSoft Exchange support: faculty and staff <i>Exchange for faculty and staff: Support all major functions of email and calendar.</i>	
1.13	Google App support: students <i>Google Suite: Assist student with uark gmail, mobile phone configuration, and other Google tools.</i>	
1.14	Mobile Support (iOS and Android) <i>Android, and Apple devices: Help with the setup of email, connecting to wireless connections, as well as supporting mobile apps that pertain to the university.</i>	
1.15	PC and Mac Support <i>Operating systems: Assist and troubleshoot Mac & PC operating systems. Update recommended software/plugins, finding IP/Mac address, installing/uninstalling software, verification of hardware/software configurations/setups, desktop applications, etc.</i>	
1.16	Web Browser support <i>Firefox, Chrome, Safari, and Internet Explorer Support: Provide support for alternate browser options and recommend best practices.</i>	
1.17	Wired and wireless connectivity <i>Campus connectivity. Troubleshoot basic connectivity and authentication issues.</i>	
1.18	Printer Support <i>Personal Printing: Troubleshoot basic personal printer issues.</i>	
1.19	Desktop microphone/camera support <i>Personal audio/video devices: Troubleshoot basic personal device issues.</i>	
1.20	PeopleSoft-Student Information System <i>ISIS (Integrated Student Information System) manages core student data and integrates academic and financial information from key areas on campus. Vendor must be able to help students with basic functions. Describe your expertise specifically with PeopleSoft, if applicable, citing universities supported.</i>	

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Describe your company's qualifications, methods, and level of support for each item in Support Methodologies below.		
2	Support Methodologies TOTAL POINTS = 25	Describe experience, methodologies, and level of service below.
2.1	Integration with our phone system. (Analog AT&T)	
2.2	Your knowledgebase and our TechArticle website (techarticles.uark.edu)	
2.2	knowledgebase integration/use	
2.3	Chat (we use Bomgar)	
2.4	Remote login (we use Bomgar)	
2.5	Ability to reset passwords	
2.6	How is a ticket/contact "completed"?	
2.7	Provide support for university-specific applications/services using scripts, for example: - New Account Activation - Password Reset assistance (currently, vendor will not be able to actually do resets) - Print Management System (PaperCut) - PeopleSoft Student Information System, Student access - PeopleSoft Student Information System, Parental access -Student ID \$ Transaction	
2.8	Describe any other support method not listed that you provide	
2.9	IT Service Management Software integration/supported: (Describe support for each) - ServiceNOW - Cherwell - Team Dynamix - KACE - Other (Please list) - None	
3	Service Scope TOTAL POINTS = 25	Use the categories below to describe your organization's terms of service and scope.
3.1	24/7 Coverage	
3.2	Average time to answer call	
3.2	Call Abandonment %	
3.4	Resolution % on first contact	
3.5	How many or what ratio of staff are trained specifically on the University of Arkansas environment.	
3.6	How is a ticket/contact "completed"?	
3.7	Offer coverage during times we want	
3.8	Situational coverage (Inclement Weather/Overflow Calls/FlexTimes)	
3.9	Are all your servers/storage/and agents in the US?	
3.10	What security standards do you follow?	
3.11	Calls recorded and length of time recordings maintained	
3.12	Data mining and proactive support/documentation recommendations	
3.13	Inter-Desk Communication and Calibration	
3.14	Future concurrent training with UofA team	
4	Development and Implementation Timeline TOTAL POINTS = 5	Please use the categories below to describe your organization's Development Timeline.
4.1	Portal Customization	
4.2	Support Training and Workflow Development	
4.3	Implementation Guidelines	
4.4	Call Calibration	
4.5	Continual Service Improvement	
5	Cientele (both # and %) and References TOTAL POINTS = 5	Include your organization's total and percentiles and representative clients per category.
5.1	Higher Ed	
5.2	Commercial	
5.3	Government	
5.4	Other	
5.5	References (Appendix B)	Provide references that we can contact and their contact information
6	Cost TOTAL POINTS = 20	Use the categories below to describe your organization's contract breakdown.
	Please provide in detail, line items, how you charge, what you charge for, etc.	
	-Contract cost (based on number of calls, time length of calls, etc.),	
	-Costing/charging differential for vendor "cold calls," calls that are not University related?	
	-Average annual cost per agent handled contact	
	-Contract cost annual, annual renewable with discount for multiple years, initial multiyear (identify and describe all options)	
	-Customization Fees, if applicable	
	-Implementation Cost	
	-Other, please itemize	