Q&A Addendum
Help Desk Vendor - Information Technology Services - Term Contract
RFP 7022015

This document provides question and answer information pertaining to the above captioned RFP and will be updated as necessary.

REMINDER: It is the Respondent's responsibility to thoroughly examine and read the entire RFP document and any addenda to this RFP.

Posted July 8, 2015

Question: What is the anticipated "**After Hours**" Support instances for "**General Purpose**" Help Desk Support?

Description	Numbers (2014)
Phone Call	
Chat	
Email	
Ticket Initiated	
Remote login or walk-in support instances	

What is the anticipated "**After Hours**" Support instances for "**Blackboard**" Help Desk Support?

Description	Numbers (2014)
Phone Call	
Chat	
Email	
Ticket Initiated	
Remote login or walk-in support instances	

Answer: We expect the After Hours' vendor to support both General Help Desk questions and Blackboard Help Desk questions simultaneously, so in essence it becomes one Help Desk during After Hours. Current **Open Hours** are:
Monday – Thursday, 7 am – 10 pm
Friday, 7 am – 5 pm
Saturday, 11 am – 4 pm
Sunday, 6 pm – 11 pm
(80 hours a week during normal University operational weeks)

Therefore, for evaluation purposes, based on hours that are currently not covered, **"After Hours"** are:

Monday – Thursday, 10 pm- 7 am
Friday, 5 pm to Saturday, 11 am.
Saturday, 4 pm to Sunday, 6 pm
Sunday, 11 pm – Monday 7 am
(88 hours during normal University operation weeks)

Additionally, when the University is closed for inclement weather and holidays, we will expect the vendor to provide 24/hr coverage so that the University has a 24/7/365 Help Desk; so they should plan for those hours, including the week between Christmas Eve and New Year's day.

Question: Please elaborate "4.1 - **Portal Customization**" in Section 4.
Answer: This question pertains to Appendix A. Portal Customization is a shared, collaborative site for logging calls, chat, email, etc., access to knowledge base articles, ticketing, etc., that is clear that it's for the University of Arkansas.

Posted July 14, 2015

Question: Please elaborate more on your needs for an AT&T phone system integration.
Answer: Based on the phone system that the vendor uses and the fact that the University uses an analog AT&T system, how will the handoff, transfer of calls, be made between ITS and the vendor's phone systems when we go from ITS answered to vendor answered Help Desk and vice-versa.

Question: Can you please confirm the total number of annual calls, e-mails and chats that you intent to send to the selected vendor?
Answer: We have no total number of annual calls, emails, and chats that we can provide to you that we would expect you to respond to because we are currently not open in the after-hours times documented in the RFP. The request is the selected vendor will respond to all that come in during the after-hours contracted. Based on messages left on the help desk phones or calls that came in and were not answered (no agent on duty), we had close to 4,000 calls after hours last year. We average around 180 emails, of which almost half are student information system related, and we currently do not support chat, but hope to implement that soon, so chat will also be expected for the vendor to support. Once we actually have 24/7 support, expectations are these numbers will grow.

Question: What service level metrics and key performance indicators are expected by UofA?
Answer: Service level metrics and key performance indicators are described in section 6.01 "Standards of Performance"of the RFP document.