

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.