



To: Prospective Bidder

Date: March 22, 2024

Subject: Request for Proposal - Bid# 224-42 IT Service Desk Support

RE: Addendum # 1: Questions and Answers

Why has this bid been released at this time? If there was a previous solicitation for these services, what was its title, number, release date, and due date?

No previous solicitation. Timing is dictated by operational requirements.

Can you please provide greater explanation of your expectations related to any required subcontracting to minority-owned, women-owned, or other types or categories of small or disadvantaged businesses? For example, what is required with the proposal, and what is required to comply during the term of the contract?

Vendor classification is never a deciding factor or criteria in which supplier is awarded the contract. The decision we make is strictly based on the bid submission from the suppliers and how they compare with evaluation criteria as outlined in the RFP.

Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories? **Pricing should be on a per-call and ticket basis with option for pre-commitment to a minimum volume and discounted rates for defined higher volume. No preferred standard for fee structure**

Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable. **The requirements for the expected service have changed. The level of satisfaction is therefore not applicable.**

Has the current contract gone full term? **No.**

Have all options to extend the current contract been exercised? **Not applicable.**

Who is the incumbent, and how long has the incumbent been providing the requested services? **Anthology.**

How are fees currently being billed by any incumbent(s), by category, and at what rates? **Not applicable.**
What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)? **Not applicable since the requirements have changed.**

Is previous experience with any specific customer information systems, phone systems, or software required? **No.**

What is the minimum required total call capacity? **100 calls per month.**

What is the minimum simultaneous inbound call capacity? **3.**

What is the maximum hold time? **50 seconds with regular check back to the client (suggesting 20-30 seconds interval).**

What percentage of inbound calls must be answered by a live operator? **100% [Initial answer could be reasonable Interactive Voice Response (IVR) then live agent].**

What percentage of calls must be resolved without a transfer, second call, or a return call? **80% (we will train).**

What is the maximum percentage of calls that can be terminated by the caller without resolution? **5%.**

Is there a minimum or maximum number of operators and supervisors? **No.**

What are the required language options? **English.**

What is the required degree of dedication for the call center? (Can call centers work on other contracts at the same time as this one)? **Resources could be shared but IVR and greetings should be GVSU specific.**

What is the required degree of dedication for the operators? (Can operators work on other contracts at the same time as this one)? **Yes.**

Are callers required or allowed to connect with a message verification system or pre-recorded message before connecting to a live operator, or must a live operator be the initial contact? **Yes, pre-recorded or IVR are acceptable.**

What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained? **Six months maximum.**

What are the recording and storage requirements for non-phone communications? **12 months.**

What information is to be included in call logs? **Customizable to include but not limited to: Average Handle Time, Average Talk Time, Average Speed of Answer, Average Calls Abandoned, Average Queue Wait Time, Average Hold Time, Volume of Calls, Call by Time of the Day, Date and Time of Calls.**

What was your average monthly call volume over the past year? **100 - Will increase to most likely close to 250 due to new requirements with up to 500 calls for the Decembers.**

What is the current number of seats for operators and supervisors at your existing call center? **Not Applicable.**

What is the current average wait time for phone calls? **5 minutes.**

What is the current average handle time for phone calls and other types of communications? **8 minutes.**

What is the current average after-call work time for operators? **2 minutes.**

Over the past year, what is the percentage of calls received in English versus non-English? **100% English.**

Over the past year, what percentage of calls received were in Spanish? **Zero.**

What time of day, days of the week, or times of the year do calls typically peak?

Weekdays, 9PM; Augusts and Decembers.

How many days of training do you estimate for new hire?

There will be online training and reading articles for a total of approximately 8 hours.

What are the specific technical requirements of your current IT infrastructure? Not Applicable.

How many users will require support and what are their typical needs? Not Applicable.

What are the main challenges or pain points you're experiencing with your current IT support? Limited internal service desk resources.

Do you have any specific security or compliance requirements that need to be addressed? All, including MFA and access through GVSU VPN are included in the RFP requirement.

What are your expectations regarding response times and resolution times for support requests? Average wait time - 5 minutes, Average handled time - 8 minutes.

Are there any particular software applications or systems that require specialized support? Yes, we will train.

Do you have any existing service level agreements (SLAs) in place for IT support? Yes, several, some of which are related to this RFP as typical helpdesk metrics.

What is your preferred method of communication for support requests (e.g., phone, email, ticketing system)? Phone and ticket only.

Are there any peak times or seasons where support needs may be higher than usual? Weekdays, 9PM; Augusts and Decembers.

What is your budget for IT support services, and are you looking for a fixed-price or flexible pricing model? Pricing should be on a per-call and ticket basis with option for pre-commitment to a minimum volume and discounted rates for defined higher volume. No preferred standard for fee structure.

How many numbers of users to be supported. We project 100 incidents per month but that will increase to most likely close to 250 due to new requirements with up to 500 calls for the Decembers.

Current call volume/month - See answer to question 11.

Is there any 800 number currently used. Yes.

Call flow and user options already configured or needs to be newly designed. All exist and will be provided.

Is anyone supporting IT Service Deck now and will there be any transition timeline. No transition. GVSU has a service desk, and the RFP is just for overflow calls.

Is this support only internal users or external users as well? Internal users.

Can the support be remote or need any presence onsite in the campus? Should be remote.

Supported languages. English.

Can we receive daily, weekly, monthly Call volume trends? See question 11.

Support only phone calls. Or Email, Chat, tickets included in scope. **Phone calls then ticket.**

24/7 support weekdays and weekends as well? **See RFP requirements.**

What is the anticipated budget for this RFP? **No anticipated budget.** Pricing should be on a per-call and ticket basis with option for pre-commitment to a minimum volume and discounted rates for defined higher volume. **No preferred standard for fee structure.**

Is this a new or old RFP. If old, please share the details of incumbents along with historical spent? **No previous solicitation.**

Will this be a single or multivendor award? **Intention is for a single award.**

Is the IT Helpdesk currently outsourced in any capacity? **Yes, for overflow support.**

If so, can GVSU share their level of satisfaction on a scale from 1-10? **Not applicable.**

What is the anticipated annual number of calls to the chosen vendor? **2500.**

Will all questions and answers be shared with the participants of this RFP? **Yes.**