REQUEST FOR PROPOSALS #29-12
IT HELP DESK SERVICES
UNIVERSITY OF MAINE SYSTEM
ADDENDUM #1

In response to vendor questions, the University has issued the following addendum. This addendum supplements the RFP. If there is any conflict between the two documents, the order of precedence is: Addendum #1 then the original RFP.

Q1. How is this database maintained and how frequently? Who is responsible for maintaining this Data Base?

A1. The Contractor shall maintain the ticketing database. The University will maintain the user database.

Q2. Is there is a standard configuration template for users, is this a single template or are there a variety based on role? Standard image on client side – are there deviations based on role?

A2. There are some templates but most computers are managed by the user.

Q3. Are all user machines locked down or does everyone have user admin rights to their own machines?

A3. For UMS-owned computers, both. We assume that users have admin rights to their own computers. If not, e.g., the user is a student and is using his locked-down employer's computer, then we don't expect to be able to resolve all issues.

Q4. Are escalations notifications to tiers 3 and 4 to be made via email, phone or both?

A4. Both

Q5. Should we assume that none of the current staff will be provide services after hours, weekends or holidays?

A5. You should assume that when calls are forwarded from a UMS helpdesk, that helpdesk is closed and its staff is not available. However, 2nd/3rd tier UMS staff can be contacted when impact and urgency require such, and UMS has provided an escalation process for a service.

Q6. Will the current staff be available to us to provide guidance in developing customized fault management scripts during Discovery/Build phases?

A6. Yes

Q7. What is the estimated number of end users (Faculty, Staff and Student)?

A7. The total population is approximately 45,000.

Q8. Assuming 11 dedicated licenses for University of Maine current support staff. How many other dedicated licenses might be needed (managers, etc.)?

A8. We need 24 licenses at a minimum.

Q9. Section 1.3 states that *"there is no expectation of a consolidated system for this project or tickets being automatically transferred from the Contractor's system into local ones."* Is it the goal to consolidate these systems in the future? Is there an expectation for campus and system office-specific support processes and policies?

A9a. Currently, there is no goal for future consolidation of ticket tracking systems.

A9b. Yes, the Contractor should expect IT-organization-specific (campuses, system office) support processes and policies, e.g., escalation paths.

Q10. Section 3.7 states *the Contractor will provide a formal ticketing system and each help desk will be able to access and update the system.* Please clarify what type and level of access would be required and by how many users. Please provide examples.

A10. We need access for 24 users. Access should allow viewing tickets for the user's campus, or help desk, and updating of tickets to include resolutions of tickets escalated to the user's campus IT organization. Two of the users will require access to all UMS tickets in the Contractor's system.

Q11. Section 3.9 relates to ticket escalation and hand-off methods from vendor to university personnel. Since the help desks operate on varying ticket systems is there an expectation that a single escalation workflow is followed across all systems or will interactions with each help desk follow independent methods?

A11. Each may follow independent workflow models/methods; escalation methods. The Contractor will not have to work within the different ticketing systems of the campuses as it will be the campuses' responsibility to work with the Contractor's system.

Q12. Section 3.11 relates to SLAs that would be added as amendments to a contract. Please provide anticipated service levels for the bulleted metrics.

A12. Cannot be clarified at this time.

Q13. Please provide current and historical call volume for after-hours/weekend/holiday help desk. If after-hours call volume is not reported separately, please provide call volume based on normal hours of operation.

A13. Cannot be provided at this time.

Q14. Are Attachments A, B, and C for informational purposes only? Some of the Terms and Conditions set forth in Section 2.0 vary from the Terms and Conditions in the sample contract.

A14. These are provided for informational purposes. Attachment A does overlap some of sections One and Two in the RFP but there shouldn't be conflict. Attachments B and C are not duplicated in the basic RFP document.

Q15. Will we be provided with access to all applications supported in order to be able to troubleshoot related issues?

A15. That level of access will vary by application and will be determined during discovery phase.

Q16. Will we need to provide separate 1-800 numbers to each individual campus?

A16. No.

Q17. Will students, faculty and staff be expected to call a different number for after hours support or will the current number be routed to the Contractor's after hour's phone number?

A17. That may vary by location. Some campuses will forward Help Desk numbers while others may publish the after-hours number.

Q18. What are the expected call volumes for after hours support?

A18. Unknown. Determining demand is a critical reason for implementing this one-year service.

Q19. Will the Contractor be expected to provide overflow support during normal daytime hours?

A19. No.

Q20. What is the expected go live date?

A20. We expect to have completed the discovery phase and go live by the beginning of the coming fall semester – roughly September 1, 2012.

Q21. What would the Contractor be expected to do with someone calling about an existing ticket within a University system?

A21. The Contractor should be able to identify these situations and would start a new ticket for the caller and then escalate to the appropriate University entity if necessary.

Q22. Remote Support: Do campuses log into end user's desktops. Is there an expectation that the Contractor will?

A22. Some campuses do. The products vary. The Contractor may use such tools given that the University has approved security and privacy procedures.

Q23. What about general usage inquiries: Xbox 360, iPhone. Are there any boundaries?

A23. See question 24. The Contractor will attempt to resolve common consumer information technology issues for University callers.

Q24. Section 3.1 of the RFP. First sub-bullet. "Are" tied or "Aren't" tied?????

A24. This describes - in two bullets - that a specific set of UMS applications and services are to be supported but we will also support general user items tied to non-UMS services as well.

Q25. Evaluation criteria?

A25. We expect the Contractor to work with us to develop a workable set of evaluation criteria based on education and customer service industry standards.

Q26. Remote Support Tools: Is there a common IM or chat?

A26. The UMS community has access to Google chat branded with the @maine.edu domain. There is no common UMS "live help" chat system. We expect the Contractor to provide the technology for the live help chat system as a help desk point of contact.

Q27. List of apps. Do those have accounts with elevated credentials?

A27. Varies. This will be addressed during the discovery phase.

Q28. Are there location restrictions for the Contractor's agents, e.g. Maine, US, etc.?

A28. No.

Q29. Are there apps where the Contractor needs backend access?

A29. Varies. Discovery phase will identify them.

Q30. Call volume: How calculated – in terms of pricing?

A30. We do not have a preference.

Q31. Randomly recorded calls: How random?

A31. Industry standard.

Q32. Chatting for support? Is there a preference for maintaining Google chat?

A32. No. We expect a "live help" type chat system, not a person to person "buddy" system.

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