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SUBJECT: 24-13-10001-03180
After Hours IT Support Service
Due: 4-2-24 / 2PM /Local Time

Addendum #1

Answers to questions submitted for RFP project "After Hours IT Support Service".

All bidders shall acknowledge receipt of this addendum on the bid proposal form.

JS/bw

Answers to Questions

24-13-10001-03180-After Hours IT Support Service

What is your current call volume?
We average 34 calls per month between the hours of 4:30 PM to 7:30 AM weekdays and 24 hours on weekends.

What is the expected contract term?
1 year to 3 year.

Can you further elaborate on troubleshooting and what all it will entail?
Assisting USI students, faculty, and staff with software and hardware issues.
Typically we see issues with multifactor authentication, password reset, blackboard access and navigation, classroom technology, wifi access, email support (MS 365), and login/account issues.

Is there an incumbent? If so, can you provide us with the name of the entity?
Yes, Blackboard (if we can share that).

How many tickets have you had in previous years?
2021 – 91 blackboard support, 272 technical services, and 51 unspecified Total 414
2022 – 74 blackboard support, 285 technical services, and 110 unspecified Total 469
2023 – 62 blackboard support, 240 technical services, and 110 unspecified Total 412

How many tickets as a percentage escalated after-hours?
Approximately 3-4% of the calls are escalated. Another 20% are calls they are not approved to handle, and these are also escalated to our in-house team.

On a scale of 1-10, how happy are you with your current vendor?
7

How does USI currently provide after hours IT support to its end users?
Third-party after-hours support vendor. We are also building a knowledge base and service catalog for self-help.

Does after hours include weekends and holidays?
Yes

If it does include holidays, can you provide a list of the holidays USI observes?
New Year's Day
Juneteenth
Good Friday
Labor Day
Memorial Day

Thanksgiving Day and the day preceding and following Fourth of July
Christmas plus two working days

Can you provide the Average Handle Time (AHT) for incidents?
Approximately 9.5 minutes between all lines of business.

Can you provide a breakdown of the number of faculty, staff, and students requiring support?
Approximately 1500 faculty/staff and 10,000 students.

Can you describe the escalation process for high priority incidents that come in after hours?
The current vendor has an escalation list they follow to alert USI staff of high priority incidents.

Do you require major incident management support for high priority incidents or just a simple hand-off?
Hand-off

What support channels do you currently offer support, i.e., phone, email, chat, etc.?
Phone, email, service catalog ticketing system.

If you currently offer chat support, what do you use, and what method do you plan to use for cutting that over for the after hours service provider?
N/A

Can you describe any existing self-help, automation, or AI services currently being used to support end-users (password reset portals, chatbots, knowledgebases, etc.)?
Team Dynamix knowledge base.

What level of integration with TeamDynamix are you looking for? Are you looking for bi-directional/uni-directinal, and in real time?
If possible, real-time.

Are there any expected changes within the ITSM product in the near-term (12-18 months)?
No

Under add-on services / optional offerings would you like information on a suppliers ITSM as a Service offering?
No

Does USI have a remote control tool that the service provider can be licensed to use, or can the provider provide its own tool?
We use Bomgar and it would be preferred due to integration with Teamdynamix.

Do you have an upcoming plans or changes to the environment that could raise/lower the incident volume?

Addition of student portal, but we do not expect an increase in incident volume.

Do you require agents to be based in the US, or can they be based in Canada?

US preferred, but Canada would be ok.

Anticipated Runbooks: Provide a list of anticipated runbooks or standard operating procedures (SOPs) for any requested services. During the onboarding process, the Service Delivery Team will work with your organization to develop additional runbooks and SOPs that will be tailored to your support needs.

- Software and hardware troubleshooting and support.
- Network monitoring, troubleshooting, and support.
- Student and faculty support within the LMS, specifically Blackboard.
- Access management requests, including password resets.
- Microsoft Suite Standards, including navigating, downloading, and installing student licensing.

University of Southern Indiana would anticipate the following Knowledge Base items:
Support Overview
- Email – MS365
- myUSI – Student portal
- USI Network
- General Information
- Internal/External Support
- Tech Basics - Helpdesk
- Student Services Standard Policies & Procedures
- Blackboard Learn - Instructor - Original Course View
- Blackboard Learn - Student - Original Course View
- Ancillary teaching software

Technical and Utilization Requirements:
Detail any specific software, hardware, or network infrastructure that requires support.
Blackboard, MS365, Wi-Fi, Okta, Ellucian Banner, and more

Detail the number of users that will be eligible for support.
Approximately 1500 faculty/staff and 10,000 students.

Operational Details:
Defined Support Windows: Clarify the exact hours that constitute business hours and after-hours. Weekends, holidays, etc.

Current Business Hours: 7:30 AM – 4:30 M-F. After Hours 4:30 PM to 7:30 AM M-F and 24 hours on weekend and holidays.
The university is closed:
New Year's Day, Juneteenth, Good Friday, Labor Day, Memorial Day, Fourth of July, Thanksgiving Day and the day preceding and following,   Christmas plus two working days

TeamDynamix: If applicable, share any specific requirements or expectations for integrating with TeamDynamix or other service desk ticketing systems.
Realtime use or integration preferred.

RMM / Connectivity: What tools are used to provide remote connectivity & support?
We use Bomgar and it would be preferred due to integration with Teamdynamix.

Other Tools: Are there any other notable tools required to provide remote support to end users?
N/A

Future Growth: Are there any anticipated changes or growth in the scope of IT support needs, to ensure our proposal accommodates potential future expansions.
N/A

What are the methods of communication currently used for support?
Email, Phone, Service Catalog Ticketing system (TeamDynamix)

What is the estimated quantity of service tickets coming in after hours in a given month?
Call volume. AHT is approximately 9.5 minutes
This represents after hours support calls only.
This is from last year. Previous years are similar.

01/2023	02/2023	03/2023	04/2023	05/2023	06/2023	07/2023	08/2023	09/2023	10/2023	11/2023	12/2023	Total
58	21	26	21	15	32	44	63	21	32	43	36	412

What is the desired escalation path?
Email for non-emergency. Direct Contact for emergency.

What other specific technical skills are you looking for the after-hours support team to have?
Standard help desk support with knowledge in Blackboard, MS365, Wi-Fi, Okta, Ellucian Banner, and more

How many agents do you currently have providing after-hours support?
I do not know.

Are you looking for a vendor to consult on optimizing any existing service desk workflows and processes?
We will be performing a Service Desk Standardization this year and any advice or consulting will be appreciated.

What are the communications channels that you use to handle inquiries (calls, emails, chat)?
Calls only.

What is the average length of a call? Chat?
AHT is approximately 9.5 minutes.

Will we be using your ticketing tools? If so, what are they?
Yes, TeamDynamix

Will we be using our communication systems or do you provide them?
Yours

Do you want dedicated agents or can we utilize a shared queue to handle your support? A shared queue has agents that handle multiple clients during their shift.
Shared queue should be fine.

Are virtual agents acceptable or must they be a physical call center?
Virtual agents are fine, physical call center preferred.

What are the SLAs that are mandatory?
SLAs will be discussed during demos.

Is the incumbent in good standing and able to bid on this RFP?
Yes and yes.

What will your selection criteria/process be?
It will be based on the following:
- Technical Qualifications
- Company Profile and References
- Responsiveness to Proposal (questions, etc.)
- Pricing/Fees

How is the Current Call Center structured? Is it In-house or Outsourced? If outsourced, who is the current Vendor?
We have in-house service desk that answers calls from 7:30 AM -4:30 PM Weekdays. Third-party after-hours support is from 4:30 PM to 7:30 AM and 24 hours on the weekend.

If In-house, what is the reason for rolling out this RFP?
We do not have after hours staff.

What is the estimated budget set aside for this project?
Depending on services offered between $10,000 and $20,000 annually.

Will the contractor need to provide their own ticketing system, or will it be utilizing the college ticketing system?
We hope the contractor will be able to integrate with out TeamDynamix.

Would you be open to the proposal including artificial intelligence along with live agent support?
We would be interested in hearing about and AI options but would prefer live agents.

Can you provide the total annual call volume for IT Help Desk Support?
Approximately, 400-450 per year for afterhours support.

What is the performance of your current delivery in terms of Average Speed to
Answer?
Approximately one minute.

What is the performance of your current delivery in terms of Average Handle Time?
9.5 Minutes

What is the performance of your current delivery in terms of Abandon Rate
percentage?
Approx. 10% for 2023

What is the performance of your current delivery in terms of First Call Resolution
percentage?
Approx. 82%
Would USI consider a global service delivery model or prefer domestic support only
(US-based)?
Would consider global but Domestic preferred.

What is the total length of the contract proposed in this RFP, including any optional
renewal terms?
One to three years with annual renewal.

What specific outcomes does the University of Southern Indiana hope to achieve
with this project?
Lowered cost per ticket and expanded service
What is the initial contract term for the RFP?
1-3 years

Are there any renewals after the initial contract term ends?
Annual

Could you please provide specific details about the type of resources needed for this project, or would you like
us to make suggestions based on our understanding and expertise?
We would like suggestions.

Would you prefer to utilize resources based in the US, or would you be open to considering offshore resources
based in India, or both?
US preferred

As per the RFP, it is mentioned that the regular staffing hours are specified as 7:30 AM to 4:30 PM CST.
Could you please confirm if support is expected for five days a week (16x5) or seven days a week (16x7) ?
7 days. 16x5 weekdays and 24x2 weekends plus holidays

Could you please share the average number of users that are expected to require after-hours IT support?

We have 1500 Faculty and Staff and 10000 Students.

Are there any specific systems, applications, or technologies that frequently require support during after-hours?
Blackboard, Banner, MS365.

What are the expected response time and resolution time for after-hours support requests? Are there any service level agreements (SLAs) or performance metrics that need to be met?
1 minute response and 10 minute resolution. Those are the current approximate stats. We will discuss SLA and metrics during demos and planning.

Apart from the existing ticketing tool (TeamDynamix), is there any other preferred communication channel (such as a dedicated phone line, or chat) for after-hours support requests?
Only phone is currently used for after hours.

Is there any data available that shows the distribution of support requests by channel, including voice, chat, and email?
100% phone for current after-hour vendor.
Are there any specific security or confidentiality requirements that vendors must comply with when providing after-hours IT support services?
Yes, we must comply with FERPA, HIPPA, GLBA, and PCI

Could you please provide details regarding the average ticket volume received last year, either monthly or as a total? Furthermore, could you share the common types of tickets that are typically received?
Additionally, are there any specific process workflows that need to be followed when addressing these tickets?
412 tickets last year. A monthly breakdown will be supplied. Typical tickets included: Login/Account issues, Email support, MFA/Okta, Network issues, System outage, software support.

Could you provide further insights on the peak month(s) where the ticket volume is at its highest?
January, August and November

Are there any specific certifications required for the IT resources?
No

Is there a specific language preference for after-hours support requests?
English and any others available.

How Many End points and Servers in the Scope of the work.
Approx 5000

What will be the Afterhours? Is this working on Weekends as well?
4:30 PM to 7:30 AM and 24 on weekends and hoidays.

List of the devices? Broken down by Servers and End Points?
100 or so servers and VMs and 4500 end points.