

RFP 27-15 – AFTER-HOURS HELP DESK SUPPORT

QUESTIONS AND ANSWERS

Is previous experience with any specific customer information systems, phone systems, or software required? **Yes**

What is the minimum required total call capacity? **30,000 annually**

What is the minimum simultaneous inbound call capacity? **10 calls**

What is the maximum wait time? **3 minutes**

What is the maximum hold time? **1 minute**

What percentage of inbound calls must be answered by a live operator? **85 - 90%**

What percentage of calls must be resolved without a transfer, second call, or a return call?

65 - 70%

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

Every call should end with a resolution or escalation to Tier 2

Is there a minimum or maximum number of operators and supervisors? **Minimum - 3 Operators & 1 Supervisor**

What are the required language options? **Primary - English (Bilingual in Spanish would be beneficial)**

What is the required degree of dedication for the call center? (Can the call center work on other contracts at the same time as this one)? **It would be ideal if someone were dedicated, but this role has peaks and valleys. We are open to the idea that the call center could work on other calls.**

What is the required degree of dedication for the operators? (Can the operators assigned to this contract work on others at the same time as this one)? **Assigned Operators need to be A-State focused on shift**

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 callers could connect to a pre-recorded message before the initial contact with a live agent.**

What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained? **All phone calls should be recorded for the duration of the call and stored for the length of the agreement**

What are the recording and storage requirements for non-phone communications? **Should keep records for 5 years or length of the contract**

What was your average monthly call volume over the past year? **Estimated 230**

What is the current number of seats for operators and supervisors at your existing call center?
Operators - 3, Managers - 1, Supervisor - 1

What is the current average wait time for phone calls? **20 seconds - 3 minutes**

What is the current average handle time for phone calls and other types of communications?
4 minutes and 30 seconds

What is the current average after-call work time for operators? **Estimated 9 minutes**

Over the past year, what is the percentage of calls received in English versus non-English?
Estimated 90% English, 10% -other

Over the past year, what percentage of calls received were in Spanish? **Below 50%**

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

Day: 10:30 am to 2:00 pm CST (Weekdays)

Days of the Week: Monday to Wednesday and Sunday (Due to exams being due)

Times of the Year: Back to School (mid-late August), Final Exams (end of December & May)

Please reconfirm the due date for this procurement by providing it in response to answers to questions. **September 23, 2026**

When is the anticipated go-live date? **February 2027**

When is the anticipated contract start date? **December 2026 / January 2027**

When is the anticipated award date? **October 2026**

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? **Act 116 of 2025 is an Arkansas law signed on February 18, 2025, that prohibits state and public entities from practicing discrimination or preferential treatment based on race, sex, color, ethnicity, or national origin. This law eliminates requirements for contractors or agencies to adopt specific hiring programs aimed at minority vendors.**

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? **If the official price page does not match the fee structure, bidders may add a separate pricing page to the proposal. Bidders can create their own pricing categories.**