

Questions and Answers 5

RFP 27-15

- Delivery address conflict. §4.00 lists the physical address two ways — "2713-A Pawnee Street, State University, AR 72467" and "2713-A Pawnee Street, Jonesboro, AR 72401" — and the Signature Page lists "c/o Central Receiving, 2713 Pawnee, State University, AR 72467." Which address should a courier delivery be shipped to?
 - o USPS deliveries - Arkansas State University Procurement Services PO Box 1860 State University, AR 72467
 - o Non-USPS deliveries - Arkansas State University Procurement Services c/o Central Receiving 2713 Pawnee State University, AR 72467
- Copies and media. §4.00 requires one signed original plus an electronic copy on flash drive; §5.00 says one original hardcopy and one electronic copy; §12.00 asks for a redacted electronic copy on CD or flash drive. Please confirm: (a) is one flash drive containing both the full and redacted PDFs acceptable, or are two separate drives required; (b) are additional hard copies needed for the evaluation committee?
- Electronic signatures. The Proposal Signature Page states "Use ink only." Will the University accept a digital/electronic signature (Adobe Sign, DocuSign) on the Signature Page, Combined Certifications Form, Disclosure Form, and Price Sheet, or must all signatures be wet-ink originals?
- Redacted copy. §12.00 says the bidder "should" submit a redacted copy. Is it mandatory? If a proposer claims no proprietary information, may it submit a written statement to that effect in lieu of a redacted copy?
- Forms not on the checklist. The Submission Requirements Checklist lists the Signature Page, Information for Evaluation, Price Sheet, Combined Certifications Form, EO Policy, and signed addenda — but §18.00 also requires "Disclosure forms," and the packet includes a W-9 and Vendor Information Request Form. Please confirm which of these are required with the proposal versus required only from the awarded vendor.
- Exceptions to terms and conditions. §9.00 directs vendors to amend their documents to conform to the University's contracting standards and states that failure to conform "will result in rejection of the proposal." Does the University permit proposers to submit exceptions or proposed redlines to the General Terms and Conditions with the proposal? If so, where should they be placed (separate tab/appendix, or on a specific form), and will taking exception affect responsiveness or scoring?

- General Terms and Conditions. Please provide the direct URL and current version/revision date of the General Terms and Conditions referenced on the cover page and Signature Page.
- Addenda. Where will responses to questions and any addenda be posted, and must signed addenda be returned with the proposal (per the checklist) even if they contain no substantive change?
 - o <https://kb.astate.edu/books/current-bids-legal-notice-bid-results/page/bids-rfp-and-results>
- Firm period conflict. The cover page states no proposal may be withdrawn for thirty (30) days after closing; §12.00 requires proposals be held firm for a minimum of 150 days after opening. Which governs?
- Format. Beyond the "2–3 pages" limit on the proposed approach (§17.00), is there an overall page limit, required font/margins, or required tab/section order? §1.00 and §7.00 warn that failure to follow "this format" may result in disqualification — please confirm whether responding in RFP section order satisfies that requirement.
- Complete packet. Please confirm the "Proposal Packet" consists solely of the forms embedded in this RFP document (Signature Page, Submission Requirements Checklist, Information for Evaluation pages, Official Price Sheet, Combined Certifications, Disclosure Form, W-9, Vendor Information Request Form), and that no separate packet file exists.
- B. Pricing — Official Price Sheet
 - "Annual Cost" row. The Official Bid Price Sheet shows Implementation Cost (), Monthly Cost (), and Annual Cost (%). Should Annual Cost be a dollar amount? If the percentage is intentional, what is it a percentage of?
 - Escalation vs. term. §6.00 sets an initial two-year term commencing January 2027 with two one-year(?) extension options, while the escalation clause ties increases to a July 1 renewal date and asks for 2nd, 3rd, and 4th year percentages. Please clarify (a) the contract year definition — does Year 1 run January 2027–June 2027, or a full 12 months; (b) the first date on which an escalation may be applied; and (c) whether the extension options are two one-year terms or one two-year term. Also, the sentence "the increase will not exceed the prior year" appears incomplete — please confirm the intended cap.
 - Variable pricing. §16.00(5) invites per-call, per-ticket, per-user, hourly, tiered, and overage pricing, but the Official Price Sheet contains only implementation, monthly, and annual lines, and the Note states the University will not pay any cost not identified on the Price Sheet. May proposers attach a supplemental rate schedule (volume tiers, overage rates, out-of-scope/hourly rates, holiday and business-hours overflow rates) as part of the Official Price Sheet so those rates are contractually payable? If so, in what format?

- o Yes, you may attach a separate pricing sheet
- Cost scoring. Cost is 30% of the evaluation. How will cost be normalized — on monthly cost, total initial two-year cost, or total four-year cost inclusive of escalation and implementation?
- Business-hours overflow. The Executive Summary says the provider "may also be asked to provide supplemental or overflow support during normal business hours." Should that be included in the monthly fee, or priced separately as an on-request service?
- o Yes and you may attach a separate pricing sheet if needed
- C. Scope and operations (drives the price)
- Coverage window. What are the University's normal business hours and time zone, and what specific hours constitute "after hours"? Please provide the holiday and campus-closure calendar to be covered.
- o Normal hours: Monday - Friday (8:00 am - 5:00 pm CST)
- o Summer Hours (Mid-May to Early August): Monday - Thursday (8:00 am - 5:00 pm CST) Friday (8:00 am - 12:00 pm CST)
- o After-Hours: Monday - Friday (5:01 pm - 7:59 am CST) & 24 hours Saturday and Sunday
- o Holidays (24 hour support): New Years, Memorial Day, July 4th, Labor Day, Thanksgiving and the day after, Winter break (typically last 2 weeks of December)
- Campuses in scope. Does base pricing cover the Jonesboro campus only, or all ASU System campuses? If other System institutions later utilize the contract under §1.00 / A.C.A. §19-11-249, are they added at the same rates, and does the vendor's volume commitment change?
- o Jonesboro campus only
- Volume baseline. §16.00(1) asks for "call volume from July 1st, 2026." Please confirm whether this is a request for the vendor's own volumes or the University's. If the latter, please provide the University's historical after-hours volumes — contacts per month by channel (phone/email/chat/portal), average handle time, abandonment rate, and peak periods (term start, finals) — for at least the last 12 months, along with the supported population count (students, faculty, staff).
- o This request information from the Vendor

- ITSM platform. §16.00(3) refers to "the ITSM software to record and track user issues." Will vendor agents work inside the University's existing ITSM (please name it and the version), or is the vendor expected to supply its own and integrate? Who bears license costs for vendor agents, and who owns the ticket data at contract end?

- o Open to discussion

- Supported environment. Please provide the list of in-scope applications and systems for Tier 1 support (SIS/ERP, LMS, email/productivity suite, VPN, MFA provider, etc.), and confirm whether vendor agents will be granted rights in the University's identity platform to perform password resets, account unlocks, and MFA resets. What identity-verification standard must agents follow?

- o Tier 1 support from after-hours will be given access to A-State's Account Management software to assist with user verification, support, and the ability to unlock accounts

- o MFA resets and further troubleshooting will be escalated to Tier 2 support

- Telephony. Will the University forward its existing help desk number to the vendor, or must the vendor provide a number/IVR? Who owns the call flow, after-hours greeting, and voicemail handling?

- o After-hours will provide a phone number to have calls forwarded too from the A-State line

- Escalation path. Who receives Tier 2/critical escalations after hours — a University on-call rotation or a named team? What response time does the University expect for a critical incident, and is there a documented severity matrix?

- o The University ITS Help Desk team will be Tier 2 support

Critical incidents should be escalated promptly to the Help Desk team

- Performance standards / SLAs. §15.00 states Performance Standards will be negotiated before award, while §17.00 asks proposers to address SLAs in the proposed approach. Should proposers propose their own SLA targets and associated damages, or will the University provide draft Performance Standards for pricing purposes?

- o All calls should be resolved or escalated before ending the call

Proposers can attach their SLAs and escalation methods as well

- Incumbent. Is there a current after-hours help desk provider? If so, who, and what is the current annual contract value? Is a transition from an incumbent anticipated, and will the incumbent's knowledge base be made available?

- o Anthology (Encoura)

- D. Compliance
- CJIS and HIPAA applicability. §17.00/§18.00 require documentation of FERPA, CJIS, HIPAA, and SOC 2 compliance. For a Tier 1 after-hours help desk, please clarify whether CJIS-covered systems (e.g., University Police) and HIPAA-covered systems (e.g., student health) are actually in scope. If not, may proposers state non-applicability rather than provide documentation?
 - o Yes, both are in scope, Tier 1 will assist University Police for some issues and some students have certain accommodations
- Acceptable documentation. What form of documentation satisfies this requirement — policy attestations and a signed compliance statement, or full audit reports? Is SOC 2 Type I acceptable, or is Type II required?
 - o Either are acceptable
- Confidential handling of SOC 2. Because proposals become public record after opening, may the SOC 2 report be marked PROPRIETARY under §12.00, or provided post-award under NDA rather than in the submitted proposal?
 - o Could be provided after FRP is awarded
- Delivery locations. §16.00(7) asks for geographic support locations. Are offshore or non-U.S. delivery centers permitted, and are there restrictions on subcontracting or on where University data may be accessed or stored?
 - o U.S. based is preferred, but open for discussion for location
- Insurance. The Insurance clause references the "apparent low bidder," but award is best-value, not low-bid. Please confirm which proposer must furnish certificates and at what stage. Please also state required coverage limits, and whether Cyber Liability and Professional Liability/E&O are required in addition to General Liability, Auto, and Workers' Comp.
- E. Evaluation and references
- References vs. similar engagements. "Performance of Similar Engagements" (20%) and "Recommendations and/or References" (10%) are scored separately, while §17.00 asks for three references total. Are these the same three, or does the University want engagement narratives separately from reference contacts/letters? Must references be higher-education institutions, and are reference letters required or optional?
 - o Please provide 3 separate references

- Where §16.00 responses are scored. The Information for Evaluation pages address only Experience, Similar Engagements, and References. Under which evaluation criterion are the §16.00 Scope of Services responses (coverage, service management, communication channels, reporting, security, transition) scored — "Vendor's overall proposal content"? Should each §16.00 item be answered on its own page per the "Attach a page for each request from the RFP" instruction?
- Opening format. Will the October 14 opening be in person or by video conference, and will pricing be read aloud or posted publicly afterward?
 - Video conferences
 1. Reference: Section 16.00 – Scope of Services → 1. Service Coverage; Section 16.00 → 5. Pricing and Cost Structure
Please confirm the annual after-hours interaction volume vendors should use for pricing.
 - a. **Call volume should be 3,000 a year**
 2. Reference: Section 16.00 – Scope of Services → 1. Service Coverage; Section 16.00 → 5. Pricing and Cost Structure
Should vendors use approximately 6,000 annual after-hours interactions as the pricing assumption, based on 20% of the stated 30,000 annual call capacity?
 - a. **Yes**
 3. Reference: Section 16.00 – Scope of Services → 3. Communication Channels
Please identify all communication channels currently used by students, faculty, and staff to contact the Help Desk, such as phone, chat, email, and web form.
 - a. **Email, Phone Calls., Client Portal**
 4. Reference: Section 16.00 – Scope of Services → Executive Summary; 4. Reporting and Metrics
Will business-hours overflow interactions be included when measuring the vendor's SLA performance?
 - a. **Calls should be resolved between 3-10 minutes, if not, they need to be escalated to Tier 2 support (on -site agents for next business day review)**
 5. Reference: Section 15.00 – Performance Standards → F, G and H
Please provide the process A-State will follow when the selected vendor fails to meet an agreed Performance Standard.
 - a. **Any Performance Standard that is not met by the vendor will first be communicated via email by the Help Desk Manager or Supervisor to the vendor's chosen Point of Contact**

6. Reference: Section 15.00 – Performance Standards → F and H; Section 19.00 – Selection Process → Performance-Based Standards

Does A-State have a predefined percentage, formula, or schedule of damages for failure to meet Performance Standards?

- a. **Not that is predefined, that would be worked out with the vendor**

7. Reference: Section 16.00 – Scope of Services → 5. Pricing and Cost Structure; Official Bid Price Sheet

Please provide the budget allocated for this RFP, if a budget has been established.

- a. N/A

8. Reference: Section 16.00 – Scope of Services → 1. Service Coverage

Please provide the historical monthly after-hours interaction volume for the most recent 12-month period.

- a. **230 calls (January - June and September - October)**
850 calls (July & August for Back to School)

9. Reference: Section 16.00 – Scope of Services → 1. Service Coverage

Please provide the historical after-hours interaction volume by hour of day for the most recent 12-month period.

- a. **Monday - Friday, 5:01 PM - 7:59 AM (4 to 25 calls)**
Weekends & Holidays (10 to 45 calls)

10. Reference: Section 16.00 – Scope of Services → 7. Transition and Knowledge Transfer → Staffing Approach

Please confirm whether the minimum of three operators identified in the Q&A must be simultaneously staffed throughout every required after-hours coverage period.

- a. **Yes, to maintain proper coverage**

11. Reference: Section 16.00 – Scope of Services → 7. Transition and Knowledge Transfer → Staffing Approach

Will A-State permit a shared-agent support model during lower-volume periods, provided all required service levels are maintained?

- a. **Yes, that is a possibility**

12. Reference: Section 16.00 – Scope of Services → 7. Transition and Knowledge Transfer → Staffing Approach

In addition to the required supervisor, should vendors include a dedicated team manager as part of the proposed staffing and pricing?

a. **Yes**

13. Reference: Section 16.00 – Scope of Services → Executive Summary

Please identify A-State's current provider for after-hours Help Desk support, if the service is currently outsourced.

a. **Anthology (Encoura)**

14. Reference: Section 16.00 – Scope of Services → 1. Service Coverage; 4. Reporting and Metrics

Are the historical interaction volumes and performance metrics provided by A-State based on the current after-hours support provider?

a. **Yes**

15. Reference: Section 16.00 – Scope of Services → Executive Summary; 1. Service Coverage

Please provide the historical monthly volume of business-hours overflow interactions.

a. **I would estimate around 15-60 calls depending on what emergency we are having on site.**

16. Reference: Section 16.00 – Scope of Services → 7. Transition and Knowledge Transfer → Geographic Support Locations

Does A-State have any requirement or preference regarding U.S.-based versus offshore support resources?

a. **U.S. Based preferred, but open for discussion**

17. Reference: Section 16.00 – Scope of Services → 1. Service Coverage

Please confirm whether the reported average handle time of 4 minutes and 30 seconds includes hold time.

a. **Yes**

18. Reference: Section 16.00 – Scope of Services → 1. Service Coverage

Please provide the current average hold time per phone interaction, separate from the one-minute maximum hold-time requirement.

a. **Callers should not be on hold for over one minute**

19. Reference: Section 16.00 – Scope of Services → 1. Service Coverage

Please confirm whether the reported approximately 9 minutes of after-call work is additional to the reported 4 minutes and 30 seconds average handle time.

a. **No, Preferred call time is between 3-9 minutes**

20. Reference: Section 16.00 – Scope of Services → 5. Pricing and Cost Structure
Please clarify whether optional business-hours overflow support should be quoted separately from the base after-hours service.
- a. **Optional overflow should be included.**
21. Reference: Section 16.00 – Scope of Services → 6. Security and Compliance → User Authentication and Verification Procedures
What application or system does A-State currently use for user identity verification?
- a. **In-house software**
22. Reference: Section 16.00 – Scope of Services → 2. Service Management/Technical Support → Locked Account and Access-Related Support
What application or system does A-State currently use for password resets?
- a. **End Users will reset through outlook**
23. Reference: Section 16.00 – Scope of Services → 2. Service Management/Technical Support; 6. Security and Compliance
What application or system does A-State currently use for MFA resets?
- a. **Microsoft Authenticator**
24. Reference: Section 16.00 – Scope of Services → 3. Communication Channels → ITSM Software
What ITSM/ticketing system does A-State currently use?
- a. **Team Dynamix**
25. Reference: Section 16.00 – Scope of Services → 2. Service Management/Technical Support → Application/Software Support
What Learning Management System does A-State currently use?
- a. **Canvas**
26. Reference: Section 16.00 – Scope of Services → Executive Summary → Integrations Supported
Is A-State open to the selected vendor integrating directly with campus applications rather than requiring agents to access each application through its web interface?
- a. **Possibly, it is open for discussion**
27. Reference: Section 16.00 – Scope of Services → 6. Security and Compliance
Please identify the prerequisites the selected vendor must satisfy before being granted access to A-State applications.

- a. **Vendor will need to meet security and legal standards as well as onboarding to be given access**
28. Reference: Section 16.00 – Scope of Services → 6. Security and Compliance → User Authentication and Verification Procedures
What security attributes or verification parameters are currently used to authenticate users contacting the Help Desk?
- a. **We do verify a few attributes within our software and if not after hours is unable to verify escalation would need to take place**
29. Reference: Section 16.00 – Scope of Services → 6. Security and Compliance → User Authentication and Verification Procedures
Is video-based identity verification required for any Help Desk support scenario?
- a. **On site agents, will verify if this is needed.**
30. Reference: Section 16.00 – Scope of Services → 1. Service Coverage → Call Volume
Are there any planned technology projects, system migrations, or other institutional initiatives expected to materially change Help Desk interaction volumes during the contract term?
- a. **Currently there is not, but any future change will be communicated**
31. Reference: Section 16.00 – Scope of Services → 1. Service Coverage → Call Volume
If such changes are planned, please provide the projected impact on Help Desk interaction volumes.
- a. **N/A**
32. Reference: Section 18.00 – Minimum Qualifications → Item 1, Licensure/Insurance/etc.;
Section 19.00 – Selection Process → Insurance
Please provide the minimum coverage limits required for General Public Liability, Automobile Liability, and Workers’ Compensation insurance.
33. Reference: Section 18.00 – Minimum Qualifications → Item 1, Licensure/Insurance/etc.;
Section 19.00 – Selection Process → Insurance
Is any additional insurance coverage required beyond General Public Liability, Automobile Liability, and Workers’ Compensation?

1. Digital solution eligibility

Would the University accept a digital-first or automated solution that captures inquiries, generates knowledge-based responses, opens and tracks tickets, provides status updates, and escalates unresolved or critical incidents to designated personnel? Would a hybrid digital solution with live human escalation satisfy the RFP?

- **Open for discussion**

If a digital solution will be considered, can you please address the following questions?

2. Mandatory live-agent functions

Which services, if any, must be performed by a live human agent rather than through an automated workflow—for example, telephone support, identity verification, password or account assistance, Tier 1 troubleshooting, and critical-incident coordination?

- **Account assistance, critical incident escalation, identity verification, proctoring software support**

3. Telephone requirement

Is live telephone support mandatory during all covered hours, or may a solution use an automated voice interface, callback workflow, voicemail-to-ticket capability, or digital redirection with human escalation?

- **Live calls preferred, but open to digital escalation options**

4. Scope of automated resolution

May an automated solution directly resolve routine requests, or must it limit itself to answering questions, gathering diagnostic information, and creating tickets for university or vendor personnel?

- **Preferably limited to information gathering or answering specific questions (Knowledge base articles support, website navigation, etc.)**

5. Account access and identity verification

May the solution integrate with University identity systems to support locked accounts, password resets, MFA issues, and other access-related requests? If so, what identity-verification methods and security controls does the University require?

- **Utilization of A-State Account Management software for user verification and unlocking locked accounts**
- **MFA resets will be escalated to Tier 2 support**

6. ITSM platform and integrations

What ITSM platform does the University currently use, and must the selected solution integrate directly with it? Please identify available APIs, required ticket fields, categorization standards, routing rules, and status-update requirements.

- **A-State uses TeamDynamix for ticket forwarding and escalation and Outlook for email forwarding escalation**
- **Open to discussion for integration from vendor's software**

7. Knowledge-base access

Will the University provide the selected vendor access to its current knowledge base, support procedures, service catalog, outage communications, and escalation documentation? Who will approve generated answers and maintain the authoritative content?

- **Yes, the vendor will have the ability to view and share knowledge base articles for user support**
- **A-State will have an onboarding process for selected vendor on support procedures and escalations**
- **A-State Help Desk Supervisor/Manager will approve generated answers**

8. Escalation model

Will the University provide an on-call roster for incidents requiring human intervention? What are the required escalation paths and acknowledgement times for routine, high-priority, and critical incidents?

- **Escalations will be forwarded to Help Desk agents for Tier 2 support**

9. Service levels

What service levels will apply to digital interactions, including initial response, ticket creation, automated-resolution accuracy, escalation, human acknowledgement, abandonment, and final resolution?

- **All calls should end with either a resolution or escalation to Tier 2 support**

10. Historical demand data

Please provide historical after-hours volumes by channel, day, hour, request category, priority, and resolution outcome. The RFP refers to call volume beginning July 1, 2026, but does not include the data needed to size or price a solution.

- **All after-hours are phone calls - resolution or escalations come to about 230 calls a month on average (around 850 calls during back to school)**
- **The July 1, 2026 request is asking for call volume from the vendor filling out the RFP**

11. Channel volumes and preferences

What percentage of current demand arrives by telephone, email, portal, and chat? Is the University willing to direct users toward digital channels as the primary after-hours support method?

- **100% of after hours support comes from phone calls, current escalations to Tier 2 support are sent via email**
- **Open for discussion for digital channels**

12. Security and regulated data

What categories of FERPA, CJIS, HIPAA, or other regulated information could be submitted through the help desk? Are AI-generated responses permitted to process such information, and are there specific hosting, data-residency, model-training, retention, encryption, or deletion restrictions?

- **AI responses are not allowed or preferred.**

13. Evaluation treatment

How will the University evaluate a digital-first proposal against a traditionally staffed service, particularly for the requirements concerning staffing approach, support locations, agent training, similar engagements, and customer service?

- **Live support is preferred**
- Reference: Section 18.00 – Minimum Qualifications → Item 1, Licensure/Insurance/etc.; Section 19.00 – Selection Process → Insurance

Please provide the minimum coverage limits required for General Public Liability, Automobile Liability, and Workers' Compensation insurance.

- Reference: Section 18.00 – Minimum Qualifications → Item 1, Licensure/Insurance/etc.; Section 19.00 – Selection Process → Insurance

Is any additional insurance coverage required beyond General Public Liability, Automobile Liability, and Workers' Compensation?

- - The contractor shall purchase and maintain such insurance as will protect him from claims set forth which may arise out of or result from the contractor's operations under the contract, whether such operations be by himself or by any Subcontractor or by anyone directly or indirectly employed by any of them, or by anyone for whose acts any of them may be liable:
 - A. Claims under Workmen's Compensation, Disability Benefit and other similar benefit acts;
 - B. Claims for damages because of bodily injury, occupational sickness or disease, or death of his employees;
 - C. Claims for damages because of bodily injury, sickness or disease, or death of any person other than his employees;
 - D. Claims for damage insured by usual personal injury liability coverage, which are sustained.
 - (1) by any person as a result of an offense directly or indirectly related to the employment of such person by the contractor, or
 - (2) by any person; and
 - E. The contractor shall provide and maintain during the term of this contract, at the
 - Contractors' expense, Comprehensive Automobile Liability Insurance at limits no less than the statutory requirements and it shall be shown on the certificate per person, per accident for bodily injury and per accident for property damages.
 - F. Claims under comprehensive general liability for damages because of injury to or
 - destruction of tangible property including loss of use resulting therefrom. Coverage for "completed operation" shall be required under this comprehensive liability.
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- The policy shall be written by Casualty Company authorized to do business in the State of Arkansas. The Certificate of Insurance shall show the agent's signature, business name, address and telephone number and be submitted to Arkansas State University Procurement Services Department prior to the Contract Award. The certificate shall stipulate 15 days written notice be given prior to policy coverage cancellation.
- A certificate of insurance is required on **all** orders. Jobs \$5,000 or less require liability insurance of no less than \$100,000, auto insurance and workers compensation (if qualified) with certificate of insurance made out to ASU as certificate holder.
- Jobs over \$5,000 require liability insurance of no less than \$1,000,000 per occurrence and \$2,000,000 aggregate, auto insurance and workers compensation (if qualified) with certificate of insurance made out to ASU as certificate holder.
- Reference: Section 16.00 – Scope of Services → 1. Service Coverage; Section 16.00 → 5. Pricing and Cost Structure
Please confirm the annual after-hours interaction volume vendors should use for pricing. **Call volume should be 3,000 a year**
- Reference: Section 16.00 – Scope of Services → 1. Service Coverage; Section 16.00 → 5. Pricing and Cost Structure
Should vendors use approximately 6,000 annual after-hours interactions as the pricing assumption, based on 20% of the stated 30,000 annual call capacity?
- **Yes**
- Reference: Section 16.00 – Scope of Services → 3. Communication Channels
Please identify all communication channels currently used by students, faculty, and staff to contact the Help Desk, such as phone, chat, email, and web form.
- **Email, Phone Calls., Client Portal**
- Reference: Section 16.00 – Scope of Services → Executive Summary; 4. Reporting and Metrics
Will business-hours overflow interactions be included when measuring the vendor's SLA performance?
- **Calls should be resolved between 3-10 minutes, if not, they need to be escalated to Tier 2 support (on -site agents for next business day review)**
- Reference: Section 15.00 – Performance Standards → F, G and H
Please provide the process A-State will follow when the selected vendor fails to meet an agreed Performance Standard.

- **Any Performance Standard that is not met by the vendor will first be communicated via email by the Help Desk Manager or Supervisor to the vendor's chosen Point of Contact**
- Reference: Section 15.00 – Performance Standards → F and H; Section 19.00 – Selection Process → Performance-Based Standards
- Does A-State have a predefined percentage, formula, or schedule of damages for failure to meet Performance Standards?
- **Not that is predefined, that would be worked out with the vendor**
- Reference: Section 16.00 – Scope of Services → 5. Pricing and Cost Structure; Official Bid Price Sheet
Please provide the budget allocated for this RFP, if a budget has been established.
- N/A
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Please provide the historical monthly after-hours interaction volume for the most recent 12-month period.
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850 calls (July & August for Back to School)**
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Weekends & Holidays (10 to 45 calls)**
- Reference: Section 16.00 – Scope of Services → 7. Transition and Knowledge Transfer → Staffing Approach
Please confirm whether the minimum of three operators identified in the Q&A must be simultaneously staffed throughout every required after-hours coverage period.
- **Yes, to maintain proper coverage**
- Reference: Section 16.00 – Scope of Services → 7. Transition and Knowledge Transfer → Staffing Approach
Will A-State permit a shared-agent support model during lower-volume periods, provided all required service levels are maintained?
- **Yes, that is a possibility**

- Reference: Section 16.00 – Scope of Services → 7. Transition and Knowledge Transfer → Staffing Approach
In addition to the required supervisor, should vendors include a dedicated team manager as part of the proposed staffing and pricing?
- **Yes**
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Please identify A-State's current provider for after-hours Help Desk support, if the service is currently outsourced.
- **Anthology (Encoura)**
- Reference: Section 16.00 – Scope of Services → 1. Service Coverage; 4. Reporting and Metrics
Are the historical interaction volumes and performance metrics provided by A-State based on the current after-hours support provider?
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Please provide the historical monthly volume of business-hours overflow interactions.
- **I would estimate around 15-60 calls depending on what emergency we are having on site.**
- Reference: Section 16.00 – Scope of Services → 7. Transition and Knowledge Transfer → Geographic Support Locations
Does A-State have any requirement or preference regarding U.S.-based versus offshore support resources?
- **U.S. Based preferred, but open for discussion**
- Reference: Section 16.00 – Scope of Services → 1. Service Coverage
Please confirm whether the reported average handle time of 4 minutes and 30 seconds includes hold time.
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Please provide the current average hold time per phone interaction, separate from the one-minute maximum hold-time requirement.
- **Callers should not be on hold for over one minute**

- Reference: Section 16.00 – Scope of Services → 1. Service Coverage
Please confirm whether the reported approximately 9 minutes of after-call work is additional to the reported 4 minutes and 30 seconds average handle time.
- **No, Preferred call time is between 3-9 minutes**
- Reference: Section 16.00 – Scope of Services → 5. Pricing and Cost Structure
Please clarify whether optional business-hours overflow support should be quoted separately from the base after-hours service.
- **Optional overflow should be included.**
- Reference: Section 16.00 – Scope of Services → 6. Security and Compliance → User Authentication and Verification Procedures
What application or system does A-State currently use for user identity verification?
- **In-house software**
- Reference: Section 16.00 – Scope of Services → 2. Service Management/Technical Support → Locked Account and Access-Related Support
What application or system does A-State currently use for password resets?
- **End Users will reset through outlook**
- Reference: Section 16.00 – Scope of Services → 2. Service Management/Technical Support; 6. Security and Compliance
What application or system does A-State currently use for MFA resets?
- **Microsoft Authenticator**
- Reference: Section 16.00 – Scope of Services → 3. Communication Channels → ITSM Software
What ITSM/ticketing system does A-State currently use?
- **Team Dynamix**
- Reference: Section 16.00 – Scope of Services → 2. Service Management/Technical Support → Application/Software Support
What Learning Management System does A-State currently use?
- **Canvas**
- Reference: Section 16.00 – Scope of Services → Executive Summary → Integrations Supported
Is A-State open to the selected vendor integrating directly with campus

applications rather than requiring agents to access each application through its web interface?

- **Possibly, it is open for discussion**
- Reference: Section 16.00 – Scope of Services → 6. Security and Compliance
Please identify the prerequisites the selected vendor must satisfy before being granted access to A-State applications.
- **Vendor will need to meet security and legal standards as well as onboarding to be given access**
- Reference: Section 16.00 – Scope of Services → 6. Security and Compliance → User Authentication and Verification Procedures
What security attributes or verification parameters are currently used to authenticate users contacting the Help Desk?
- **We do verify a few attributes within our software and if not after hours is unable to verify escalation would need to take place**
- Reference: Section 16.00 – Scope of Services → 6. Security and Compliance → User Authentication and Verification Procedures
Is video-based identity verification required for any Help Desk support scenario?
- **On site agents, will verify if this is needed.**
- Reference: Section 16.00 – Scope of Services → 1. Service Coverage → Call Volume
Are there any planned technology projects, system migrations, or other institutional initiatives expected to materially change Help Desk interaction volumes during the contract term?
- **Currently there is not, but any future change will be communicated**
- Reference: Section 16.00 – Scope of Services → 1. Service Coverage → Call Volume
If such changes are planned, please provide the projected impact on Help Desk interaction volumes.
- **N/A**