

QUESTIONS AND ANSWERS -2

RFP 27-15

1. What are the University's current normal IT Help Desk business hours, and what exact after-hours coverage window is required on weekdays, weekends, holidays, campus closures, and academic-break periods?
 - Normal business hours are Monday - Friday 8:00 am - 5:00 pm CST starting in August through mid-May
 - Summer hours are Monday - Thursday 8:00 am - 5:00 pm CST and Friday 8:00 am - 12:00 pm CST starting in late May - July
 - After-hours coverage is needed from 5:01 pm - 7:59 am CST Monday - Friday and full coverage is needed on weekends, certain holidays (New Years, Memorial Day, July 4th, Labor Day, Thanksgiving, and the Friday afterwards), and during Winter break (Last 2 weeks of December)
 - Optional coverage needed during normal business and summer hours if needed due depending on campus situation.

2. Please provide after-hours call and ticket volume from July 1, 2026 to present, including—if available—volume by channel, day of week, hour of day, and average handle time.

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3. What ITSM/ticketing platform, phone system, chat platform, identity-management/MFA solution, remote-support tools, and knowledge base will the selected provider be expected to use?

We use internal software but are open to integration to see what would be best for the team.

4. Please describe the expected Tier 1 resolution scope versus items that should be documented and escalated to University personnel or another support tier.
 - A-State anticipates that the after-hours provider will perform Tier 1 support that can be resolved using documented procedures and knowledge base articles. Common issues may include but not limited too: password resets, MFA assistance, first time user account set up, software and university awareness questions.

5. Please provide the expected escalation process for critical incidents, including on-call notification methods, severity definitions, and response expectations.

User calls with issue or concern (Network outage, compromised account, CJIS locked account) -> Support gathers user information and details to the issue and inputs in a ticket
-> Support escalates ticket to Tier 2 support via email

6. What service-level standards or performance measures does the University anticipate for the resulting contract?

- Proper response times (max wait time: 3 minutes, max hold time: 1 minute)
- Every call must have a resolution or escalation
- A-State focused onboarding and compliance to university standards for operators on shift
- Accurate ticket documentation
- Escalation compliance
- Clear communication pathways between client and A-State management

7. Is business-hours overflow support an optional service, or should it be included in the base scope and monthly price?

Should be an optional service as we might need to transfer during regular business hours depending on campus situations.

8. Please clarify whether the requested FERPA, CJIS, HIPAA, and SOC 2 documentation requires current third-party certifications/reports for each item, or whether documented security controls, policies, training, and applicable compliance practices may satisfy some or all requirements.

Documented security controls, policies, training, and applicable compliance practices may satisfy some or all requirements. They will also need to provide ISO 27001, SOC2, FedRAMP or other independent documentation showing the security controls