



Procurement Services

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Request for Information - RFI 27-01 After Hours Help Desk Solution

July 1, 2026

To All Potential Respondents:

Arkansas State University is currently in the process of gathering information related to an after-hours help desk solution

Please note that this is not a request to participate in a formal bid at this time. We are simply gathering information that will help to inform next steps. The University reserves the right not to conduct a bid. If the University elects to move forward with a formal bid, you will receive notification from the relevant University procurement official. Any costs to prepare for the meeting, including preparation of materials, travel costs, etc., will be borne by the vendor. Arkansas State University will not be responsible for any costs related to this meeting.

The committee tasked with gathering information would like to invite you to participate in virtual information sessions to discuss our current process. We are looking to schedule sessions during July for 1.00-hour increments. We would appreciate you/your team providing information about products and services available to meet our after-hours Help desk needs. We also invite you to share your experiences implementing these solutions with other clients, especially higher education clients.

If you are interested, your acceptance of this invitation must be received by 2:30 PM CST on July 10, 2026. Please send your acceptance to Lisa Glasco (lglasco@astate.edu) and Heather Boothman (hboothman@astate.edu) by said deadline.

Please note that by accepting the University's invitation, you acknowledge that this is not a formal bid request of any sort, nor are there any guarantees of future business.

Heather Boothman, IT Support Services Director, will be the main contact. She will reach out to you to schedule visits once your acceptance has been received. If you have any questions, or need additional information, please do not hesitate to contact Heather or me.

We thank you in advance for your willingness to participate with the Arkansas State University in this information gathering process, and look forward to hearing from you.

Lisa Glasco, CPCP, CPPB, CPPO, NIGP-CPP, APO

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