

QUESTIONS AND ANSWERS 3
RFP 27-15

1. Service Level Requirements: Please provide the University's current and/or expected Service Level Agreements (SLAs) and Key Performance Indicators (KPIs) for the After-Hours Help Desk, including, as applicable, average speed to answer, abandonment rate, first-contact resolution, average ticket response time, average ticket resolution time, escalation response time, and customer satisfaction targets.

Our SLA expectation is that the issue is resolved within 10 minutes if possible or escalated over to us.

2. Call Volume: Please provide historical inbound call volumes for the After-Hours Help Desk, preferably by month and week for the most recent 12-month period. If available, please also provide call volume by day of week and hour of day to assist vendors in developing an appropriate staffing model.

Typically our call volume is around 3,000 calls a year. That can fluctuate depending on the campus changes or technical updates.

3. Ticket Volume: Please provide historical ticket volumes for the services included within the scope of this RFP, preferably by month and week for the most recent 12-month period. If available, please identify the percentage of tickets generated through telephone, email, web portal, chat, or other channels.

An After hours provider will be expected to answer inbound calls , however tickets will not be transferred over to an after hours vendor.

4. Supported Applications and Environment: Please provide a list of the primary applications, systems, platforms, and technologies that the selected vendor will be expected to support, including any University-specific or student/faculty-facing applications that will fall within Tier 1 scope.

These would include but not limiting to Account Support, MFA, Password reset, Canvas, Microsoft and Proctoring Software.

5. Telephony Infrastructure: Is the selected vendor expected to provide and operate the telephony/contact center platform used to receive After-Hours Help Desk calls, with integration to University systems as necessary, or will the selected vendor be expected to utilize the University's existing telephony/contact center infrastructure? If University infrastructure will be utilized, please identify the current telephony/contact center platform.

Typically we would be given a phone number from the vendor to forward our after hours calls to.

6. Average Handle Time: Please provide the current Average Handle Time (AHT) for telephone interactions and, if available, the average handling/resolution time for tickets. Please also provide any available historical metrics regarding first-contact resolution and escalation rates.

On average 4 minutes.

7. Pricing Sheet: Are vendors permitted to provide an alternative pricing structure or model in addition to the pricing sheet provided in the RFP?

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.

8. Work-at-Home Delivery: Provided all applicable security requirements are met, can the selected vendor utilize Work-at-Home (WAH) agent resources?

Yes

9. Hours of Operation: Please define the specific hours of operation required for the selected vendor's After-Hours Help Desk coverage, including weekday, weekend, and holiday coverage hours.

5:01pm - 7:59am M-F, 24 hours weekends and holidays. There might be a time when we need to forward during normal business hours (8-5 M-F).