Solicitation Information

April 7, 2015

Addendum #1

RFP #7549428

TITLE: ARRA – Enterprise/Early Care & Education Data System Help Desk Services

SUBMISSION DEADLINE: APRIL 16, 2015 AT 2:00 PM (ET)

ATTACHED ARE VENDOR QUESTIONS WITH STATE RESPONSES. NO FURTHER QUESTIONS WILL BE ANSWERED.

Gail Walsh
Chief Buyer

Vendor A

1. Please provide required live Help Desk hours and regular allowances for closures for training (e.g., 4 hours/quarter
    a. Additionally, please provide the standard expected hours of operation for the Help Desk.

    The expectation is that the help desk is "open" 24/7/365 and available to users at all times. Current vendor receives new tickets via a website form and responds via email with a solution or an update if additional information or an escalation of the issue is needed. During school/work hours (non-weekend, non-holiday), current expectation is a quick, same-day response.

2. Can you please provide current volumes:
    a. By email
    b. Volume by system and topic

    The current vendor receives all new tickets via a web-based form filled out by the user (not via live phone call, voicemail, or email submission). The total # of tickets for the last full year period of July 1, 2013 to June 30, 2014 was 9,512 tickets (note that new features/modules were added during the year). The top 5 topics by volume for that year were RIDEmap Login (5492), RIDEmap EPSS (1340), My eCert (1285), eRIDE (386), and Roster Verification (338) for a total of 8,841 out of those 9,512 tickets.

3. Please provide the number of ~~calls~~ tickets received by the Help Desk on a weekly and daily basis.
    Normal week is 100-150 tickets, depending on school schedule and activity.
    Normal day is 10-30 tickets, can be less or more on occasion.
4. What organization is providing the existing help desk operations?
    The help desk is presently provided by a vendor.
5. How many current help desk staff, including numbers by title designation (representatives, supervisors, etc.)?
    Help desk vendor team currently consists of 4 people: senior manager, project manager, and 2 ticket agents or coordinators. RIDE staff includes approximately 15 additional people who have access to the current ticket system and are involved in different ticket workflows.
6. Can you provide current response times (avg resolution time)
    Tier I (password reset, common knowledge based problems, are solved same day, typically within an hour. Escalated tickets are resolved within 2 working days depending on the complexity of the problem.
7. What knowledge assets are currently available (user manuals, faqs, etc.?)
    Help desk agents have access to training documents and other reference information related to policies and system functions. Users have access to searchable knowledgebase articles on support page. Articles are written/edited by help desk staff.
8. What knowledge assets are expected to be developed during the transition period?
    No knowledge assets are expected to be developed during transition…current assets are sufficient to get up and running.

9. Will content in the current ticketing system be available for training purposes during the transition period? **Yes**
10. Will data in the current ticketing system need to be migrated to the new system? If so, can the data be provided in flat text files? **Yes, the files can be in many different formats including flat text files. There are approximately 25,000 historical tickets in the current system.**
11. Will content from the current knowledge based be migrated to the new system? If so, what formats will the content be provided? **Files can be in many different formats.**
12. What is the length of the transition period? **30 days…. We will expect full service by August 1, 2015**
13. Does the "dedicated project manager" need to be a full-time resource dedicated to the project? **Yes.**
14. Please clarify whether the vendor will develop the applications manuals or manage changes in the manuals. **The vendor will work with RIDE staff to develop and maintain manuals.**

Vendor B

#	Vendor Question	State Responses
1	Is it necessary that the same vendor should be delivering the licenses and implementation services?	**We are interested in working directly with and not a subcontractor.**
2	What is the timeline for this project? Expected project kick-off date and project Go-Live date?	**The contract start date is July 1, 2015. Although our systems are live year round we realize that there will be a transition period. We would expect a 30 day transition period and be completely live by August 1, 2015**
3	Is it mandatory that the vendor should have implemented typical help desk services systems or the State will consider vendors who have experience and implemented similar systems of the scope, size and complexity?	**Previous experience with the state is not a consideration for this RFP. The vendor should demonstrate that they are able to provide the required help desk services outlined in the RFP.**
4	In how many languages the State would like to implement the Help Desk Services? Please list the preferred languages?	Help desk services need to be provided in English only.
5	Data Migration: Does the State require the legacy data to be imported into the proposed	**Yes, a data migration will be required. The data can be provided in a variety of**

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	Help Desk Services system? If so, would this data be provided using standard data file formats such as CDF, XLS, Text, CSV, DAT etc.	**formats.**
6	Is the State maintaining a call center? If so, please provide the details on the CTI and IVR vendor.	**The state is not maintaining a call center for the Rhode Island Department of Education (RIDE). RIDE has a call desk, which works with the helpdesk vendor. The help desk needs to be a ticketing system.**
7	How many users will use the proposed RIDE Enterprise/Early Care and Education Data System?	**Up to 14,000 users though not concurrently**
8	How many office locations will use the proposed system? How many users have the option to work from home?	**Our operation conducts business in one physical location. However, users come from the 310 schools statewide. Teachers use our systems from both at school and at home.**
9	Can the State provide monthly volume of the call / service requests?	**Volumes may vary depending on activity in schools, but a typical month may see 400-600 tickets in total.**
10	Can the State provide expected chat sessions volume on the help desk services system?	**There are no chat sessions provided**
11	Please clarify; Is this solution required for the internal staff or Citizens?	**Users are RIDE staff and Rhode Island teachers, principals, and district staff**
12.	Please provide a detailed list of external and internal systems that require integration. Do the external systems provide and support open Web services APIs?	**The current help desk system does not have any live RIDE data or system integrations.**
13.	Will the State provide Knowledge base articles to be published in the system?	**Yes**

#	Vendor Question	State Responses
14.	Please provide additional details on the number, type and format of the reports, if available.	**The current help desk system allows admin users to query ticket activity reports in a number of ways – by topic, ticket event, date range, etc. Report information can be easily copied into Excel or Powerpoint for additional RIDE needs such as presentations.**
15.	Is it necessary for the vendor to utilize/integrate the State Single Sign On (SSO) as part of the core deliverables?	**Although the helpdesk system is not accessed through the SSO, the helpdesk provides service for the systems that are accessed through the SSO**
16.	Portal a) Is there an existing website or database retaining information that may need to be updated for public or private consumption via data generated/maintained in the new system? b) Is a public facing, authenticated portal desirable to allow inquires to be submitted and tracked? b) Approximately how many external users are expected to interact with the system (via a portal)?	**Users access the current help desk system through a public, non-login required experience. Knowledgebase articles and the ability to start a new ticket are available to any user without logging in, especially when the RIDE Enterprise or ECEDS systems are not available or if they have difficulty logging in. Help desk agents and RIDE staff log in to the current ticket system to manage tickets, manage articles, and view reports.**
17.	Does the State expect the respondent to support the system 24/7? Please elaborate on the expected SLA and preferred channels of the support.	**Current expectation is that the help desk is "open" 24/7/365 and available to users at all times. Current vendor receives new tickets via a website form and responds via email with a solution or an update if additional information or an escalation of the issue is needed. During school/work hours (non-weekend, non-holiday), current expectation is a quick, same-day response.**
18.	How many State SMEs and other resources are assigned in full time capacity throughout the implementation phase?	**The vendor will work with the Supervisor of Collections during the implementation phase on an as needed basis**

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19.	Are there any regulatory compliance requirements related to protecting citizen information such as NIST, PCI etc.?	**Vendor must have a working understanding of HIPAA and FERPA requirements**
20.	Do you have a set of pre-defined business processes, or are you looking for assistance in defining and standardizing these processes for the help desk system? Please provide documentation to understand the scope and processes involved.	**The current help desk system is based on business processes defined by RIDE and its system vendors. Over time, these processes have changed based on the changing resources related to each program and system. The vendor will be expected to coordinate with RIDE and respond effectively to changes or new processes as they emerge over time.**
21.	Training: how many users are expected to be trained?	**There are approximately 15 RIDE staff members who will need to be trained for the system**