

21-003-RFP Addendum for Distance Learning Service Desk

Below are the questions submitted by vendors for the RFP and the district answers.

Q: How many tickets per month (or day) are parents and students submitting?

A: We currently do not have a ticketing system for students and parents, which is why we developed the RFP. We currently have a dedicated email address and phone line with limited hours. We average about 25 calls per day, but with live streaming we can peak at 100 calls/email per 24 hour period.

Q: What is the expected response time per ticket (from receipt to response and then resolution or escalation)?

A: We are looking to the vendor to say what they can provide and will evaluate vendors based on what they can provide. At minimum we want phone calls answered immediately and email responded to within 30 minutes of receipt during contracted hours.

Q: Do you have defined escalation guidelines (who tickets should be escalated to when they go beyond the scope of support)?

A: No, we will develop this with the winning vendor. We do have internal procedures that we will build off of. If the vendor has model procedures from other clients, they should include them in the proposal.

Q: Will our technicians be using a ticketing system provided by Westport Schools?

A: No, the vendor is expected to have a ticketing system of their own in place.

Q: Does Westport provide a remote access/support tool for our technicians to use or should we use Google Remote Desktop?

A: The vendor should use Google Remote Desktop

Q: Are there specific times per day where you anticipate a higher or lower volume of tickets?

A: This is a new venture for us so we do not have data. We would estimate that it would be higher at the start of each class period and possibly from 6pm -7pm when working families are home and children begin their asynchronous work.

Q. Will Westport be providing the 800 number and just direct it to our phone system or will the provider be expected to provide the 800 number?

A: Westport will not be providing an 800 number. We will expect the provider to provide the 800 number.