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.

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Q: Who is currently providing the desktop and software support for distance learning? Internal or External? What is the team size currently? Are they full time or part time?

A: We currently provide distance learning support internally from 7:30 am - 2 pm via a phone line and email with one technician assigned as primary, but that technician has other responsibilities as well. This was sufficient prior to distance learning when it was solely a parent helpdesk dedicated to helping parents reset their passwords and accessing the parent portal. Hardware swaps are handled by appointment by a different technician between 2:45 pm - 4:30 pm.

Q: Are there any cloud side applications that would be included in the support? If no is there another team or company that is managing the cloud applications? If so are we going to work alongside with the cloud side support team?

A: The cloud apps outlined in the RFP are Google and Zoom. We will work with you on some basic access to the programs to be able to rule out certain issues and we will provide a generic password reset tool. Part of the implementation process will be to create escalation pathways between your team and our internal team who have super admin rights.

Q: The RFP refers to ITL certification. Does this mean ITIL certification?

Yes. Thank you for catching that.

Q: Will the help desk support have to be onsite or is remote ok? Is offshore ok?

A: We do not have space in the district to house the company's personnel. It must be remote. Technicians whether offshore or stateside must be proficient in oral and written English. The district reserves the right to interact with the technicians that will be manning the support desk as part of the RFP vetting process.

Q: Who is currently supporting your hardware?

A: We support it internally and through the manufacturer's warranty process when applicable.

Q: Is this project already approved/funded or are you using the RFP to explore the option of whether you want to seek funding ? Is there an expected budget?

A: The project has been approved by the BOE so we would like to move forward if we find a good match. The budget will be based on the best qualified respondent who provides the best level of service for the best price.