



Municipality of Anchorage

Dave Bronson, Mayor
Purchasing Department

August 5, 2022

REQUEST FOR PROPOSAL

RFP 2022P022

Service Desk

ADDENDUM NO. 2

Please make the following changes to the subject project.

1. Questions and Answers

Where any requirements of the Request for Proposal conflict with an item in an Addendum, the Addendum shall govern.

All other terms and conditions of the Request for Proposal shall remain unchanged and in full force and effect.

This addendum and other documents related to this project are available by visiting the Purchasing office website at:

<http://www.muni.org/Departments/purchasing/Pages/bidding.aspx>

If you have previously submitted a response to this project and wish to have it returned, please email that request to wwpur@muni.org

All other terms and conditions remain unchanged.

Sincerely,

Chris Hunter

Chris Hunter
Deputy Purchasing Director

RFP – Questions Updated 08/01/2022

1. **Do you require service desk employees to answer/respond as your name or as our name?**
 - a) *Calls are answered with reference to the MOA ITD Service Desk.*

2. **Would you be open to an eBonding of your ticket system to our own, ServiceNow?**
 - a) *No.*

3. **Do you require support for just Windows machines or also Mac, Chromebooks, etc – please specify?**
 - a) *MOA is a Windows organization. Experience with this environment is required. Experience with Mac or Chromebooks, while not required, may be useful for first call resolution for an extremely limited number of calls.*

4. **What line of business applications and versions of Microsoft Office are in scope?**
 - a) *Office 365 .*

5. **Do you require support for cybersecurity incidents or calls, or do you have a separate office to handle these?**
 - a) *The MOA IT Department consists of an Applications Team, Cyber Security Team, Network Infrastructure Team, Server Infrastructure Team, and an Endpoint/Customer Service Team. If through triage, those assigned to the Service Desk are unable to resolve an incident or fulfill a service request in <30 minutes, escalation to one of the teams above is expected.*

6. **Do you require support for work from home (WFH) employees or remote employees? If so, how many?**
 - a) *There is a level of remote support expected for the MOA WFH staff.*

7. **Do you require phone system support?**
 - a) *If through triage, those assigned to the Service Desk are unable to resolve a phone system incident in <30 minutes, escalation to the Network Infrastructure Team is expected. Currently, there are several phone system related service requests completed at the Service Desk. Documentation and training will be provided in order to complete these requests.*

8. **Do you require local law enforcement IT support?**
 - a) *No.*

9. **Do you require file backup/restore and server support?**
 - a) *No.*

10. **Do you require virtual platform support for either servers or a virtual desktop environment?**
 - a) *Triage of virtual desktop environment incidents is expected. Thorough documentation will assist the team ultimately responsible for issue resolution. Support for the virtual platform servers is not expected of the Service Desk team members.*

11. **How many end users and computers are in scope?**
 - a) *Average 2500 users on 1800 workstations.*

12. **Are any of the duties performed by IT staff?**
 - a) *The Service Desk is solely staffed through the award of this RFP.*

13. **Would remote service desk be acceptable for afterhours support?**

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a) Yes.

14. Are you open to solutions that differ from the RFP? i.e. what if we did a fully remote model with dispatch for onsite?

a) No.

15. Would background checks still be required above and beyond what Ricoh provides during recruitment?

a) Yes. Successful CJIS background checks are required of all those staffing the Service Desk.

16. How many in person vs other electronic (Web, Email)?

a) No answer available.

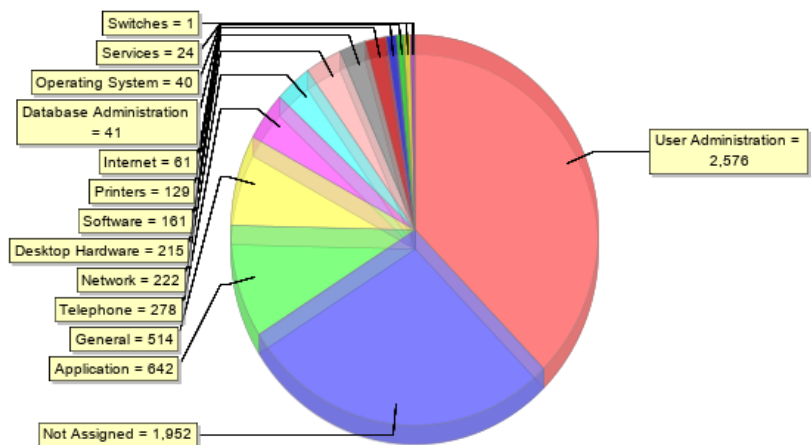
17. Confirm whether this is level 1 support of level 1 and level 2?

b) Level 1 only.

18. If top driver information can be shared by % and estimated work time this would also be helpful.

Total records : 6856

Created Time : From 01/01/2022 12:00 AM To 31/12/2022 11:59 PM



19. Are there any key seasonal factors that create significant ticket volume fluctuations throughout the year?

a) There are seasonal hires in both the spring and fall that have to date, not impacted the staffing at the Service Desk. We are taking steps to automate onboarding and offboarding to the extent that we can.

20. Are you open to a shared service model for the contact center help desk over night/weekend/holiday support?

a) Yes.

21. We can provide domestic support (US), Off-shore (India) support or a hybrid model, what is there a preference for the Municipality of Anchorage?

a) Domestic Support (for after-hours/weekend/holiday support).

22. Warm handoffs- Are these held internally with the Vendor resources only or are they in conjunction with the larger support team for the Municipality of Anchorage?

a) In conjunction with the MOA IT team.

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23. Do you have a current list of SLA targets that you utilize today, If so, can they be shared so that we can model staffing to the needed SLAs? If not, would you prefer the Vendor to make recommendation on SLAs & KPIs based on industry standards and best practices?
- a) *Currently, there are no SLA's defined for our organization. We will entertain SLA as a value add for accountability.*
24. Is after-hours support expected to be at MOA facility? If so, how is access provided?
- b) *Non-business hours support does not require a presence in an MOA facility. The schedule for non-business hours support was not awarded for the 2017 RFP.*
25. Is the contractor expected to provide onsite managerial support during business hours?
- a) *No.*
26. What does the current training entail?
- a) *MOA will have onsite for the duration of training a Service Desk knowledgeable staff member. Training will consist of knowledge base, electronic documentation, and hands-on training in our production environment.*
27. Are there any seasonal fluctuations in workload and therefore in staffing?
- a) *The seasonal fluctuations have not resulted in the need for additional staffing at any time during the 4.5 years of the current contract.*
28. Is the Call Center functionality required to be in Municipality of Anchorage (MOA) Alaska? If not, what, if any, stipulations are there? (From the June 28th Pre-Bid call, it was understood that after hours Call Center response could reside outside of Alaska. It was also understood that in hour Service Desk Tier 1 coverage (8 AM – 5PM Anchorage time) would need to be provided in Anchorage.
- a) *Preference will be given to organizations with a local (Municipality of Anchorage) presence.*
29. It is understood that the Service Desk, Tier 1 Support component is required to be physically located in Anchorage. What is the MOA's preferred Tier 1 support location? i.e. Does the existing Tier 1 Support location exist in one of the 180 building locations? Is MOA supplying the site and/or the equipment required for the Tier 1 support personal?
- a) *The Service Desk will be in one of the many MOA facilities. Equipment will be provided by MOA for Service Desk techs on MOA premise.*
30. What company currently provides the MOA with its current Call Center and Service Desk Tier 1 services needs as requested in this RFP?
- a) *The Call Center schedule was not awarded in the 2017 RFP and is currently performed in-house by MOA IT Department team members.*
- b) *Alaska Communications was awarded the Service Desk schedule.*
31. What is the current composition (i.e. number of personal and technical breath level) of the Service Desk and Call Center (CC) Services? Does the MOA expect to maintain / enhance / reduce this level?
- a) *The current composition of the Service Desk consists of three FTE's. The Call Center was not previously awarded.*

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32. Besides Anchorage, how many other Cities/Towns/locations, will on require onsite support? (From the June 28th Pre-Bid Call it was understood that the support coverage area would be confined to the Anchorage area consisting of about 180 buildings) therefore, approximately how many square miles does this encompass? Assuming that Tier 1 technical onsite support may be required from time to time?
- a) *It is not an expectation that Service Desk Techs will be deployed to customer locations for Tier 1 support.*
33. Is the MOA willing to consider a separation of functionality between the CC responsibilities and requirements for the local Service Desk Tier 1 tech support? If not, will the off hours support SLA's differ from the in hours SLA's?(Assumption is that during off hours the CC will need to provide similar Service Desk Tier 1 support with all the similar remote access)
- a) *Yes. Preference will be given to the organizations that bid on both schedules however.*
34. What, outside of those identified in Section 3.5 of RFP 2022P022, qualifications, skills sets, certifications are expected that the Tier 1 support team have?
- a. *O365, MS Exchange, Active Directory, basic network troubleshooting, VPN connectivity, Windows 10/11, just to name a few. This is by no means inclusive of all the desired skill sets.*
35. What is the technical environment that the Service Desk Tier 1 and CC teams are to assist support composed of?
- a. What are the network environment composed of (Cisco, Linksys, etc.)?
Not Applicable to Service Desk/Call Center response.
- b. What are the server equipment environment (HP, Dell, etc.)?
Not Applicable to Service Desk/Call Center response.
- c. What are the server operating systems (i.e. MS 2019 Server, etc.)?
Not Applicable to Service Desk/Call Center response.
- d. What are the local users environments composed of? (i.e. Laptops, tablets, mobile devices, etc.)
Laptops, desktops, iPads, iPhones.
- e. Who are the current ISPs provider(s)?
Alaska Communications
- f. What is the supported software environment, third-party software, and description ?
incident management tool is provided through ManageEngine ServiceDesk Plus
- g. Any other support technical dependencies?
Questions is unclear
36. It is understood that the expected Service Desk Tier 1 support resolution response time be within ½ hour before escalation to the local Tier 2 support staff team. (Again, from the June 28th Pre-Bid Call, and that the Tier 2 team is currently locally in place) what other quails, or SLA are needed?
- a) *For now, that is the only expected qualification. With that said, we welcome input from the organization that is awarded the contract that will better the customer service experience .*
37. Will the Service Desk Tier 1 support personal be authorized, trained, provided access to local remote system access, trouble tracking/resolution Systems, etc. to comply with RFP 2022P022 requirements?
- a) *Yes.*

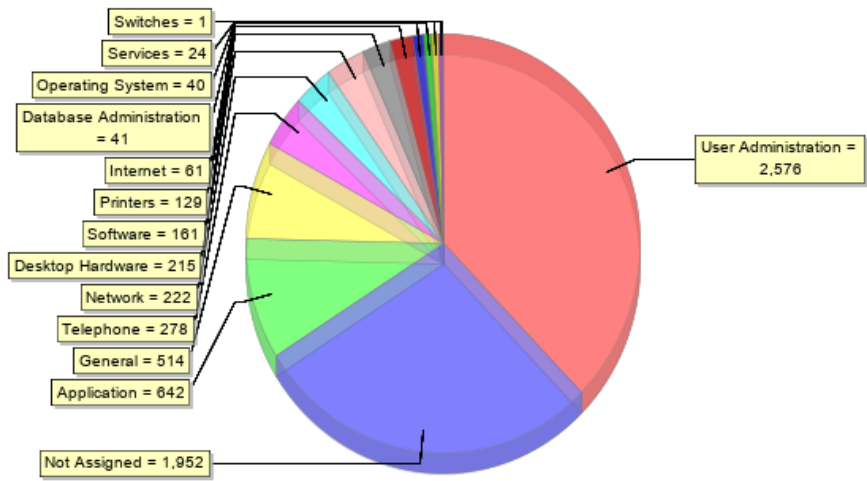
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- 38. Do they have current SOPs for all processes connected to the RFP request? What repository is being used for the documents or knowledge base?**
- a) Not for all processes. Many are documented and saved in a shared location on a file server.
- 39. What were the ticket volumes for the past 12 months and 6 months pre-Covid?**
- a) Service Desk Plus was rolled out in Jun 2021. Jun thru Dec 2021, there were 6800 requests/incidents logged. Jan 2022 to date, there have been 6500.
- 40. Are you open to an alternative to onsite service desk during the transition period?**
- a) No.
- 41. For the Help Desk After Hours option, could we bid on that separately or would it go to the vendor that also wins the On-site support bid?**
- a) *Bidding solely on the Call Center/After Hours schedule is acceptable. Preference will be given to a single provider with a local presence.*
- 42. Whether companies from Outside USA can apply for this? (like,from India or Canada)**
- a) *Support is limited to US based technicians. Preference will be given to organizations with an Alaska presence.*
- 43. Whether we need to come over there for meetings?**
- a) *No. Virtual meetings are acceptable.*
- 44. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)**
- a) *Support is limited to US based technicians. Preference will be given to organizations with an Alaska presence.*
- 45. For the Help Desk After Hours option, could we bid on that separately or would it go to the vendor that also wins the On-site support bid?**
- a) *Yes.*
- 46. Can we be provided a list of the FAQ's?**
- a) *This data is not available.*
- 47. Can you provide a report that categorizes the type of problems reported in the previous 6 to 12 months?**

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48. Is there any knowledge base for the current helpdesk support?

a) Yes.

49. For those on-sit technicians that we'll be providing, will they be set in one building working and answering calls or be moved around from building to building on an on-need basis?

a) Stationary in one building.

50. With the potential option of the vendor to win the After Hour Support Help Desk, is that also part of the optional 5 years with the Municipality of Anchorage?

a) The duration of the After Hours support contract will mirror Service Desk schedule.

51. To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?

a) Support is limited to US based technicians. Preference will be given to organizations with a physical Alaska business presence.

52. Is previous experience with any specific customer information systems, phone systems, or software required?

a) No.

53. What is the minimum required total call capacity?

- a) Business hours – 2
- b) Extended Support - 1

54. What is the minimum simultaneous inbound call capacity?

- a) Business hours – 2
- b) Extended Support – 1

55. What percentage of calls must be resolved without a transfer, second call, or a return call?

a) First call resolvable target is 75%.

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56. Are callers required or allowed to connect with a message verification system or pre-recorded message before connecting to a live operator, or must a live operator be the initial contact?
a) *Currently, there is a pre-recorded message before reaching a live operator.*
57. What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained?
a) *There is no recording requirement.*
58. What are the recording and storage requirements for non-phone communications?
a) *Does not apply to this RFP*
59. What is the current average after-call work time for operators?
a) *This data is not available.*
60. Over the past year, what percentage of calls received were in Spanish?
a) *0.*
61. What time of day, days of the week, or times of the year do calls typically peak?
a) *Will not be provided.*
62. Does vendor need to provide any hardware (laptops, headphones etc.) to its staff.
a) *No.*
63. Do call center agents need to be bilingual?
a) *No.*
64. Do you require vendors to have a local facility in Anchorage area? If yes, can a vendor meet this requirement after contract award.
a) *Yes to local facility, and No to meeting after award.*
65. Will you be circulating notes, questions, and answers from the Pre-Bid proposal amongst all bidder participants?
a) *Yes, this list includes the question and answers.*
66. Is this work being outsourced today?
a) *Yes.*
67. How long is the new hire training?
a) *Until the contractors are comfortable working unattended NTE 45 calendar days.*
68. After new hire training, is there a period of nesting where the agents are taking calls in a classroom environment? If so, for how long?
a) *No. Training will be in our production/live environment.*
69. Are there expected ongoing training requirements? If so, please define.
a) *Training for new applications/systems/hardware in the environment will be provided as necessary.*
70. Do you require dedicated trainers and/or training managers?
a) *No.*

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71. What is the expected Average Handle Time for calls?

a) < 30 minutes.

72. Can you provide more detail around your Quality Assurance expectations? (e.g. number of monitors per agent per week, quality assurance processes, quality scorecards, etc.)?

a) Random monitoring of tech and custom satisfaction survey.

73. How is CSAT measured/calculated today?

a) Customer Satisfaction Surveys

74. What are the communication channels required? Voice, Chat, Email, Other? Can you provide contact volumes by channel?

a) Voice (see attached call log), chat (data is not available), and email (data is not available) are all used currently.

75. Is this work restricted to be provided from the United States? If not, define geographical scope allowed.

a) Both the Service Desk Schedule and the Call Center schedule are restricted to the United States. The Service Desk Schedule is even more restrictive in that this work will be completed from a Municipality of Anchorage facility.

76. Will you be circulating notes, questions and answers from the Pre-Bid proposal amongst all bidder participants?

a) This document contains the answers posted to Bid.

77. What is the go-live date?

a) 11/16/22.

78. Can you confirm November 1 as the official go-live date?

a) Contract start date will be November 16, 2022.

79. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

a) Answering this question will have no impact on RFP response.

80. Can you provide us with a copy of the contract? If not, can you direct us to a copy of where we can locate the contract?

a) A sample contract was provided as part of the RFP.

81. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

a) \$350k annually.

82. What was the previous spent on the contract?

a) \$350k annually.

83. Please share historical spending for the last three years.

a) \$350K annually.

84. Please share the incumbent's cost.

a) \$350K annually.

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Answer to Questions: 85 – 87:

a) *Attendance is not mandatory and able to bid on RFP.*

85. Will we be still eligible to bid on the RFP is in case we are unable to attend the meeting?

86. Is attendance at the bidder's conference mandatory?

87. Is it mandatory to attend the Pre-bid conference via phone which will be on June 28, 2022?

88. Can we submit the proposals via email?

No

89. How are fees currently being billed by any incumbent(s), by category, and at what rates?

a) *Currently are being billed hourly*

90. Is there a recording or transcript of the pre-proposal meeting from June 28th available?

Yes, email the wwpur@muni.org and request it and the recording will be emailed to you.

91. Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting?

For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?

a) *No, vendors need to follow RFP guidance and requirements.*

Answers to Questions: 92 – 99:

a) *Alaska Communications, since 11/16/2017, full term, all options exercised.*

92. Who is the incumbent?

93. How long has the incumbent been providing the requested services?

94. Has the current contract gone full term?

95. Have all options to extend the current contract been exercised?

96. Why has this bid been released at this time?

97. Who is the incumbent, and how long has the incumbent been providing the requested services?

98. Who is current incumbent on this contract and how long they have been serving?

99. Can you disclose who the current supplier is?

Answers to Questions: 100 – 108:

a) *Service Desk staffed by 3 FTE's, call center was not awarded in 2017 and currently staff internally with on call team, the decision to transition the current contractors will be left up to the incoming and outgoing companies awarded the contract.*

100. How many temps are currently working on the existing contract, and will they all be transitioned to the new vendors?

101. What is the current staffing level?

102. How many temps are currently working on the existing contract, and will they all be transitioned to the new vendors?

103. How many FTE's currently service the program?

104. How many FTE's or .5 staff are currently handling this workload?

105. How many current day and night staff are in place?

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106. Is there a minimum or maximum number of operators and supervisors?
107. How many FTEs are currently staffed by the incumbent?
108. What is the current number of seats for operators and supervisors at your existing call center?

Answers to Questions: 109 – 113:

a) *English only.*

109. What languages other than English are required?
110. Over the past year, what is the percentage of calls received in English versus non-English?
111. What is the language requirement for the program?
112. What are the required language options?
113. What are the required language options?

Answers to Questions: 114– 117:

a) *Meet or beat historic numbers.*

114. What is the maximum wait time?
115. What is the maximum hold time?
116. What percentage of inbound calls must be answered by a live operator?
117. What is the maximum percentage of calls that can be terminated by the caller without resolution?

Answers to Questions: 118 – 126:

a) *See the Historical Service Desk Call Summary or After-Hours Call Summary.*

118. Is the data available for the length of time an in-person interaction takes and the average length of a call?
119. The volumes are noted in the checklist of 35 phone calls/day and 25 other interactions, can we get a better breakdown of Business Hours vs. After Hours volumes
120. What's the average call times?
121. What are the average hold times?
122. Can we be provided the call volume for 2021 from January through December
123. What is the required degree of dedication for the call center?
124. What is the required degree of dedication for the operators?
125. Please provide a breakdown of the monthly average volume of calls for evenings, nights, weekends, and holidays.
126. To effectively model the staffing needed to support you may we receive information on ticket volumes, our preference would be volumes by interval by day or week. If this information is not available, we would like to understand volumes handled during core business hours and volumes handled after core business hours.

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Historical Service Desk Call Summary

Calls Presented 8-5 2022 ytd	Avg Queue Time	Max Queue Time	Calls Handled	Avg Speed of Answer	Avg Handle Time	Max Handle Time	Calls Abandoned	Avg Time To Abandon	Max Time To Abandon	Avg Abandon Per Day	Max Abandon Per Day
4971	0:00:22	0:20:25	4795	0:00:21	0:06:15	1:27:39	146	0:00:50	0:08:44	0.7	9

Calls Presented 8-5 2021	Avg Queue Time	Max Queue Time	Calls Handled	Avg Speed of Answer	Avg Handle Time	Max Handle Time	Calls Abandoned	Avg Time To Abandon	Max Time To Abandon	Avg Abandon Per Day	Max Abandon Per Day
10332	0:00:26	0:40:27	9999	0:00:25	0:06:13	2:36:13	284	0:00:59	0:17:16	0.78	8

Historical After Hours Call Summary

Time Period	# Calls	Notes
2021	129	
Jun	12	
Jul	42	New Mayor Administration change.
Aug	17	
Sep	12	
Oct	12	
Nov	27	
Dec	7	
2022	58	
Jan	10	
Feb	9	
Mar	14	
Apr	5	
May	9	
Jun	11	
Total	187	

127. Is the organization fully informed and aware of the benefits of live chat and chatbots to provide digital customer service communication channels?

a. Yes

128. Is the organization considering a chatbot to complement the traditional call center? Why or why not?

a. No. Human interaction for Tier 1 is expected. Tier 0 (self help) is planned on the ITD roadmap

129. If so, would you work directly with a Live Chat and AI Chatbot developer as a subcontractor due to their complexities? Or would the chatbot developer need to subcontract with the primary vendor?

a. Live Chat will be with a warm body based out of and MOA facility for Tier 1 Service Desk support. Chatbot's will not be used.