



DATE: June 5, 2009

TO: All Prospective Proposers

FROM: Valerie Rolandelli
Assistant Vice President
301-985-7895

RE: RFP 90809 – MEEC Help Desk Services
Addendum #2 dated 06/05/09

The following amends the above referenced RFP documents. Receipt of this addendum is to be acknowledged by completing the enclosed "Acknowledgement of Receipt of Addenda Form" and including it in the Technical Proposal.

1. The due date and time for the **Technical Proposal REMAINS as Wednesday, June 10, 2009 on or before 4:00 p.m.** Proposals **must** be delivered to the Issuing Office per Section 1, Paragraph 2 of the solicitation documents.

Late proposals cannot be accepted. Again, if you are unfamiliar with the location of the Issuing Office including the building and room location, you are strongly encouraged to take a "test run" prior to the due date to ensure timely delivery to the Issuing Office.

2. Many questions requesting detailed specifications and/or information about existing conditions have been received. Per the solicitation documents, the objective of the solicitation is to award **master contracts** to multiple Help Desk/Call Center Service Providers. The master contracts will provide a contract vehicle for individual MEEC members to then solicit individual Task Order Proposals (TORPs) to meet its specific help desk/call center needs. Section 2 Scope of Work/Requirements provides a wide range of help desk/call center possible needs of a specific MEEC member, that is not meant to be all inclusive or limiting. The MEEC membership is diverse and there will not be one current state or technology(ies) that is applicable to all members nor one solution that fits all – therefore it is not possible to answer these questions as they will differ for each individual MEEC member. Section 2, Paragraph 3 Implementation, pp 16-18 of the solicitation, outlines the process that will be used by MEEC members in good standing to procure specific help desk/call center via TORPs under the Master Contracts. As Help Desk/Call Center needs arise for a individual MEEC member, the MEEC member a) will prepare a written scope of work that is specific to that member's

needs and requirements and b) will solicit a task order proposal from one or more of the awarded Help Desk Service Contractors. As part of the submitted proposal, proposers are to provide a recommended sample scope of work template (see page 29, paragraph 2.2.1.) for individual MEEC members to use that would provide sufficient details to a Help Desk Provider (who has a MEEC Master Contract) so that the Provider can adequately submit a task order proposal to the requesting MEEC member..

3. Questions received from potential proposing firms:

3.1 As mentioned in the RFP docs that some percentage of the contract money is to be associated with the MBE, Is this compulsory to subcontract to a MBE (Maryland)?

Answer: Per Section 1, Paragraph 7 Minority Business Enterprises, currently there is no MBE goal established for this solicitation. However, as the procurement progresses, this will change as it is USM's and MEEC's intent that a MBE goal is established prior to Price Proposals being received from shortlisted firms. The response to Question 19 of the Questionnaire is a proposing firm's opportunity to provide input to the MBE goal-setting process for this solicitation, however the MBE goal will be established at the sole discretion of MEEC and the University. MBE's must be certified by the Maryland Department of Transportation (MDOT). Appendix E provides more details regarding the State of Maryland's MBE Program.

3.2 Is this a new contract? Is there an incumbent? If yes, who is it and what is the contract value? Who has provided these services in the past? How are these services being provided today (internally or is it currently outsourced)?

Answer: These are new contracts for MEEC. Individual MEEC members may have existing contracts with outsourced vendors or be providing these services internally. Total contract value of current contracts of outsourced vendors for the total MEEC membership is unknown as is the potential value of the master contracts that will result from this solicitation. MEEC and the University makes no guarantee that any task orders will be issued under the resulting Master Contracts.

3.3 Approximately how many members are there?

Answer: Go to <http://www.meec-edu.org/> and then click on "Membership" and then "Current Members" to see a list of MEEC members.

3.4 Our company is located in Maryland and has extensive experience in supporting higher educations institutions. However, this experience is limited to providing Level 1 and 2 call center/customer service support for Enrollment Management, Student Services and other offices on campus. This only addresses a portion of the scope of services you have requested; specifically it doesn't address technical help desk services. Given this, does it still make sense to submit a bid? Also, there

are many technical requirements that would have no relevance to supporting just Enrollment Management or Student Services. How would/should they be addressed if submitting a bid?

Answer: Firms who have a specific niche or expertise within the scope of services are welcome to submit a proposal. The submitted Technical Proposal should clearly state what specific niche or expertise the firm is proposing to provide to MEEC members. Refer to Paragraph 2 above for further clarification.

3.5 Will you require staff augmentation for special projects?

Answer: This is a possible use of the resulting master contracts.

3.6 Will all calls be coming from the state of Maryland or are there other locations/regions that will require support?

Answer: Inbound or outbound calls will not be limited to the state of Maryland. Some MEEC members, such as the University System of Maryland, also service international constituents.

3.7 What languages do you require support for (e.g. English, Spanish, etc)?

Answer: English is the primary language, but specific MEEC members may have specific language support requirements that would be addressed in the task order scope of work.

3.8 Is onsite Level 1 support required or is remote support acceptable? Similarly, is onsite Level 2 support required or is remote support acceptable?

Answer: This will vary among MEEC members. Both onsite and remote support are potential possibilities.

3.9 P. 11 states that “Level 1/First-tier must have dedicated supervisory personnel or lead agent(s) on the premises and available for consultation...”. Does “on the premises” mean at the Help Desk Provider’s call center or one of the MEEC member’s locations?

Answer: This means wherever the help desk services are being provided by the vendor for a MEEC member; so in most cases it will be the Help Desk Provider’s call center, but if the help desk services are required to be on site at the MEEC member’s location, then it would be applicable to the onsite location.

3.10 Section 2.4 refers to “7% of total phones interactions will be reviewed”. Is this only for inbound phone interactions or for call backs as well?

Answer: This means all interactions – both inbound and outbound, however, per Paragraph 2 above, this may vary from member to member and task order to task order.

3.11 Is review of all interactions, but specifically phone interactions, for one year mandatory as referenced in Section 2.7?

Answer: This will generally be a requirement for most MEEC members, but again may vary from task order to task order.

3.12 At this point, we’re inclined not to address SLA penalties in the RFP response because of all the unknowns. Will this result in disqualification?

Answer: Proposals will be evaluated based on the requested information in the solicitation. If requested information is not provided, the evaluation of the proposal will be effected accordingly. The effect may or may not result in the proposer not progressing in the procurement process.

3.13 Notwithstanding the fact that we aren’t at the financial proposal phase yet, will a pricing approach utilizing price bands based upon the numbers of end users in the MEEC population be acceptable?

Answer: Refer to page 30, paragraph 2.2.3. Proposers are to provide recommendations or suggestions regarding the structure of the price proposal within the Technical Proposal.

3.14 Is 24x7 support as referenced in Section 1.1 mandatory or “best case” scenario?

Answer: For some MEEC members this will be mandatory while other MEEC members will require reduced support hours of operation.

3.15 What are the blanks on page 24?

Answer: These blanks would be completed with specific names of technologies or systems that are applicable to the task order request for proposal issued by an individual MEEC member.

3.16 For the following questions, please refer to paragraph 2 above. Answers to these questions will vary from task order to task order and therefore cannot be answered.

- Do you have any call history? For example, how many calls per day, week, month? Calls by the hour of the day? Number of inbound and outbound calls? Or History for emails and chats?
- What is the average length of these calls?
- What types of calls? For example, are they just to set up email or installation problems etc?
- Can you provide a list of the type of software and computer systems that are currently being used?
- Will you need training for members?
- How many potential users will require support as part of the awarded contract?
- What percentage of those users are faculty, staff, and students?
- What percentage of supported systems are Windows, Macintosh, and Linux clients?
- Is it possible to provide anticipated support volumes and trends that will be required for the awarded contract?
 - Contact (call/email/chat) volumes
 - Ticket volumes
 - Call distributions (e.g. hour of day, day of week, standard hours vs. after hours, summer term vs fall/winter terms)
- What types of systems are currently in use (e.g. incident management/ticketing system, phone system, portal, etc.)?
- How many Level 1 help desk agents are currently supporting the MEEC members?
- What is the current satisfaction rating from your end users (students, staff, faculty)?
- How much support documentation is currently in place for support procedures, scripts, knowledge base, etc.?
- How do you currently provision hardware/software/other equipment and is that a required service? How many people are currently providing Level 1 and Level 2 support?
- What software will be provided to the contractor?
- Is there a standard type of network connectivity that the MEEC members use to connect with outside vendors? If so, what type?
- Is a separate call center/ACD application required, or will sophisticated call routing capabilities based upon trunk groups, hunt groups and call groups be acceptable?

END OF ADDENDUM #2

This addendum e-mailed to all potential proposing firms known to the Issuing Office. Original will not follow in the mail.

ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA FORM

RFP NO.: 90809

TECHNICAL PROPOSAL DUE DATE: June 10, 2009 AT 4:00 P.M.

RFP FOR: MEEC HELP DESK SERVICES

NAME OF PROPOSER: _____

ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA

The undersigned, hereby acknowledges the receipt of the following addenda:

Addendum No. 1 dated 05-29-09

Addendum No. 2 dated 06-05-09

Addendum No. dated

Addendum No. dated

Addendum No. dated

As stated in the RFP documents, this form is included in our Technical Proposal.

Signature

Name Printed

Title

Date

END OF FORM