



**DATE: April 23, 2018**

Joliet Junior College  
1215 Houbolt Road  
Joliet, IL 60431

**TO:** Prospective Respondents  
**SUBJECT:** Addendum No. 1  
**PROJECT NAME:** Student Technology Helpdesk Services  
**JJC PROJECT NO.:** R18006

This Addendum forms a part of the Bidding and Contract Documents and modifies the original bidding document as posted on the JJC website. Acknowledge receipt of this addendum as specified at the end of this addendum. FAILURE TO DO SO MAY SUBJECT BIDDER TO DISQUALIFICATION.

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**Questions Received:**

1. Our pricing model is based on per interaction (a single phone call, email, chat, voicemail from end users to BlackBeltHelp) not tickets/incidents, can we submit pricing structure based on interaction volume or it has to be ticket based?  
***This is fine.***
2. Please provide percentage break down of anticipated interactions of English vs Spanish Support.  
***We don't have an actual percentage - but the number of non-English speaking calls/inquiries will be low (lower than 5%, perhaps).***
3. Under "Section 4. Profile of the Vendor, b) Submission of audited financial statements" - Can we submit this via e-mail separately or may be upon selection? If yes, please confirm the e-mail address where a copy of the statement can be sent.  
***Financials can be sent separately via email to [jreedus@jjc.edu](mailto:jreedus@jjc.edu).***
4. Unless a notarized signature is required, our company typically signs forms through SignNow (an electronic signature system that we consider binding). Will the college accept forms signed through this method?  
***Yes.***
5. The title of the RFP file references the document as #R18006, but the title page of the documents shows the number as #R16006. Which is the correct number that we should refer to the RFP as in our response?  
***The RFP number is R18006.***

6. It appears this RFP is only for Student Help Desk services and not all of IT Help Desk services. Is that correct?

**Yes**

7. Who is responsible for updating/maintaining the information within the LMS on a consistent basis?

**If we are speaking of course content – that relies on the faculty. All other ‘information’ is maintained by the iCampus department.**

8. Does the LMS platform provide chain-of-custody for tickets related to calls/emails/chats? Or, is the Provider expected to provide its own way of logging/reporting on tickets?

**The LMS does not provide any ticketing system – the provider will be expected to log/report these. Escalation of tickets can be made to our iCampus ticketing system (Zendesk) via e-mail when/as needed.**

9. Are chat services provided by the LMS/Customer or is the Provider expected to provide this?

**The provider will be responsible for providing this service.**

10. Are there any end-user license costs expected to be absorbed by the Provider?

**No**

11. The scope includes “Computer-Related Issues.” Can you be more specific?

- a. Is the scope relegated only to LMS issues?

**No**

- b. Is hardware break/fix support required for any computer devices?

**No**

- i. If not, will the Provider be required to soft transfer calls to the IT Help Desk or simply redirect the student to call a different phone number?

**Yes. Transfer to IT Service Desk during the hours of Operations.**

- ii. If so, are students allowed to call for support on their own devices?

**They can call IT Service Desk for assistant but we will not fix their devices. We make recommendations where to get support.**

- iii. If so, will the Provider have permissions or access rights to make modifications to computers (e.g. drivers, application reinstall, etc...)?

**No.**

- iv. How about applications outside of the LMS? Are there specific applications that are to be supported (e.g. MS Office, Adobe Acrobat, etc...)?

**Office 365 apps and any issues with browsers when they try to access the LMS but also plug-in or other issues a student may have when using specific software**

- v. Is the provider expected to modify end-user passwords?

**No**

- c. Is printer support included within the RFP?  
***No. But Web printing which is part of the student print solution needs to be supported.***
  - d. Is mobile device support included within the RFP?  
***No***
12. As it pertains to the selection criteria, is the Provider required to have previous “higher education” support experience?  
***While previous higher education support experience will be considered, this is only one category of the evaluation criteria that will be considered during the selection process. All interested vendors are encouraged to participate.***
13. There are no specified SLAs. Is that intentional? Is the Provider expected to specify their own SLAs or are none required?  
***Please provide your standard SLAs.***

**End of Addendum #1**



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**Please acknowledge receipt of these addenda by including this page with your proposal. Include your company name, printed name, title, and signature in your acknowledgement below. Failure to do so could result in disqualification of your bid.**

Issued by:

Janice Reedus  
Director of Business & Auxiliary Services  
Joliet Junior College  
815.280.6643

I acknowledge receipt of Addendum #1.

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Printed Name

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Title

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Signature