



**Addendum No. 2**  
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**DATE:** April 18, 2023

Joliet Junior College  
1215 Houbolt Road  
Joliet, IL 60431

**TO:** Prospective Respondents  
**SUBJECT:** Addendum No. 2  
**PROJECT NAME:** Student Technology Helpdesk Services  
**JJC PROJECT NO.:** R23012

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 in the space provided on the Bid Form. FAILURE TO DO SO MAY SUBJECT BIDDER TO DISQUALIFICATION.

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**Questions Received:**

1. Has the current contract gone full term?  
***Yes, the current contract term is ending.***
2. Would you be open to a proposal that includes Technology along with live agent support like a chatbot and Voicebot?  
***The initial proposal should provide service for users who make contact via e-mail and telephone. Information on other optional add-ons can be included but will not be reviewed for the initial awarding of this RFP.***
3. What would you like to automate in the existing Help Desk environment?  
***Nothing. This RFP is to provide helpdesk services to users (students, faculty, staff, visitors, etc.) 24/7. The main focus or volume of calls will likely occur when the college is closed but the service must be available 24/7.***
4. What would be the ratio of tickets based on easy, medium, and complex?  
***Most tickets will likely fall into the easy and medium categories. The following is an estimate only and based off no actual data: Easy: 40% of calls, Medium 40% of calls, and Complex: 20% of calls.***
5. What would be the ratio of tickets between Canvas and IT Support (including tools and operational issues)?  
***Approximately 75% IT tickets and 25% Canvas Support.***
6. What is the total user base of the Canvas users, including admins, teachers, staff, and students?

**AS OF 4/14/2023 OUR CANVAS USER COUNT IS AS FOLLOWS: 611 FACULTY, 9,734 STUDENTS, AND 5 ADMINS.**

7. Are there any existing integrations with Canvas and third-party applications, and are we expected to support them as well?

**WE HAVE MANY THIRD-PARTY INTEGRATIONS WITH CANVAS INCLUDING TURN-IT-IN, DESIGN PLUS, RESPONDUS STUDYMATE, MANY PUBLISHERS, SIMPLE SYLLABUS (COMING SOON), BRAINFUSE (COMING SOON), FILMS ON DEMAND, AND MORE. WE WOULDN'T EXPECT YOU TO SUPPORT THESE INTEGRATIONS BUT INSTEAD REFER STUDENTS TO TECH. SUPPORT FOR THAT INTEGRATION/COMPANY. WE CAN PROVIDE CONTACT INFORMATION FOR THESE INTEGRATIONS WHEN AVAILABLE.**

8. What are the contractual terms and service level agreements (SLAs) that the client expects from the service desk provider, including penalties for non-compliance and termination clauses?

**Final contract negotiations will be conducted with the awarded party. Please state your terms in your proposal.**

9. What is the current ratio of outbound calls the vendor makes to customers to resolve technical or functional issues?

**Outbound calls are and will be very few. Most outbound calls will be a result of getting disconnected during a call that originated as an inbound call. Most, if not all, calls will originate by the end user.**

10. Is there a specific geography where the support is to be provided?

**MOST USERS/CALLERS WILL BE FROM THE NORTHEASTERN ILLINOIS/NORTHWEST INDIANA REGION. STUDENTS FROM ACROSS THE COUNTRY AND WORLD CAN TAKE OUR COURSES, HOWEVER, SO IT IS POSSIBLE THAT SOME STUDENTS OUTSIDE OF THIS REGION MAY CALL FOR SUPPORT**

11. Are there any pre-defined restrictions for asking for PI information, such as user name, course, and college, to diagnose the issue at hand?

**The winning vendor will not be provided with personal information about the students nor will it have access to the college SIS. The winning vendor will use knowledge base articles to guide the student through any kind of assistance involving personal information.**

**If the issue requires additional assistance, the vendor will create a ticket within the JJC system on the student's behalf.**

12. Are there rules to delete or purge the data when interacting with the customer (at a given time)?

**Although there should be no reason to collect a student's personal data, any personal data collected should be purged when the interaction is complete.**

13. What kind of reporting and metrics will the service desk require?

**We would like to receive a count of calls received each month as well as a listing/categorization of topics/reasons for the call (I.e., Canvas Support, E-mail Help, Portal Assistance, etc.) Reported information should also include data on call**

***acceptance speed, average time of support calls, and number of tickets escalated back to the college.***

14. Is there a need for sending surveys or getting customer feedback after every interaction?  
***If this option is available, please discuss it in your proposal. Please include information on pricing for this feature (included, extra cost, other).***
15. What are your preferred service desk communication channels?  
***TELEPHONE AND E-MAIL ARE ESSENTIAL.***
16. What kind of training and documentation (knowledge base) will be required for the service desk team?  
***JJC HAS COMPILED A KNOWLEDGE BASE FOR MANY FREQUENTLY ASKED QUESTIONS AND PROCESSES. THIS KNOWLEDGE BASE WILL BE PROVIDED TO THE WINNING PROPOSAL AND IT IS EXPECTED THAT UPDATES WOULD BE PROVIDED FROM THE COLLEGE AS NEEDED.***
17. What are the key performance indicators (KPIs) that the client will use to measure the success of the service desk, such as first call resolution rate, average handle time, or customer satisfaction score?  
***Please indicate which metrics are available for reporting by your service/tool. The features available will be part of the review and selection process.***
18. What are the current pain points or challenges the client experiences with their current service desk provider, if any?  
***None to report.***
19. Is support going to be provided in both English and Spanish languages? Can we opt for English for now?  
***Please indicate language availability in your proposal. If languages other than English are available or will be in the future, please note such in the proposal. Please indicate any pricing effects using operators with more than one language expertise has within the proposal.***
20. What are the current systems and monitoring/networking/Mobile Device Management (MDM) software distribution tools used by the JJC for the customer helpdesk? Is this something the JJC need the vendor to set up or be able to give access to their CRM? (From the looks of it, does the JJC want the vendor to manage everything?)  
***The vendor selected through this RFP will be responsible for all operations to complete 24/7 helpdesk services as outlined in the RFP documents. The college will not supply any hardware or software or create accounts on in-house systems for this purpose. Data/reporting on tickets/services provided must be made available to JJC.***
21. What are the peak hours and peak months, and when the tickets are raised more?  
***A higher number of tickets occurs during the Fall and Spring semesters (August – May) than occur during the summer (May – August), however, the change from month-to-month throughout the year is not significant. A larger number of tickets can be expected as each new term begins (August, January, and May).***

22. What is the approximate range of the number of tickets raised on a monthly and daily basis?

***This number varies by month, but an average month will have about 40 tickets processed.***

23. Can you confirm that any issue reported by an individual will be considered a "Valid Ticket" and will count toward the required 4,000 or 5,000 tickets?

***We would expect any incoming call for assistance with a JJC system would count as a valid ticket. Mis-dials, denial of service attacks, or similar bad actor calls should not count towards these numbers.***

24. What types of issues are most common among students?

***STUDENTS WILL LIKELY CALL FOR ASSISTANCE WITH LOGGING INTO E-MAIL, CANVAS, AND THE COLLEGE PORTAL. STUDENTS MAY CALL FOR ASSISTANCE WITH SUBMITTING ASSIGNMENTS IN CANVAS (ESPECIALLY WHEN THEIR FILE STORAGE SPACE IN CANVAS IS FULL AND THEY ARE PROHIBITED FROM SUBMITTING ANYTHING UNTIL ITEMS ARE MOVED OR DELETED AND SPACE IS FREED UP)***

25. What are the JJC's expectations for collaboration, communication, and reporting during the engagement?

***JJC will provide the successful vendor with knowledge base information for most predictable issues/calls for service topics. These can continue to be developed over time to address frequent topics received. When the vendor is unable to address a topic, for any reason, we expect the vendor to escalate IT tickets to the college's IT helpdesk and Canvas tickets to the iCampus department. This escalation will be done by e-mail.***

26. What is the current process for submitting, tracking, and closing tickets, and are there any tools or technologies currently in use that JJC will need to integrate with?

***JJC staff use internal systems (both within IT and within iCampus) for ticket management that will not be used as part of the service being requested with this RFP. The successful vendor will be expected to have systems and people in place to receive tickets and reply/assist using knowledge base information provided by the college. When support cannot be provided – escalation of the ticket back to the college will occur via e-mail. As issues are escalated – the college may provide additional knowledge base articles/information to the vendor for use with future calls.***

27. What is the current ticket workflow and escalation matrix?

***Users (students, faculty/staff, others) may choose to call internal helpdesks for assistance or the 24/7 service provided by the successful vendor of this RFP. When call is made to/a ticket generated with the vendor chosen for this RFP they shall work to assist the caller using knowledge base articles/information provided by the college (as well as other typical computer troubleshooting knowledge). If the vendor is unable to assist the caller- the ticket shall be escalated to the college (IT or iCampus as appropriate) for resolution. If needed additional knowledge base articles/information will be provided to the vendor to handle similar calls/topics going forward.***

28. How many sites (networking) are under the scope?

***The selected vendor will be expected to provide helpdesk services 100% remotely and will be to users on our campuses, at our centers, and many from home/work settings. All of the above are within the scope of this RFP.***

29. Is there any current Change Management process for any required reconfiguration of tools currently in use?

***The college does have a change management process/committee, but it won't be needed here. No access to existing college tools will be provided as a result of this RFP. The vendor chosen will be responsible for acquiring all needed labor, hardware, software, etc. to complete the tasks outlined in the RFP.***

30. Do you have the guidelines or policy for "Bring Your Own Device"? Do services need to provide support for "Bring Your Own Device"?

***Yes. Many users use personal devices to access tools/sites provided by the college. These sites would include the college website, college portal (SharePoint site), and Canvas (our Learning Management System). Users are also accessing many other sites/tools provided by departments across the college. The vendor chosen with this RFP should be able to provide basic to intermediate level support for PC's, Mac's, and mobile devices (Android and IOS).***

31. Can a partial bid be submitted? In Tender RFP, under the Scope section, there are three services: a) Canvas LMS Support, b) General IT Support, and c) Helpdesk Support. Can the vendor respond to either of the services?

***The college is looking to select one solution for all three categories.***

32. What is the expected annual budget for the managed service program?

***The college does not share budget information during the RFP process.***

33. LearningMate would like to know the expectations under the Tender RFP section - "Response to Addendum"

***Please complete and sign the form on the last page of any addenda issued for this project and include within your proposal.***

34. In Tender RFP, there is a Taxes section. Can you share the tax exemption certificate?

***This can be shared with the awarded vendor.***

35. Can we propose to cap the liability to the extent of fees paid for the services (instead of general liquidated damages) and claim to be raised in the limitation period of 12 months?

***Final contract negotiations will be conducted with the awarded party. Please state your terms in your proposal.***

36. Will the indemnity to be borne by the respective party be within the liability cap agreed between the parties?

***Final contract negotiations will be conducted with the awarded party. Please state your terms in your proposal.***

37. We have noticed that there are no specific terms and conditions found in this RFP document. Please share a copy of the same.

***Final contract negotiations will be conducted with the awarded party. Please state your terms in your proposal.***

38. Is there an incumbent? If so, who?

***YES BUT THE COLLEGE CHOOSES NOT TO DISCLOSE THIS DURING THE RFP PROCESS.***

39. Can you elaborate on Section VIII Quantity: There is no guaranteed amount of services intended either expressly or implied, to be purchased or, contracted for by JJC. However, the supplier awarded the contract shall furnish all required services to JJC at the stated price, when and if required.

***The intention is to complete the scope of work requested within the specified amount of time. Final contract negotiations will be conducted with the awarded party. Please state your terms in your proposal.***

40. What is the average length of call and can you please provide historical call data?

***Average call length varies but ranges between 5 and 10 minutes would not be uncommon. Call volume over the past few years has ranged from 3,000 to 6,000 calls per year. This has been variable due to the pandemic.***

41. Can you elaborate on Section IV Format Your Response, letter h: What are you looking for regarding our invoicing procedures? Is there a specific procedure you prefer?

***Invoicing will really depend on the pricing model provided by the chosen vendor. If a single charge exists for the purchase of 4,000 or 5,000 tickets as requested, then a single invoice for the full amount of the yearly contract should be sent at the beginning of the contract year. Payment will then be made within 45 days as is standard practice for the college.***

***If, however, billing is done on a per incident charge (with set caps by the college) and we pay only for what is used (with no minimums), then monthly invoices would be expected. Payment would be made within 45 days of receipt of the invoice.***

42. In the Tender RFP, there is a question - Include documentation identifying all of the vendor's fees. we would like to know what are the documentation are expected from us?

***Anything that will be included in a yearly or monthly bill (or other time frame as outlined in your proposal) should be documented. This documentation should outline or describe what each fee/charge is, how it is calculated, and any other relevant information about the fee (i.e., required/optional, first year of implementation only, etc.).***

43. Up to what % of the IT support can be non-US based?

***US-based support is preferred and the college will evaluate proposals accordingly.***

44. Item C6C - Will the vendor be storing data, or will this be done on the JJC Call Platform?

***THE SUCCESSFUL VENDOR IS EXPECTED TO HAVE ALL EQUIPEMENT AND SOFTWARE NECESSARILY TO PROVIDE HELPDESK SERVICES/SUPPORT. REPORTS AND OTHER INFORMATION SHALL BE MADE AVAILABLE TO JJC BUT NO JJC EQUIPEMENT OR SOFTWARE WILL BE USED BY THE VENDOR IN PROVIDING THIS SERVICE.***

45. What are the SLAs for the call center?

***Please refer to the proposal document as all expectations/requirements are listed.***

46. The RFP mentions having vehicle insurance, is there a requirement for transit?  
***No travel will be required by JJC for this service.***

47. Outbound calls/callbacks by an agent from the contracted company will not count against ticket count (is this the complete verbiage? There is a . Missing.  
***The goal/take away from this statement is that if the vendor needs to return a call to a student, for any reason (I.e., call was disconnected, returning a call to students after research was completed, etc.) - this process should not count against the colleges purchased ticket package/service.***

48. What ticketing system does the JJC Service desk use?  
***THE SUCCESSFUL VENDOR FOR THIS RFP WILL BE PROVIDING SUPPORT SERVICES FOR THE COLLEGES IT DIVISION AND THE ICAMPUS DEPARTMENT (DISTANCE LEARNING). THE IT DEPARTMENT USES SCSM/CIRESON FOR TICKET MANAGEMENT AND ICAMPUS USES ZENDESK. NOTE THAT THE SUCCESSFUL VENDOR WILL NOT HAVE ACCOUNTS CREATED OR USING THESE TOOLS BUT IS EXPECTED TO HAVE THEIR OWN SYSTEM. TICKET ESCALATION TO THESE SYSTEMS (VIA E-MAIL) IS EXPECTED.***

49. What chat platform is required for support in Scope, item c3?  
***We are requesting this information from each vendor. Please include, in your proposal, information on what chat services, if any, are available from your company. Please ensure pricing information is included on this service.***

50. Is the vendor expected to host the local/800# and TTY Support services?  
***Yes. Please indicate in your proposal how this will be accomplished and any charges for such service (or note inclusion in provided pricing).***

51. What has been average annual ticket growth plus distribution over the past year, to determine spikes in staffing needs?  
***Providing specifics on any time frame is difficult outside of the general increase in calls at the beginning of each academic term (January, May, and August). Other than these slightly higher than normal times the call volume is generally equal across months. The vendor can expect approximately 4,000 calls each month. Pricing information is requested for 4,000 tickets and 5,000 tickets (independently).***

52. Ticket yields are unclear - is our requirement 4,000 + 5,000 for a total of 9,000 potential tickets? Or 4,000 and the difference of 5,000 for a yield of 5,000 expected tickets?  
***We are requesting that you include information on pricing in your proposal should the college purchase 4,000 tickets for a year. We are also requesting separate or additional information in the proposal on pricing should we purchase 5,000 tickets for a year. Some vendors offer different pricing at different levels and this information is getting at this information. If your plans include a single per ticket or call price regardless of volume - please simply include that price/per ticket or call.***

53. What is turn time for ticket resolution on handed off customers of clients in a situation described in the SLA for access to higher level client techs.

***Please describe the various turn-around times available in your proposal and pricing for each. We would like to have the turn-around time be the same day as ticket submission but know this is not always possible. Please indicate what you are able to provide in your submission and provide pricing information applicable to different levels/time frames, if applicable.***

54. What is SLA for PCG access to higher level client technicians?

***The expected SLA is to provide immediate assistance at the time of the call for assistance. If the vendor cannot provide additional assistance, they will produce (via email) a ticket with the college's ticket system so it can be evaluated and resolved internally.***

55. What access level will vendor be granted with existing system?

***THE SUCCESSFUL VENDOR WILL NOT RECEIVE ANY ACCESS/ADMIN ACCOUNTS. SUCCESSFUL VENDOR IS EXPECTED TO SHARE SCREENS WITH CALLERS AND HELP TROUBLESHOOT STUDENT ISSUES WITH THE STUDENT IN THIS MANNER.***

56. Training - How and when will vendor be trained by client to use their system?

***The chosen vendor will NOT have access to any of JJC's systems. Instead the selected vendor will use their own systems for support and tracking/documentation services. Screen sharing and other similar technologies are expected to assist users with troubleshooting efforts. Vendor must have systems in place to facilitate helpdesk services (including ticket creation and reporting).***

57. Broken Links to the Letter of Intent and Utilization plan on page 7. Please make available.

***BEP Program information can be found at: Utilization Plan and Letter of Intent can be found at: <https://cei.illinois.gov/business-enterprise-program.html>***

***The utilization plan and letters of intent will be used to document any BEP certified subcontractors you may have. They can be found at: <https://cei.illinois.gov/content/dam/soi/en/web/cei/documents/UtilizationPlan.pdf>***

58. What metrics do you use to evaluate the vendor's ability to support the IT vision and mission? Can you share a complete inventory of applications, including business owner(s), versions, and user counts of the platform that the vendor partner will be supporting? Is there a clear view of the current help desk "pain points"? Can you share them? What contact channels do you currently use for providing support (email, chat, webform, AI, phone, other)? Are you willing to introduce new platforms (e.g., aiChat) in your support implementation if they don't exist today? What is your current ticketing system, and would you be open to real-time integration to ensure ticket data is shared between the provider's ticketing system and your ticket system? Our systems require a routine import of supported individual data to help personally identify an individual. This data may include FERPA codeword, DOB, last 4 of SSN, or other personally identifiable information. Will there be concerns about providing this information? At JJC, do Student Technology Helpdesk Services also encompass a walk-up, onsite helpdesk or deskside support technicians? Would you be able to provide an export of ticket data based on categories and requestor types for the last 365 days? Are there onsite

requirements for any of the outlined Student Technology Helpdesk Services? Would the vendor's help desk be required to manage a knowledge base for JJC? Is there an incumbent for the help desk services requested? How is the help desk integrated with other systems and applications used by JJC? What is the size of the help desk? How many support agents are employed, and how many cases do they handle on average?  
***Based on the description provided above this solution is likely not viable for this solicitation. JJC will NOT be providing any user data but will instead expect service to be provided to those calling/making contact via screen sharing, telephone, e-mail, and other similar technologies.***

59. What metrics do you use to evaluate the vendor's ability to support the IT vision and mission?

***Response time, ability to complete ticket/solve the problem. Quality of the information collected and submitted back to the college when vendor is unable to resolve.***

60. Can you share a complete inventory of applications, including business owner(s), versions, and user counts of the platform that the vendor partner will be supporting?  
***The majority of application questions will come from the apps associated with Office-365 and Canvas. Users may be using other applications, however, that are specific to academic disciplines across the college. The vendor selected through this process is expected to offer troubleshooting services as identified in the scope of work section of the proposal.***

61. Is there a clear view of the current help desk "pain points"? Can you share them?  
***No. This question will have no bearing on the vendor chosen through this RFP. The selected vendor is expected to provide troubleshooting services as outlined in the scope of work section of the RFP document.***

62. What contact channels do you currently use for providing support (email, chat, webform, AI, phone, other)?  
***JJC CHANNELS CURRENTLY INCLUDE E-MAIL, PHONE, CHAT, AND WALK-IN SUPPORT.***

63. Are you willing to introduce new platforms (e.g., aiChat) in your support implementation if they don't exist today?  
***WE ARE WILLING TO EXPLORE THESE ITEMS IN THE FUTURE BUT FOR THE PURPOSE OF THIS PROPOSAL THE MAIN SUPPORT CHANNELS SHOULD BE THE FOCUS (E-MAIL AND PHONE)***

64. What is your current ticketing system, and would you be open to real-time integration to ensure ticket data is shared between the provider's ticketing system and your ticket system?

***-IT USES SCSM/CIRESON FOR OUR TICKET SYSTEM. VENDOR WILL NOT BE INTEGRATED INTO THE IT SYSTEM. VENDOR WILL GENERATE A TICKET BY EMAIL.  
-ICAMPUS USES ZENDESK AS FOR OUR TICKETING WORK. WE WILL NOT BE INTEGRATING WITH ANY VENDOR SELECTED AS PART OF THIS RFP PROCESS BUT INSTEAD WILL EXPECT VENDORS NEEDING TO ESCALATE TICKETS THAT CAN'T BE SOLVED TO E-MAIL THEM TO [ICAMPUSSUPPORT@JJC.EDU](mailto:ICAMPUSSUPPORT@JJC.EDU) WHICH WILL GENERATE A TICKET WITHIN OUR TICKETING SYSTEM.***

65. Our systems require a routine import of supported individual data to help personally identify an individual. This data may include FERPA codeword, DOB, last 4 of SSN, or other personally identifiable information. Will there be concerns about providing this information?  
**LIKELY. SUCH A REQUEST WOULD NEED EXTENSIVE REVIEW BY OUR INFORMATION SECURITY DEPARTMENT AND WOULD SLOW THIS PROCESS DOWN CONSIDERABLY. IT IS NOT OUR DESIRE TO PROVIDE SUCH INFORMATION ABOUT ALL OF OUR USERS.**
66. At JJC, do Student Technology Helpdesk Services also encompass a walk-up, onsite helpdesk or deskside support technicians?  
**Yes – both IT and iCampus provide walk-in support services.**
67. Would you be able to provide an export of ticket data based on categories and requestor types for the last 365 days?  
**No**
68. Are there onsite requirements for any of the outlined Student Technology Helpdesk Services?  
**Not as part of this RFP. On-site helpdesk services are provided by college staff and this service will continue. The service being solicited via this RFP is for 24/7 services primarily for, but not limited to, the times when the college is closed, onsite staff are unavailable, high volume exists, etc.**
69. Would the vendor's help desk be required to manage a knowledge base for JJC?  
**Yes. The college will work with the chosen vendor to create and update this knowledge base to best assist the vendor with providing support to users.**
70. Is there an incumbent for the help desk services requested?  
**A current vendor is in place and the existing contract is expiring soon.**
71. Please reconfirm the due date for this procurement by providing it in response to answers to questions.  
**The deadline for proposals has been extended to 10:00 am on April 20, 2023.**
72. 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?  
**We are open to various pricing models as long as costs are expressed in a way that we can determine what total costs for 4,000 interactions and 5,000 interactions (independently) would be.**
73. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.  
**We will not be providing an answer to this question as it has no bearing on the current RFP process.**
74. Have all options to extend the current contract been exercised?

**Yes**

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

***We will not be providing an answer to this question as it has no bearing on the current RFP process.***

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

***The college prefers US-based support; however, all options will be evaluated. If this is not your typical business model, please provide costs and information on an alternate option for US-based support only.***

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

***The college does not share this information during the bidding process.***

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

***THIS INFORMATION IS NOT NEEDED FOR THIS RFP. WE ARE SOLICITING THE SERVICE NEEDED TO PROVIDE 24/7 HELPDESK SERVICES AND WILL CONSIDER THE PRICING MODEL SUBMITTED WITH EACH PROPOSAL IN OUR EVALUATION. PRIOR INFORMATION REGARDING THIS SERVICE/CURRENT VENDOR WILL NOT BE PROVIDED.***

79. What is the minimum required total call capacity?

***JJC is not able to make this determination for any vendor. The vendor can likely expect no greater than 5 callers at any one time and this would be very unusual. Many days may have only 2 or 3 calls for the entire day. The vendor is expected to be able to respond to all calls within the 1-minute time frame noted elsewhere.***

80. What is the minimum simultaneous inbound call capacity?

***JJC is not able to make this determination for any vendor. The vendor can likely expect no greater than 5 callers at any one time and this would be very unusual. Many days may have only 2 or 3 calls for the entire day. The vendor is expected to be able to respond to all calls within the 1-minute time frame noted elsewhere.***

81. What is the maximum wait time?

***1 MINUTE.***

82. What is the maximum hold time?

***5 MINUTES.***

83. What percentage of inbound calls must be answered by a live operator?

***100% OF INBOUND CALLS MUST BE ANSWERED BY A LIVE OPERATOR.***

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

***THIS IS A VARIABLE ANSWER THAT ISN'T PRACTICAL TO ANSWER. OUR HOPE WOULD BE 100% BUT IT IS ACKNOWLEDGE THAT SOME QUESTIONS MAY NOT BE***

**ANSWERABLE BY THE VENDOR SELECTED HERE AND AN ESCALATION/REFERAL TO THE COLLEGE HELPDESK STAFF OR ICAMPUS STAFF MAY BE NEEDED.**

85. What is the maximum percentage of calls that can be terminated by the caller without resolution?

***We do not wish to provide a percentage here as many variables would influence this rate. It is expected that if the vendor chosen here cannot solve an issue from a user that the ticket would be escalated sack to JJC via e-mail.***

86. Is there a minimum or maximum number of operators and supervisors?

***NO BUT CALL WAIT TIME SHOULD BE VERY MINIMAL. ALL CALLS SHOULD BE ANSWERED BY A LIVE PERSON WITHIN 1 MINUTE.***

87. What is the required degree of dedication for the call center? (Can call centers work on other contracts at the same time as this one)?

***YES AS LONG AS THE CALL WAIT TIME DESCRIBED ELSEWHERE (WAIT TIME OF LESS THAN 1 MINUTE) IS MET.***

88. What is the required degree of dedication for the operators? (Can operators work on other contracts at the same time as this one)?

***YES AS LONG AS THE CALL WAIT TIME DESCRIBED ABOVE (WAIT TIME OF LESS THAN 1 MINUTE) IS MET.***

89. 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?

***We would prefer a live operator by the initial contact.***

90. What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained?

***This service, available or not, should be discussed in the proposal and pricing reflective of different intervals re. storage, if applicable.***

91. What are the recording and storage requirements for non-phone communications?

***All e-mail and non-phone communications should be saved and made available on demand to JJC for the length of the contract. If variations to the above exist please describe this in your proposal and ensure pricing is reflective of the different options available, if applicable.***

**End of Addendum #2**



## Addendum #2

**DATE:** April 18, 2023

Joliet Junior College  
1215 Houbolt Road  
Joliet, IL 60431

**TO:** Prospective Respondents  
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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:

Matt Stephenson  
Senior Director of Business & Auxiliary Services  
Joliet Junior College  
815.280.6643

I acknowledge receipt of Addendum #2.

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

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

\_\_\_\_\_  
Title

\_\_\_\_\_  
Signature