



**Addendum No. 3**  
Page 1 of 2

**DATE:** April 19, 2023

Joliet Junior College  
1215 Houbolt Road  
Joliet, IL 60431

**TO:** Prospective Respondents  
**SUBJECT:** Addendum No. 3  
**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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**Correction to Addendum #2:**

An inaccurate response was provided for question 51 within Student Technology Helpdesk Services Addendum #2. The question and corrected response is included below:

**Q:** What has been average annual ticket growth plus distribution over the past year, to determine spikes in staffing needs?

**A:** 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 **300-400** calls each month. Pricing information is requested for 4,000 tickets and 5,000 tickets **per year** (independently).

**End of Addendum #3**



## Addendum #3

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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 #3.

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

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

\_\_\_\_\_  
Title

\_\_\_\_\_  
Signature