May 16, 2019

ARIZONA STATE UNIVERSITY

ADDENDUM 6
RFP 341905 Contact Center Solution

Please note the following answers to questions that were asked prior to the deadline for inquiries date of 05/06/19 at 3:00 P.M., MST.

Q1: 24/7/365 technical support is specified as required along with a dedicated specialist/technical support liaison. Is it ASU’s expectation that the dedicated resources will be available on a 24x7 basis or that non-dedicated resources can/will/may provide support after hours (e.g. weekends, holidays)?
A1: ASU prefers to see both a cost breakdown for providing dedicated specialist/technical support liaison on a 24x7 basis and a cost breakdown on non-dedicated resources that will provide support after hours (e.g. weekends, holidays)

Q2: [Continuing above] Is full support, including help/assistance and low priority requests, expected on a 24x7 basis or is the after hours (e.g. weekends, holidays) support expected to be limited to high priority or emergency break/fix only?
A2: ASU is a 7x24x365 call center. ASU currently has the ability to engage technical support after hours for more than just break fix. In the event we need assistance in specialized scripting, ASU can engage professional development services at any time including weekends and holidays.

Q3: Is ASU expecting suppliers to submit a draft or preliminary Statement of Work and/or Service Level Agreement as part of their response?
A3: Yes, please read the Scope of Work summary.

Q4: Can ASU provide a copy of the Software Development Life Cycle (SDLC) standard (http://links.asu.edu/softwaredevelopmentlifecycle) it is expected that suppliers adhere to as this link is restricted from access?
A4: The SDLC is part of the ASU Security Review is Section XIV of the RFP. The SDLC link is not necessary at this stage of the RFP process.

Please remember that Proposals are to be mailed or delivered to Arizona State University Purchasing and Business Services 1551 S. Rural Rd. Tempe, AZ 85281, no later than 3:00 P.M., MST, 05/30/19.

If you have any questions regarding this notice, please contact me at 480-965-3849 or Lorenzo.Espinoza@asu.edu. You may also find RFP 341905 and any updates at http://www.asu.edu/purchasing/bids/index.html