



REQUEST FOR PROPOSAL

Procurement Services
8600 University Blvd
Evansville, IN 47712-3597

After Hours IT Support Service

Proposal No: 24-13-10001-03180 Due Date / Time: 4-02-2024 / 2PM / Local Time		Return to: Jeff Sponn, Director of Procurement University of Southern Indiana Procurement (Support Services Building) 8600 University Blvd Evansville, IN 47712 jsponn@usi.edu
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GENERAL INSTRUCTIONS TO PROPOSERS

USI Proposal form must be returned to:
PROCUREMENT, JEFF SPONN
jsponn@usi.edu

- Late submissions will NOT be considered in bid analysis.

Questions Due 3-18-2024 / 11AM / Local Time

Jeff Sponn, Director of Procurement
University of Southern Indiana
Email: jsponn@usi.edu

Answers Provided via Addendum by 3-21-2024

Due Date: 4-02-2024 / 2PM / Local Time

Insurance Certificate naming USI as "Additional Insured" and Workers Compensation, coverage is to be included in bid package.

For proposal results please view our website at www.usi.edu/procurement/competitive-bids-and-results

A. General Terms and Conditions

1. Prices to include F.O.B. University of Southern Indiana
2. Freight or other costs will not be allowed unless included in your proposal.
3. Unless otherwise understood, there are no restrictions on the number of items or quantity that may be ordered.
4. If alternates are offered, full descriptive information and literature must be submitted with proposal.
5. The University of Southern Indiana is a political subdivision of the state of Indiana and is not subject to state sales tax. A tax exemption certificate will be sent upon request.
6. Material Safety Data Sheets are to be submitted with your proposal for any applicable items or products.

B. Terms/Shipping (VENDOR: PLEASE COMPLETE THE FOLLOWING)

1. Prices are firm for _____ days
2. Expected terms are Net 30, if not, please indicate here: _____
3. Shipment to be made from _____ within _____ days

C. Minority Business Information (VENDOR: PLEASE COMPLETE THE FOLLOWING)

1. Is your business a certified minority?
Yes _____ No _____
2. If yes, how certified: _____

Company Name: _____

Authorized company signature: _____

Printed name: _____

For questions arising from this proposal request, please complete:

Contact Person Name: _____

Contact Person Email: _____

Contact Person Telephone: _____

Nondiscrimination and affirmative action. This contractor and its subcontractor(s), if any, shall abide by the requirements of Indiana Civil Rights Act, IC 22-9, Executive Order 11246 and the Equal Opportunity clauses as set forth in 41 CFR §§ 60-1.4(a), 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals with respect to his hire, tenure, terms, conditions or privileges of employment or any matter directly or indirectly related to employment, based on their race, color, religion, sex, sexual orientation, gender identity or national origin. Moreover, these regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status or disability. As used herein, "contractor" shall be deemed to mean "Vendor" or "Supplier" and "contract" shall be deemed to mean this Agreement. The contractor will also comply with all applicable affirmative action reporting requirements. In addition, the contractor shall cause the Equal Opportunity clause references to be included in their subcontracts or purchases orders hereunder unless exempted by rules, regulations and orders of the Secretary of Labor issue pursuant to Section 201 of the Executive Order 11246 and 11375 as amended.

Signature



Jeff Spohn, Director of Procurement

Date: 3-4-24



**University of Southern Indiana
After Hours IT Support Service**

**REQUEST FOR PROPOSAL
Bid Number 24-13-10001-03180**

Issue Date: 3-4-2024

Questions Due-Jeff Sponn (jsponn@usi.edu): 3-18-2024 11:00 AM CST

Answers Provided via Addendum by 3-21-2024

DUE DATE: 4-2-2024 2:00 PM CST

SECTION I: COMPANY INFORMATION, EXPERIENCE, IMPLEMENTATION, AND REFERENCES

1. Introduction:

The University of Southern Indiana (USI) is seeking proposals from qualified vendors to provide after-hours IT support services. The purpose of this Request for Proposal (RFP) is to

solicit competitive proposals to ensure the availability of timely and efficient IT support outside of our on-site staffed service desk hours.

2. Background:

USI operates in a dynamic environment where uninterrupted IT services are essential for our students, faculty, and staff. Regular staffing hours currently run from 7:30 AM to 4:30 PM CST, but the need for IT support remains critical outside of these hours as our users can require assistance late at night or early morning. Therefore, USI must offer after-hours IT support to ensure that our users receive timely assistance and maintain productivity, regardless of the time of day.

3. Scope of Work:

The selected vendor will be responsible for providing comprehensive after-hours IT support services. The scope of work includes, but is not limited to, the following:

- a. Remote assistance for troubleshooting and resolving IT issues.
- b. Availability for urgent IT support requests.
- c. Incident management and escalation procedures.
- d. Software and hardware troubleshooting and support.
- e. Network troubleshooting and support.
- f. Documentation and reporting of after-hours IT activities.
- g. Student and faculty troubleshooting support within the LMS (Blackboard).
- h. Ability to perform password resets and other access management requests.
- i. Assist students with navigating Microsoft suite including how to download and install student provided licensing.
- j. (Preferred) Ability to integrate with our service desk ticketing system (TeamDynamix).

4. Please provide company information:

A	Legal name of company	
B	Operating name of company	
C	Headquarters' street address, city, state, zip code	
D	Mailing address, city, state, zip code (if different from headquarters' address)	
E	Name of primary sales representative	
F	Email of primary sale representative	
G	Phone number of primary sales representative	
H	Name of secondary sale representative	
I	Email of secondary sales representative	
J	Phone number of secondary sales representative	
K	Year company established	
L	Number of offices	
M	Total number of employees	
N	Total number of full-time customer service and/or technical support representatives	
O	Total number of full-time training representatives	

P	Average tenure of employees with company	
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5. Has the company been involved in a merger or been acquired by another business entity in the past? If yes, please provide details including the year, name of business(es) involved, and how customer relationships were maintained throughout the transition.
6. Is the company currently for sale or involved in any transaction to expand through acquisition or merger, or to be acquired by another business entity? If yes, provide a statement explaining the impact both in organizational and directional terms.
7. Does any relationship exist, whether by relative, business associate, capital funding agreement or any other such kinship, between the company and any employee of University of Southern Indiana (USI)? If yes, provide a statement of disclosure. All such disclosures will be subject to administrative review and approval prior to entering any contract with USI.
8. Does the company agree that the submitted proposal contains accurate information, constitutes an offer to USI, and shall be valid for a period of 120 calendar days after the date of submission?
9. Please provide brief history of company (in 250 words or less).
10. Please provide primary strengths that differentiates the company from competition (in 250 words or less).
11. Please provide number of total customers using your afterhours IT services.
12. Please provide a listing of your current higher education customers.
13. How would your largest customer rate their satisfaction with your system and your support versus your smallest customer?
14. Please describe the process for onboarding a new client, including average length of time for completion.
15. Please describe the company's recent experience with onboarding for a similarly sized (or larger) higher education institution.

16. Does the company have the time and the resources to onboard a new client within 90-120 days of the contract award?
17. Please provide details of Information Security framework standards. Are they verified by a certified external party (SOC 2 Type II, Penetration Testing, ISO Certified)? Outline any applicable regulatory compliance requirements your organization compiles with (HIPAA, GLBA, PCI, GDPR, FERPA). Has there been any identified or reported information security breach in the last 5 years?
18. Please provide a list of at least three organizational references, preferably other higher education institutions with programs of similar size and scope to USI.

A	Organization's Name	
	Headquarters' street address, city, state, zip code	
	Mailing address, city, state, zip code (if different from physical address)	
	Name of primary contact	
	Email of primary contact	
	Phone number of primary contact	
	Customer since (date)	
	Approximate number of programs per year	
	Approximate number of participants served per year	

B	Organization's Name	
	Headquarters' street address, city, state, zip code	
	Mailing address, city, state, zip code (if different from physical address)	
	Name of primary contact	
	Email of primary contact	
	Phone number of primary contact	
	Customer since (date)	
	Approximate number of programs per year	
	Approximate number of participants served per year	

C	Organization's Name	
	Headquarters' street address, city, state, zip code	
	Mailing address, city, state, zip code (if different from physical address)	
	Name of primary contact	
	Email of primary contact	
	Phone number of primary contact	
	Customer since (date)	
	Approximate number of programs per year	
	Approximate number of participants served per year	

SECTION II: Call Center Information

- Location of Call Center(s):
 - How many call centers do you operate, and where are they located?

2. Language Proficiency of Technician:
 - Please outline the languages spoken by your technical support staff.
 - What is the proficiency level of your technicians in each language?
 - Are there any limitations or specific languages you do not support?
3. Support Staffing:
 - How many technicians are available for after-hour support in each call center?
4. Average Call Handling Times:
 - How do you measure call times, and what factors contribute to variations in call duration?
 - Are there any initiatives or strategies in place to optimize call handling times?
5. Customer Satisfaction Metrics:
 - Can you provide data or reports on customer satisfaction levels?
 - How do you measure customer satisfaction, and what is the methodology behind it?
 - Are there any recent trends or changes in customer satisfaction that you can share?

SECTION III: PRICING/FEE SCHEDULE

1. Please indicate how fees are determined. Indicate if this is an annual fee, a fee per ticket, a per transaction fee.
2. Please indicate add-on service(s) and their fees to allow for additional review of optional offerings (if applicable).
3. Please indicate upgrade fees (if applicable).
4. Please indicate training fee schedule (if applicable).

5. Please indicate reporting/administrative applications fees (if applicable).
6. Please indicate any other fees associated with your service that are not stated here.
7. How often, on average over the past 5 years, has your pricing schedule changed? What was the average percentage increase/decrease?