

DIVISION OF INFORMATION TECHNOLOGY
OFFICE OF MANAGEMENT AND FINANCE
DEPARTMENT OF HEALTH AND HOSPITALS

IT SERVICE DESK

RFP FOR 305PUR-DHHRFP-ITHELP-OMF

Proposal Due Date/Time: April 11, 2011 / 4 pm CDT

QUESTIONS AND ANSWERS

1. Per the RFP, DHH IT will set and modify actual start and finish times for each of the technicians based on operational requirements. Does the State expect there will be periods where technicians may not be asked to complete a 40 hour week?

Except for scheduled holidays and unscheduled office closures, technicians will be expected to work a complete 40-hour week.

2. Does DHH currently have an incumbent providing these services?
Yes. Sparkhound, Inc.

3. What would be the allowable lead time for deployment of supplemental Desktop Technical Staff whenever required.

Supplemental Desktop Technical Staff mentioned in Section I, B, 2., are the six technicians specified in the RFP. They are supplemental to DHH IT Service Desk staff.

4. Staffing Requirements/Qualifications: Will the Contractor be required to do the installation of MS Exchange, Active Directory, Anti-virus etc. or they will be supporting the installations done by the main team? Is any documentation for software installation available?

No. The only support expected of Contractor technicians will be for desktop clients.

5. Staffing Requirements/Qualifications: Please elaborate 'Educate DHH IT staff via skills transfer'

Contractor technicians must be willing to share technical knowledge and experience with DHH IT Service Desk staff.

6. Staffing Requirements/Qualifications: Please provide the daily average and peak call volume or ticket details at both Baton Rouge and New Orleans.

Average daily volume is 60 calls for Baton Rouge, 60 calls for New Orleans. Peak volume is approximately 140 calls.

7. Role Definition: How frequently the Team Leader would normally be required to visit New Orleans and what is the approximate distance of New Orleans office from the Baton Rouge office?

Most contact with the New Orleans office is made by telephone and email. Trips between Baton Rouge and New Orleans will be made only as needed. Distance between offices is approximately 80 miles.

8. Role Definition: What type of administrative support is envisaged from the offsite Contract Manager?

The off-site Contract Manager shall supply general administration related to the terms of this contract including but not limited to contract compliance; replacing staff as required; status reports; confirming, consolidating and providing time sheets to DHH IT.

9. Reporting Requirements: Would the Contractor be required to propose its own time sheet and reporting format or the same will be provided by DHH?

Contractor may propose their own time sheet format, subject to approval by DHH IT Contracts Manager.

10. Reporting Requirements: Please provide the present SLA matrix used by DHH for tracking the Contractor's performance.

Refer to Section II – Scope of Service, C. Liquidated Damages, pages 9 & 10.

11. Who is the Current Incumbent supporting these activities

Sparkhound, Inc.

12. What is the budget allocated by the Dept for this program?

To be determined by proposed costs.