**Grand Valley State University RFP #222-51 Salesforce Managed Services
Questions & Responses as of 08-04-22**

Does the University have full copy sandbox?

Yes

Does the University have a release management tool?

No

How many Salesforce users?

120

The Salesforce managed services requests total of 30 hours per week of dedicated efforts. Do we anticipate non-billable hours out of 30 hours of dedicated support?

Non-billable hours would be time not actually spent on the project; research and education on particular issues would be considered “non-billable”

How many support hours are currently being utilized per week?

12

Since when are you using Salesforce system and what are some of the major challenges with respect to managed services lately?

January 2022 expediency of resolutions

Do you have a full copy of the Salesforce Sandbox environment?

Yes

Are you currently using any Release Management tool?

No

What are the average number of tickets/issues raising each week currently?

5-10 backlog of about 70

Can you please provide us complexity tickets such as 20% complex, 30 % medium complex etc?

Mostly consist of flow development and validation rules, with de-dupe and file connections with merging of layered objects.

Will the support ticket involve new development on Salesforce platform?

Potentially, add ons plug-ins, api connections

How are you planning to transition knowledge to our support team for current Salesforce application?

1 month overlap cross training in December.

Are you open to working with US company with 20+ years of experience having established offshore managed services support presence and using offshore experienced Salesforce certified resources?

Yes.

How important is the Salesforce UX Designer Certification for this RFP?

Not as urgent as originally thought since its new cert.

Do the dedicated hours needed to be the same resource?

Our team is built in a unique structure to accommodate a wide variety of needs to our clients.
All clients have one dedicate project manager, but fulfillment resources are brought in as needed to solve complex issues.

As long as the ring-leader is consistent.

Are relevant years of experience and list of Salesforce certifications acceptable instead of full team member resumes?

Brief synopsis of team members certification & experience will suffice.