**Grand Valley State University RFP #222-51 Salesforce Managed Services
Questions & Responses**

Could the University share their last 1 year ticket data export / average ticket size and volume?
150 tickets

How is the University currently managing Salesforce Managed Services?
Currently, new system repair issues around validation rules and flows.

Is there an incumbent currently providing the Managed Services as per the scope of services in the RFP? Is yes, could the University please share the details of the current incumbent?
Yes, there is an incumbent

Can University accept consultants to deliver the Managed Services from Offshore (Non-US) office? No

Do the consultants need to be present onsite (University Campus) to deliver the Managed Services as per the scope of the RFP? No

The RFP states that the University needs 2 positions (Salesforce Architect and Senior Salesforce Consultant). However, it is immensely difficult to provide the remaining skills (Talend or other data integration tools, Blackthorn Events platform, Tableau, Demand Tools, XL-Connector, Elements.cloud, Jotform, Sign-now) in the two positions requested as these are varied skills. Is the University open to accept more consultants (.5FTE) with these skills? Yes

Could the University share its last year spend on the Salesforce Managed Services?No

Could the University please elaborate if they are looking at a Fixed Price or a Time and Material basis contract under this RFP?Fixed Price

Are the 10 hours and 20 hours mentioned in the RFP a minimum work guarantee (hours/week) allocated with the required support services?
No, listed are a max. Fixed budget due to grant funding.

Could the University elaborate if they have a pre-approved budget for this contract?
There is a pre-approved budget but not available until September

Please describe the business need / pain point for issuing the RFP?
Federal and state grant funded requirements

What is the average ticket volume received on a monthly basis? 10 / month

Could the University share priority and number of tickets in each functional area? No

Could the University share their sample Managed Services agreement? No

What are the anticipated working hours the consultants are required to be available?
8am-5pm Mon-Friday EST

Could the University please share a detailed scope of work requirement document for better understanding? No

Is the University looking for additional support during outside of regular working hours / weekend support? If Yes, how often required? No

What is the size of the current inhouse support team, if the team is available? 3

Could the University please confirm if they will accept the 3 customers references (Salesforce Implementation) from private / commercial sector? Yes

What is the duration of this contract? Please describe the period of performance for the services under this RFP? 1 year renewable

When was Salesforce first implemented? January 2022

Are all users currently using the Lightning UI? Yes

Does any documentation exist that can be shared with your new Managed Services’ Partner to accelerate our understanding of your Apps, Processes, Training Curricula, etc.? Yes

Do all Salesforce users – aka Team members – use the same Salesforce Applications and Business Processes, or are there variations across the ten autonomous institutions?
Same processes

Do you have a ‘mapping’ matrix of some sort that describes the various infrastructures and Applications used across all ten institutions? All use the same.

How many GVSU Support personnel are currently supporting your Salesforce Org?

1. Will these resources continue to support the Applications and act as a liaison to your new Managed Services’ Partner, or are their positions going to be eliminated?
4 and yes continued servicing, maintenance

Can you confirm your using Salesforce ‘Cases’ to create, track, and manage Support ‘Tickets’?
No, we are using a separate system to track tickets (airtable database)

1. What channels are available to users for opening Tickets – e.g., phone, email, Communities Portal, SMS, etc.? Airtable form
2. Do your users use your Communities’ Portal for ‘Self-Service’ Ticket creation? No

Can you share any historical metrics/Reports RE: Tickets? No
a. Approximately how many Tickets are being generated per month? About 10
b. Classification or categories of historical Tickets – e.g., login issues, Reports, integration, etc.? Integration, flows, automations, design/layout
c. Mean Time to Resolve (MTTR)?

Can you share the process and/or scoring method you intend to use to select your new Managed Services’ Vendor? Outlined in the RFP

While we are confident in our experience and ability to support the Apps listed, there are a handful that we have no documented experience with. Will that prevent us from being considered as your Managed Services’ Partner? No