

	Tier 1 Help Desk Support (P0070)		Blackboard Student Services	Perceptis
	After Hours Support	POINTS		
1	Demonstrated Experience	20	20	10
			15 years of experience with	7 Years Experience with
			3,000,000 end-users,	1,500,000 end-users,
			850 clients	100 clients.
			Satisfaction rating's greater	
			than 85%.	
2	Pricing	25	16	25
			\$76,840 annually	\$50,000 annually
3	Proposed Staffing	20	20	5
			1200 agents on staff.	200 agents on staff.
			No remote locations.	Some remote locations
4	Proposed setup process	15	15	10
			Well thought out and defined.	Implementation plan is not
				fully defined in RFP
5	Proposed operational coverage/method	20	20	15
			Complete approach to	Does not provide password
			operational coverage/method.	reset tool.
				FCR at 75%
				Did not give detailed answer
				on drive self-service.
	Total Points	100	91	65

	Tier 1 Help Desk Support (P0070) 24/7 Coverage	POINTS	Blackboard Student Services	Perceptis
1	Demonstrated Experience	20	20	N/A
2	Pricing	25	20	N/A
			\$162,100 Set-up(Year 1)	
			\$132,500 Annually	
3	Proposed Staffing	20	20	N/A
4	Proposed setup process	15	15	N/A
5	Proposed operational coverage/method	20	20	N/A
	Proposal Awarded to Blackboard Student Services for 24/7 Help Desk Support based on award criteria.			
	Total Points	100	95	N/A