

RFP 2016-26
Service Center Desk Support

QUESTIONS and RESPONSES

ADDENDUM 1

Initial Questions Due 5/23	Initial Responses Due 5/25
1.a. Does the service desk and server support staff work Saturday every week? b. If not, can you please estimate how often it would be?	1.a. No, not every week. b. From four to five months during the open enrollment period of September 1 through February 1. Additional Saturdays may be required, with one week's notice.
Addendum 1 Questions Due 5/31	Addendum 1 Responses Due 6/2
2. Will desk and server support staff work every Saturday during open enrollment period, or just occasionally as needed.	2. Every Saturday.