

RFP 2016-26
Service Center Desk Support

QUESTIONS and RESPONSES

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<p>1.a. Does the service desk and server support staff work Saturday every week?</p> <p>b. If not, can you please estimate how often it would be?</p>	<p>1.a. No, not every week.</p> <p>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.</p>