



**ALBUQUERQUE
PUBLIC SCHOOLS**

Accelerate Progress for Students

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SUPERINTENDENT

**RFP NO. 18-066RR
ADDENDUM #1**

June 8, 2018

Please note the following clarifications regarding the RFP:

- Questions and Answers Page

ACKNOWLEDGE ADDENDUM WITH RFP:

Addenda not signed and returned may consider the RFP non-responsive and may be rejected.

COMPANY/FIRM NAME

SIGNATURE

DATE

Robert Russell, Senior Buyer

Canvas Open Source Maintenance and Development

Support

RFP#18-066 RR

Questions and Answers

1. **Question:** Are there any specific business licensing/registration requirements of out of state vendors beyond the insurance?

Answer: No, but please feel free to refer to our website for further information: <http://www.aps.edu/procurement/information-for-vendors>

2. **Question:** Is front line (user-facing) support part of the requested service?

Answer: No, all requests will run through team.

3. **Question:** There is a spot for costs to be included in the Deliverables sections, then an hourly cost request for various levels of issue mitigation support, are those hourly rates being asked as separate information from the deliverables costs?

Answer: All deliverables (e.g. ongoing user and network support/ production support) will be billed at an hourly rate. We'd like to know the hourly rate for all of the above with an estimation of hours anticipated for all support outlined.

4. **Question:** Should overall proposed budget show for a single year of support, or include ongoing 3 years of support?

Answer: The proposal will be for one year with 3 additional one year extensions if approved, so include the one year, and ongoing 3 years of support.

5. **Question:** In relation to "ongoing app integration", given that some apps require a considerable amount of additional dev. Hours to integrate, while others may not, how do you want a vendor to account for that variation?

Answer: There is no way to account for variation. We would like to use overall hours for outlined deliverables (if at the same rate per hour) to be used for LTI integration (if needed), or please provide hourly rates for development including an estimated or reasonable amount of development hours to accommodate new integration. APS isn't looking to add very many, if any at all, apps via LTI. For example, if the integration of a new app requires more than 20-30 hours of development, we'll strongly consider going a different direction.