

**RFP NO. 22-041 RR, CONSULTING AND PROGRAMMING SERVICES FOR STUDENT  
INFORMATION SYSTEMS  
ADDENDUM #2**

**Please see List of Questions and Answers:**

**Question:** The RFP states Provide System Development Assistance and support for the SIS. IS there an existing development and support team. What is the current composition of team? Could you also let us know the skill sets of individuals technical, functional etc? What is the size of the current team (Development and Maintenance)?

**Answer:** The current SIS Technical Team consists of four team members. One is primarily focused on server and database support and maintenance while the other three are primarily programmers working on SQL scripts for data updates, pull, syncs and reports.

**Question:** What is the reporting procedure and system used today? Are they available real time or shared periodically with the stakeholders? IS there any data available, which you can share?

**Answer:** The primary reporting systems currently in use are Synergy owned reports (developed by the application vendor); SSRS reports developed by the SIS Technical Team and for Versifit a set of Edvantage Reports developed by both the vendor and in house developer. All reports are available online and on demand.

**Question:** Is there any incumbent vendor currently performing these tasks?

**Answer:** Yes. SIS has been using a consulting vendor to support the current Student Transfer System custome developed in house and the Hoonuit vendor for Versifit on a per hour basis.

**Question:** Do you foresee work to be performed onsite at current premises or other locations inside/outside USA? Can we assume the support can be offered remotely? Please suggest if there a preference for delivery model (Complete onsite, Complete offshore or Onsite/Offshore hybrid model). Is there any preference for location of work from where vendor provides services (onsite, near shore or offshore)? Is there any preference or restriction for place of performance of services?

**Answer:** No restrictions, all work can be performed remotely with a possible occasional on site visit.

**Question:** Based on current development support and maintenance requests, how many person hours/months of effort is spent on development, support and other activities in a month or year. Is there data available, which you can share?



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Answer: The current consulting vendor provided a detailed Task List with hours worked on each task with each monthly invoice. A total of 570 hours were billed between September 2021 and January 2022.

**Question:** We would like to know if you are looking out for 24 x 7 support or only school working hour's schedule. If yes, can you please give us more details about the requirements? How often will support be required for the applications and systems in place currently? We would like to know the anticipated average number of request per day. Please provide us related information on the same.

Answer: 24x7 support is not required, but during student transfer windows each month from January to June, contractor response to assist or fix system issues as soon as possible is requested.

**Question:** Are there any third party services used currently to execute the activities in scope. If yes, please describe the nature of the 3rd Party Services - Full time, contractual, ad-Hoc etc.

Answer: There are no third party services in use for the Student Transfer System and Versifit Reporting System besides the current contractors.

**Question:** Briefly, indicate the challenges you have faced with the existing application with respect to Production issues; Performance issues; User satisfaction issues; others that you think are important?

Answer: For the Student Transfer System challenges faced include 1) There's quite a few business rules for each transfer scenario, 2) Obtaining needed resources and support from the Technology Department. For Versifit it is learning the development tools needed.

**Question:** Are there any specific security requirements, regulatory requirements that the vendor should be aware of?

Answer: Both of these systems now exist in a post cyber-attack environment where networking restrictions and server protection software could impact performance and preferred configurations.

**Question:** Please mention the documentation currently available at present regarding the various applications and systems in scope. Are all the documents updated to represent the status of the system?

Answer: Documentation for the current updated Student Transfer System rewritten in Microsoft ASP web language and SQL Server is currently being updated.

**Question:** What is the required level of understanding, knowledge and experience of the School Lottery System?

**Answer:** Development and support for the Student Transfer/School Lottery System requires an in depth understanding of the Board policies regarding transfer business rules and technical ability to build web forms to collect the data vial a direct parent portal. Then process the data using the Board policy rules to determine transfer status.

**Question:** It is mentioned in the RFP that -Integration of technology infrastructure including database, web and file servers, user provisioning and access. Troubleshooting network and firewall configurations. IS this required 24X7.

**Answer:** This is not required 24x7, but our goal is to provide 24x7 application availability so the ability to respond to issues in a timely manner is required.

**Question:** Is there any template for the pricing Proposal? If so, please share the same.

**Answer:** Yes, please see addendum #1 for the Price Proposal.

**Question:** Do the reference customers that our company has provided similar services, as requested in the Scope of Work, need to be in the education domain or in other domains acceptable?

**Answer:** Other domains are acceptable, but experience with K-12 school districts is preferred.

**Question:** Do you currently have a data warehouse? If yes, please provide details such as its size, year implemented, who developed it, and where it is hosted?

**Answer:** There appear to be two Data drives D: (86GB) and E: (76GB) currently on the Versifit database server by Hoonuit which was implemented in approximately 2013.

**Question:** Do you expect to develop a new data warehouse?

**Answer:** No, not at this time

**Question:** What tool do you currently use to perform ETL functions?

**Answer:** Hoonuit Versifit ETL tool.

**Question:** Do you expect to customize the current school lottery transfer system, or completely custom develop a new system?



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**Answer:** The current school lottery transfer system is customized and written in Microsoft ASP with a SQL Server Database. It was rolled out for production use this year and replaced a previously customized Cold Fusion application.

**Question:** Can you specify the total number of internal users and their roles?

**Answer:** There are less than 10 internal users of the Student Transfer System, all of them in the Student Service Center Department. All of them have similar roles that allow them to lookup and take process steps for student transfer requests.

**Question:** What is your preference to host the developed system (on-prem vs cloud)?

**Answer:** Open to either solution.

**Question:** Do you currently have a cloud (AWS/Azure/GCP) subscription?

**Answer:** No

**Question:** Do you expect to create any dashboards/visualizations as part of this project?

**Answer:** Possibly yes.

**Question:** What tool do you currently use for visualization and reporting?

**Answer:** Tableau and Hoonuit Versifit report development tool.

**Question:** Do you have an in-house IT team? What will be their level of participation in this project?

**Answer:** Support for the Student Transfer System is shared with the Student Information Systems Technical Team and APS Technology Department (for server and web availability).

**Question:** Do you expect the vendor to deploy resources to perform any work on-site, or can all the work be performed remotely?

**Answer:** Most all work can be performed remotely with occasional on-site as needed.

## **ACKNOWLEDGE ADDENDUM WITH BID:**

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



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**COMPANY/FIRM NAME**

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**SIGNATURE**

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**DATE**

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**Robert Russell, Director Procurement**