



Accelerate Progress for Students

Charlotte L. Gensler, CPO
EXECUTIVE DIRECTOR OF PROCUREMENT & ACCOUNTS PAYABLE

Dr. Gabriella Durán Blakey
SUPERINTENDENT

DATE: 4/24/2025

RFP NUMBER: 25-060 SC

RFP TITLE: Transportation Department Website Application Maintenance and Future
Development.

ADDENDUM NUMBER: 2

See Update to Appendix A ,Questions and answers submitted by due date and time.

UPDATE TO PRICE PROPOSAL Form Appendix A

Utilize this updated Price Proposal Form: Appendix A below

Price Proposal Form Appendix A (updated per Addendum #2

(Submit with your proposal applicable roles)

(Do not alter or your response may be deemed unresponsive)

Offeror will be scored up to 30 points for average quoted rates.

Roles (Equal to or Similar)	Hourly Rate
Project Manager	\$ /hr
Consultant – Lead/Senior	\$ /hr
Consultant- Junior	\$ /hr
Consultant – Technical	\$ /hr
Consultant – Functional	\$ /hr
Business Analyst	\$ /hr

Signature: _____ Date _____

Name of Person Signing (typed or printed): _____

Title: _____

Name of Company (typed or printed): _____

Question 1. What is your budget for the project?

Answer: The annual estimated budget is \$150,000.00.

Question 2. How many hours do you expect the vendor to quote per month as part of the maintenance and support services?

Answer: The work will be on an as needed basis only and will not require a monthly quote.

Question 3. Our understanding is that you want to stay with the current website and setup, upgrade technology to latest updates and standards, and provide enhancement as on need basis for which the scope will be discussed and agreed separately per tasks. Let us know if our understanding is correct.

Answer: Yes, that is the correct understanding.

Question 4. What was the annual spend for the previous year on this Project?

Answer: The previous annual expenditure was approximately \$60,000.00.

Question 5. If this is a new Contract, what is the annual Budget for this?

Answer: The annual estimated budget is \$150,000.00.

Question 6. Are you open to a hybrid delivery model with a mix of offshore and onshore resources?

Answer: Yes APS may consider.

Question 7. Work will be onsite or remote?

Answer: The work will be remote.

Question 8. Could you please provide us with an extension to submit a bid by 1-2 weeks?

Answer: The due date has been extended to May 2, 2025 at 3:00 pm local time.

Question 9. Would it be acceptable for us to fulfill these requirements by partnering with a subcontractor, given that we are not a New Mexico Resident Business, Native American Resident Business, Veteran New Mexico Resident Business, or Native American Resident Veteran Business?

Answer: Vendors submitting offers are not required to have residential preference. APS contract with vendor represented with authorized signature on the RFP offer. Partnerships and subcontracting is subject to review to be in compliance with applicable laws.

Question 10. What is the budget assigned to this project?

Answer: The annual estimated budget is \$150,000.00

Question 11. Could APS share examples or provide a roadmap of specific new features or enhancements anticipated for the upcoming years.

Answer: No, work will be on an as needed basis.

Question 12. Are there any current performance or functionality issues significantly impacting APS users?

Answer: No

Question 13. What is the approximate number of concurrent or total users currently accessing the application, and does APS foresee any substantial change in user volume during the contract period?

Answer: The site is local only there are approximately 10 concurrent users accessing the application.

Question 14. Does APS prefer a particular billing frequency or invoicing structure (monthly, milestone-

based, deliverable-based)?

Answer: Depending on the scope of work requested under the contract, the invoicing structure will either be milestone-based, deliverable-based or as required and acceptable to APS

Question 15. Apart from the nightly SIS import, are there other systems or applications the vendor might need to integrate with during this engagement?

Answer: Currently, there is no integration with other systems. However, that could change in the future.

Question 16. Is APS open to or actively considering migrating to cloud hosting solutions (AWS, Azure), or does APS require maintaining the current on-premises infrastructure exclusively?

Answer: No, we will maintain the site on-premises.

Question 17. For vendors with extensive web development and maintenance experience but limited K-12 education contracts, will APS still consider the proposal responsive?

Answer: Yes

Question 18. Does APS give preference to vendors with a physical presence in New Mexico, or are out-of-state vendors evaluated on equal footing?

Answer: APS will follow all current procurement laws.

Question 19. Is there a minimum number of years of experience APS requires the vendor (or proposed staff) to demonstrate in order to be considered qualified?

Answer: We prefer 10 years' experience.

Question 20. Will APS accept individual team member experience (such as lead developer or project manager experience) as evidence of past performance if the company itself is relatively new to public sector work?

Answer: Yes, if the person is overseeing the work and quality control.

Question 21. Will the APS clarify if there is any existing documentation or architecture diagram of the current STRANS application that can be shared with the selected vendor?

Answer: There is not any existing documentation or architecture diagrams for the current site, other than documentation written in the code.

Question 22. Will APS provide access to the source code repository and existing development/QA environments after award?

Answer: Yes

Question 23. Is there an existing bug backlog or feature backlog that will be handed over to the vendor at the project's start?

Answer: Not Currently.

Question 24. Does APS plan to migrate STRANS to a cloud-hosted environment in the future (e.g., Azure, AWS), or is the expectation to continue maintaining it on-premises?

Answer: The expectation is to maintain the site locally.

Question 25. What level of test coverage currently exists (unit tests, integration tests)? Are any automated testing tools currently in use?

Answer: Currently the only testing apparatus is end-user testing in the User Acceptance Testing (UAT) environment.

Question 26. Are there any APS-specific or New Mexico state cybersecurity standards we must comply with beyond Active Directory authentication?

Answer: The site must support TLS 1.2 and TLS 1.3.

Question 27. Are there any accessibility or FERPA-related compliance requirements that the website must meet?

Answer: The site must meet FERPA and HIPAA compliance requirements.

Question 28. What are APS's expectations regarding response time and resolution time for support requests (e.g., critical vs. non-critical issues)?

Answer: Considering this is a mission critical application, critical application issues response time would be 12 hours, non-critical issue response time would be five working days.

Question 29. Will the awarded vendor be required to provide 24/7 support or just standard APS business hours?

Answer: Standard business hours.

Question 30. Will APS assign a technical point of contact or product owner for ongoing collaboration and feature prioritization?

Answer: Yes

Question 31. Does APS have a preferred cadence for deliverables—such as bi-weekly sprints, monthly deployments, or quarterly updates?

Answer: No, deliverables are on an as needed basis, cadence will be dependent on the nature of the requested work.

Question 32. For the design mockups and functional prototype deliverables, is there a preferred toolset, or is vendor discretion allowed?

Answer: Vendor discretion is allowed.

Question 33. Can APS clarify what constitutes the final approval for “feature deployment to live environment”—is it internal UAT, stakeholder signoff, or both?

Answer: Both

Question 34. Appendix A is referenced as the pricing form, but it appears as Appendix B in the proposal format—can you confirm whether it's Appendix A or B?

Answer: Its Appendix A

Question 35. Can you describe the current pain points with the Strans application from both user and administrator perspectives that are driving this initiative?

Answer: Currently there are no pain points.

Question 36. Please provide the technologies utilized in the current applications?

Answer: Please see Website details under SCOPE OF SERVICE.

Question 37. What are the various database platform being used in current systems.

Answer: Please see the Servers section under SCOPE OF SERVICE.

Question 38. How will success be measured once the system is live (e.g., reduced processing time,

increased user satisfaction)?

Answer: Will be measured based on scope of work.

Question 39. What are the top three strategic goals APS hopes to achieve through this website redevelopment?

Answer: Redevelopment is not part of this RFP, work will be requested on an as needed basis.

Question 40. Are there any known bugs, performance issues, or bottlenecks that should be prioritized?

Answer: No.

Question 41. Will the selected vendor have direct access to department heads for requirements gathering and planning?

Answer: Yes.

Question 42. Has any formal usability feedback been collected from end-users or transportation staff?

Answer: Yes.

Question 43. Is any functionality currently handled outside the system (e.g., manually via spreadsheets or email)?

Answer: Yes, Gmail.

Question 44. Is there an incumbent web development services provider?

Answer: Yes.

Question 45. If there is an incumbent, will they be involved in a transition period and for how long with the transition / knowledge transfer period be for.

Answer: No.

Question 46. Who is the incumbent IT services provider?

Answer: Soliant Consulting, Inc

Question 47. Can we receive full documentation of the current architecture, including data flow diagrams, API schemas, and system dependencies?

Answer: None are available.

Question 48. Are there any anticipated changes to your server environment in the next 1–2 years (e.g., migration to Azure, cloud readiness)?

Answer: It is not anticipated that the Strans application will be migrated to the cloud. However, upgrades to the VM server environment and/or SQL Server instance, will be upgraded to support application security and Albuquerque Public Schools security requirements.

Question 49. Are there preferred programming languages or tech stacks APS wants vendors to work within?

Answer: Please see Website details under SCOPE OF SERVICE.

Question 50. How is the SIS currently integrated into Strans (e.g., API, direct DB queries)?

Answer: The .csv file from Student Information Services (SIS), is imported nightly into the database server, processed via internal Powershell© script and exported to a file that is monitored by the Strans application. Once a new file is uploaded the .csv file is uploaded into the SQL Server database.

Question 51. Is there a requirement to preserve historical SIS-imported data within Strans?

Answer: Historical data is kept in an Archive folder and is handled via internal Powershell© script.

Question 52. What specific new features are being requested by the Transportation Department (e.g., custom forms, enhanced approval flows)?

Answer: No specific new features are being requested at this time. Work is requested on an as needed basis.

Question 53. Should the new interface meet accessibility standards (WCAG/ADA compliance)?

Answer: Yes.

Question 54. Are there needs for advanced search, filtering, or dashboard analytics?

Answer: Not at this time.

Question 55. Will Active Directory continue to be the primary authentication system, or are enhancements needed (e.g., MFA, SSO integration)?

Answer: SSO, is currently being used with Azure Active Directory.

Question 56. Are there role-based access control (RBAC) policies or group-based permission logic that must be implemented?

Answer: There are already group-based permissions being utilized.

Question 57. Does APS have any current cybersecurity policies or audit standards the vendor must comply with?

Answer: Yes, the site must be compliant with NIST recommendations.

Question 58. What is the preferred cadence for project updates, deliverables, and stakeholder check-ins?

Answer: It depends on the scope of work.

Question 59. Will APS require status reporting formats or tools (e.g., weekly reports, use of Jira or Teams)?

Answer: Yes, status reporting is dependent on the selected vendor's application and internal tracking and reporting. APS, will require access to APS requested work in the vendor's platform.

Question 60. What level of support is expected post-deployment (e.g., 24/7 emergency, business hours only, ticket-based triage)?

Answer: Typically business hours only; however, there may be instances where off-hours emergency services are required.

Question 61. Please specify SLAs for bug fixes, enhancements, and system uptime?

Answer: SLA's would be dependent on the scope of work.

Question 62. How many users is training needed for end users or administrators ?

Answer: None.

Question 63. What reports are used most frequently today, and who consumes them (e.g., admins, principals, district)?

Answer: Currently, managers and bus drivers.

Question 64. Are there compliance audits or data retention regulations we need to consider?

Answer: Compliance audits and data retention are handled internally by APS personnel.

Question 65. Will reporting enhancements include scheduled reports, export formats, or third-party BI tool integration?

Answer: Export formats.

Question 66. Does APS prefer fixed-price contracts, time and materials, or milestone-based pricing models?

Answer: APS prefers Time and material with a not to exceed budget for requested work tasks or State ment of Work assigned.

Question 67. What is the annual budget or budget range allocated to this contract?

Answer: estimated \$150,000.00.

Question 68. Would APS consider a multi-phase contract that starts with assessment and planning before full development?

Answer: Yes.

Question 69. How will APS handle post-award change orders or scope adjustments?

Answer: Change orders, or scope adjustments will be evaluated by Transportation management and either approved or denied.

Question 70. Does APS expect multiple vendors to be awarded (multi-award clause on page 6 of the RFP)?

Answer: No.

ACKNOWLEDGE ADDENDUM WITH SUBMITTED PROPOSAL:

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

COMPANY/FIRM NAME

SIGNATURE

DATE