ALBUQUERQUE PUBLIC SCHOOLS

Accelerate Progress for Students

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Executive Director

Scott Elder
Interim Superintendent

DATE: 9/21/2020
BID/ RFP NUMBER: 21-022 RA
BID/RFP TITLE: School Website Content Management System
ADDENDUM NUMBER: 3

The following are clarifications, changes, and/or questions and responses to Bid/RFP.

1. **Which tool APS is using currently for Requirement Management, for tracking User stories etc - Jira?**
   APS does not provide a project management platform such as Jira.

2. **What is the mechanism to store User PII?**
   I am unsure what you are asking.

3. **Do we need to upload Video from CMS or Only you tube vide link integration CMS ?**
   Either way would be fine.

4. **How many different types of workflows anticipated? Will workflows vary by schools?**
   Workflows may differ by account type.

   - District Admins will have the ability to log into and edit all sites.
   - School Webmasters/admins can log into only their school site only and edit/update.
   - Editors can log into their school site and edit only their section/pages (ie; Library, Counseling).
   - Teachers and staff should be able to log in to their account to update account settings only.

   Workflows will not vary by school.

5. **Are we using single database for all sites?**
   There are 144 individual school websites with individual URLs. The vendor decides how the data is built to work best with their CMS system to support the websites.

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This information is not available.

6.   Assuming that support scope will include Application support only and not Infra/Security Support. What are SLAs expected to be adhered for L1, L2 and L3 - Incidents and Service Requests?

7.   Please provide last 6 months, L1, L2 and L3, Incident and Service Request Data dump to analyze them and come up with estimates. Also, Can you please provide a monthly count of L1, L2 and L3 - Incidents and Service Requests, for the last 6 months?

8.   Can you please provide average resolution time for L1, L2 and L3 - Incidents and Service Requests?

Do you have any support ticketing tool where tickets will be logged and assigned to support person. If yes, then what is tool being used?
The APS Web Team handles support requests, as well as our current CMS vendor. The current CMS vendor has a support integrated into their CMS through a help desk, troubleshooting faqs, video tutorials, and other online tutorials.

<u>**ACKNOWLEDGE ADDENDUM WITH SUBMITTED PROPOSAL:**</u>
<u>**Addenda not signed and returned may consider the RFP non-responsive and may be rejected.**</u>

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COMPANY/FIRM NAME

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SIGNATURE

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DATE

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Rennette R Apodaca
Executive Director Purchasing

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