



ALAMO
COLLEGES
DISTRICT

Purchasing & Contract Administration

July 22, 2025

ADDENDUM IV

**PURCHASE OF CREDIT MOBILITY SOLUTION
RFP-2025-0075**

- I. The proposal submission deadline for this RFP has been extended to no later than 2:00 p.m. (CT), Tuesday, August 26, 2025.
- II. In response to questions received:
- A. **Question:** Could you please clarify where and how I should submit the proposal, given the current issues with the ePortal?
Response: As per Section 2.C on page 19 of the RFP solicitation,

"Offeror may upload proposal to [Alamo Colleges District e-Bidding portal](#); or submit one (1) original bound copy and one (1) electronic copy (preferred format for electronic copy is Word or PDF), of the Proposal by courier or in person, on the forms provided, signed, and sealed... no later than to 2:00 P.M. Central Time (CT) on [*Tuesday August 26, 2025], clearly identified as follows:

Alamo Colleges District
Purchasing and Contract Administration
Re: Purchase of a Credit Mobility Solution
RFP # 2025-0075
Reception Desk
2222 N. Alamo St.
San Antonio, TX 78215"

[*This date reflects the new proposal deadline extended via this Addendum.]

- B. **Question: TAG Sample & Volume:** Could you please share a sample Transfer Advising Guide (TAG) and indicate the expected annual volume of TAGs (initially and ongoing)?
Response: TAG examples can be found at the following link:
https://myalamocatalog.alamo.edu/preview_entity.php?catoid=284&ent_oid=6061&returnto=23235. The annual volume varies per university by year, because it is dependent upon university's approval and staff. Historically, 300-600 TAGs are released annually.
- C. **Question: Catalog Ingestion Formats & Frequency:** What formats (API, JSON, CSV, PDF/OCR, HTML) do your 22 partners support for catalog data, and how often should we refresh TAGs when those catalogs change?
Response: The format our 22 partners support varies among the 22 partners. The recommended format is PDF/CSV or text.



- D. **Question: Equivalency Rules & Ambiguities:** Are there existing business rules for course-equivalency matching? Should our AI service attempt to infer new mappings or only apply your approved rules, and how should we handle ambiguous cases?
Response: The solution should use Texas Common Course Numbering System (TCCNS) and/or apply approved rules in consultation with the partner universities. PDF, CSV or text is recommended.
- E. **Question: Multiple TAG Versions & Templates:** Do you require support for draft, review, and approved TAG versions, and are there different templates per partner institution?
Response: No, templates do not vary, per partner. Please clarify what you mean by support. Does this refer to support from the awarded Offeror?
- F. **Question: Visual & Interactive Outputs:** Will TAGs need embedded visual elements, tables, flow diagrams or interactive features in the portal?
Response: Yes, workflows are needed to send to reviewers, approvers and partners. Links to catalog should be embedded.
- G. **Question: Sandbox/Test Environment Access:** Can Offerors access a sandbox for Modern Campus Catalog (Acalog), Ellucian Banner, and DegreeWorks? If so, please provide duration, data scope, and connection details.
Response: A Banner and DegreeWorks sandbox will be available for the awarded Offeror.
- H. **Question: API Documentation & Data Sync:** Will you supply full API documentation (endpoints/auth) for Acalog, Banner, and DegreeWorks? Should our solution read only, or also write/sync data back?
Response: Alamo has some Ellucian Banner Ethos endpoints, but the Offeror will have to work with Ellucian to gain access.
- I. **Question: Existing Data Pipelines:** Are there ETL or integration pipelines already in place that our ingest/connectors should reuse?
Response: No. ETL or integration pipelines are not currently in place.
- J. **Question: Provider Preference:** Do you prefer Azure, AWS, GCP, or another cloud environment?
Response: An Ellucian / Banner product is preferred. Alamo Colleges does not want to be tied to or biased toward any specific technology, platform, or vendor.
- K. **Question: Security & Compliance Standards:** Beyond FERPA, do you require SOC 2, ISO 27001, TX-RAMP, or other certifications?
Response: TX-RAMP Level 2 is required.
- L. **Question: Single Sign-On & IAM Integration:** Should our portal support Azure Entra ID (MSAL/OAuth), Okta, or another SSO method? Please specify authentication protocols.
Response: Yes. Alamo Colleges District's Identity Provider supports SAML 2.0.



- M. **Question: DNS & Network Management:** Does DNS hosting need to reside in your Azure tenant, or can we manage it? Are there firewall/VNet policies we must respect?
Response: Alamo Colleges will manage DNS hosting.
- N. **Question: CI/CD & DevOps Requirements:** Is there an existing CI/CD pipeline (e.g., GitHub Actions, Azure DevOps) that our deployment process must integrate with?
Response: Alamo Colleges has a local GitLab repository. The software delivery process, integrating code changes, building, testing, and deploying applications should follow Alamo Colleges' Change Control process.
- O. **Question: Role-Based Access Controls:** How many user roles (advisor, reviewer, admin) do you anticipate, and what permissions should each have?
Response: Alamo Colleges' user roles and permissions are as follows:
- TAG team: Update/Delete/ Insert
 - Reviewer: Update/Delete/Insert/ Approval Yes/Not
 - Admin: Update/Delete/Insert/ Approval Yes/Not/ Access
 - Final Approver: Approval Yes/Not
- P. **Question: Change Detection & Notification:** What criteria trigger automatic TAG updates (e.g., nightly catalog diff)?
Response: Annual catalogs from partner universities; curriculum changes from ACD programs and regulatory changes from Texas Higher Education Coordinating Board (THECB) should trigger automatic updates.
- Q. **Question: Human-in-the-Loop Review:** Do you require a formal review workflow before publishing TAGs? If so, what turnaround times and approval hierarchies apply?
Response: Yes. TAGs are sent to the partner universities for review and final approval. Turnaround time varies per partner university. The hierarchy is ACD TAG team, university partner.
- R. **Question: Support SLAs & Continuous Improvement:** What response/resolution targets do you expect for critical, high, medium, and low incidents? How often should we deliver service-improvement road maps (quarterly, biannual)?
Response: For Critical incidents, a 24-hour response is preferred. Alamo Colleges District's IT Department would like a 2-hour response on system down cases.
- S. **Question: Change Request & Patch Process:** What is your preferred process and timeline for submitting, approving, and applying system enhancements or patches?
Response: Submitting, approving, and applying system enhancements or patches should follow Alamo Colleges' Change Control process. Alamo Colleges' CCB committee meets every two weeks.



- T. **Question: Performance Reporting:** What format (scorecards, dashboards) and cadence (monthly, quarterly) do you require for system usage, SLA compliance, and TAG-generation metrics?
Response: Alamo Colleges is open to discussion to determine these requirements.
- U. **Question: Data Handover on Termination:** In the event of contract termination, what data-export formats do you require (JSON, SQL dump, CSV) and what transition timeframe?
Response: The data-export formats Alamo Colleges requires in the event of contract termination depends on the software solution hosting the data. In the event of termination, transition should occur immediately or as soon as possible.
- V. **Question: AI Model Hosting & Fine-Tuning:** Can my firm use Azure OpenAI's GPT-4? If fine-tuning is permitted, may we leverage your historical TAG data for model training?
Response: Yes. Your firm can use Azure OpenAI's GPT-4. However, Alamo Colleges prefers an Ellucian / Banner product.
- W. **Question: TAG Quality Metrics:** What acceptance criteria—such as a minimum summer scoring rubric?
Response: Alamo Colleges District uses the university partner catalogs as well as the Texas Common Course Numbering System (TCCNS) and must have an actual match to both.
- X. **Question: Audit Logging & Retention:** What audit-log retention period (e.g., 1 year) and logging standards (e.g., who can access logs) must we implement?
Response: A minimum of 5 year audit-log retention period and logging standards (e.g., who can access logs) should be implemented.
- Y. **Question: PDF/Document Generation:** Should TAGs be delivered as templated PDF reports, editable documents, or both? Any branding or accessibility (WCAG) requirements?
Response: TAGs should be delivered as both templated PDF reports & editable documents. Branding should include Alamo Colleges District and University Partner logos. WCAG accessibility is required
- Z. **Question: Partner-to-Alamo Only Scope:** Confirm that each TAG is always generated for **Alamo** ↔ **Partner** and not partner-to partner per Section 1.B.2.
Response: Correct. Each TAG is always generated for **Alamo** ↔ **Partner** and not partner-to partner per Section 1.B.2.
- AA. **Question: Pilot & UAT Participation:** Will any of the 22 partner institutions be involved in pilot testing or UAT, or will you handle testing centrally?
Response: Yes, partner institutions will be involved, the first involving being the University of Texas at San Antonio (UTSA).



- BB. **Question: Go-Live Flexibility:** Is the December 31, 2026 go-live date firm, or can it adjust if integration complexity requires it?
Response: The December 31, 2026 go-live date may be flexible depends on the grant funding timeline and whether this can be adjusted with the grant.
- CC. **Question: Proposal Format & Page-Limit:** Please confirm the required submission format (Word, PDF, Jaggaer template) and which attachments (CIQ, non-collusion, resumes, pricing workbooks) count outside the 75-page narrative limit.
Response: As per Section 2.C.4 on page 20 of the RFP solicitation, "Proposals shall not exceed 75 single sided 8-1/2 x 11 sheets. The following items are not counted in the page limit: front and back cover pages; cover letter (not to exceed two pages); sheet/chapter dividers; resumes, RFP pages requiring execution; and certificate of non-collusion."
- DD. **Question: Post-Award Deliverables:** Aside from the May 27 submission, which items—such as insurance certificates, Form 1295, and PCI AOC—are only due upon contract award?
Response: Certificates of Insurance and Form 1295 are due upon contract award. As per Section 8.5 on page 28 of the RFP solicitation, "If applicable, Contractor shall provide Alamo Colleges District a current certificate of PCI compliance upon award and annually thereafter for the duration of this Agreement."
- EE. **Question:** Will the AI be expected to handle exceptions or ambiguous mappings between courses, or will this be managed manually?
Response: Yes, it would be ideal if AI can handle exceptions or ambiguous mappings between courses. However, if not configurable immediately, this would be managed manually.
- FF. **Question:** Is there a preferred method or format for course catalog ingestion (e.g., API, PDF, HTML, etc.)?
Response: Yes, CSV, text, or PDF should be used. It may also depend on what the university partner's tools are being used.
- GG. **Question:** How often do course catalogs change, and what is the expected update frequency for TAGs?
Response: University catalogs change yearly, with few changing bi-annually. As university catalogs change, TAGs are updated to reflect university changes.
- HH. **Question:** Are there specific business rules or matching criteria currently used to determine course equivalencies?
Response: Specific business rules or matching criteria can be found by checking Texas Common Course Numbering System (TCCNS) and partner university catalogs. The ultimate approval lies with the university partner.
- II. **Question:** Will the AI be required to identify new equivalencies or just replicate existing ones?



Response: Ideally, AI be required to identify new equivalencies available in Texas Common Course Numbering System (TCCNS) and partner university catalogs.

JJ. **Question:** Should the solution support multiple versions of a TAG (draft, in review, approved)?

Response: Yes, the solution support multiple versions of a TAG (draft, in review, approved).

KK. **Question:** Will there be any need to include visual elements (e.g., tables, diagrams) in TAG outputs?

Response: Yes, the solution should include visual elements (e.g., tables, diagrams) in TAG outputs.

LL. **Question:** Are there different TAG formats or templates required depending on the partner institution?

Response: The TAG templates are the same but TAG information from the partner universities may be displayed differently.

MM. **Question:** Once this RFP is awarded, can you provide access to sandbox/test environments for Modern Campus Catalog, Ellucian Banner, and Degree Works for integration testing?

Response: Yes, once this RFP is awarded, Alamo Colleges District can provide access to sandbox/test environments for Ellucian Banner and Degree Works.

NN. **Question:** Will Alamo provide API documentation or support for integration with Modern Campus, Banner, and Degree Works?

Response: Currently, Alamo Colleges District has Ellucian Banner APIs enabled. The awarded vendor will have to partner with Ellucian to use their APIs.

OO. **Question:** Are we expected to read, write, or sync data with these systems (e.g., Degree Works)?

Response: Yes, the solution should read, write, or sync data with these systems (e.g., Degree Works).

PP. **Question:** What is the current level of automation between Modern Campus and Degree Works? Do these systems already share data?

Response: There is currently no level of automation between Modern Campus and Degree Works.

QQ. **Question:** Are there existing ETL or data pipelines in place that we should leverage or integrate with?

Response: No, currently there is no ETL or data pipelines in place that solution providers should leverage or integrate with.

RR. **Question:** Is there a preferred cloud provider (e.g., Azure, AWS, GCP) for hosting the solution?

Response: No, Ellucian Banner is not a cloud provider. It is a cloud-based Enterprise



Resource Planning (ERP) system designed specifically for higher education institutions. Ellucian offers Banner as a SaaS (Software as a Service) offering, meaning it's hosted and managed by Ellucian in their cloud environment, but they are not a cloud provider in the traditional sense, like Amazon Web Services (AWS) or Microsoft Azure.)

- SS. **Question:** Will Alamo Colleges provide the hosting environment or should the offeror include cloud hosting in the proposal?
Response: Alamo Colleges District prefers an on-premise hosting.
- TT. **Question:** Does the solution need to support Single Sign-On (SSO) with Alamo's existing IAM (e.g., Entra ID, Okta)?
Response: Yes, Alamo Colleges District's Identity Provider supports SAML 2.0.
- UU. **Question:** Should the DNS hosting service be under Alamo's existing DNS infrastructure or fully managed by the vendor?
Response: Alamo Colleges prefers the DNS hosting service be under Alamo's existing DNS infrastructure.
- VV. **Question:** Can you clarify the expected role of the Alamo team during different implementation phases (requirements, UAT, go-live)?
Response: Alamo Colleges District will have Project Management roles during the different implementation phases of the solution.
- WW. **Question:** What are the expected Service Level Agreements (SLAs) for support, updates, and incident response?
Response: The expected Service Level Agreements (SLAs) for support, updates, and incident response is 2-hour response time for system down scenarios and 24-hours for other issues.
- XX. **Question:** Are solution updates expected to be real-time, monthly, or on a defined cadence?
Response: Solution updates should be real-time and should follow our Change control process unless the update is only cosmetic.
- YY. **Question:** In case of contract termination, is there a required format or structure for data handover (e.g., JSON, SQL dumps)?
Response: Alamo Colleges would like to receive SQL data and a front-end interface if available.
- ZZ. **Question:** Will Alamo require a breakdown of one-time implementation cost vs. ongoing subscription/ licensing fees?
Response: Yes, all costs should be detailed including a breakdown of one-time implementation cost, ongoing subscription/licensing fees and any other options and scenarios.



- AAA. **Question:** Are there constraints or limits to the use of GPT-4 or other paid AI services from third parties, (e.g., Azure OpenAI)?
Response: There are no constraints or limits to the use of GPT-4 or other paid AI services from third parties, (e.g., Azure OpenAI) at this time.
- BBB. **Question:** Should pricing include licensing costs for third-party components like database, IAM, cloud services, etc.?
Response: Yes, all costs should be detailed including a breakdown of one-time implementation cost, ongoing subscription/licensing fees and any other options and scenarios.
- CCC. **Question:** Will there be funding for post-launch feature expansion, or should the proposal include optional future modules?
Response: Alamo Colleges is seeking additional grant funding for post-launch expansion.
- DDD. **Question:** Is there an expectation for on-premises deployment as an alternative or backup?
Response: Yes, there is an expectation for on-premises deployment as an alternative or backup if available.
- EEE. **Question:** Is the December 2026 go-live date fixed or flexible depending on the complexity of integration?
Response: The December 2026 go-live date is fixed at this time, however it could change depending on the grant allowances.
- FFF. **Question:** Are there intermediate milestones or pilot phases that need to be met before full deployment?
Response: Yes, TAG review and exactness of TAG development are intermediate milestones or pilot phases that need to be met before full deployment.
- GGG. **Question:** Will there be a formal UAT phase?
Response: Yes, there will be a formal UAT phase.
- HHH. **Question:** Are any of the 22 partner institutions expected to participate in the development/testing process?
Response: Yes, Alamo Colleges District is beginning with one (1) partner institution but would eventually scale up to the 22 partner institutions.
- III. **Question:** Are you expecting specific delivery times we should consider to get a positive evaluation?
Response: See Response to Question III, above.
- JJJ. **Question: AI Model Hosting & Fine-Tuning:** Do you permit use of hosted GPT-4 (OpenAI/Azure), or is an on-premises AI deployment required?
Response: Alamo Colleges is currently developing AI policies.



KKK. **Question: TAG Quality Metrics:** What acceptance criteria or accuracy thresholds (e.g., $\geq 95\%$ course match rate) will you use to validate AI-generated TAGs, and what human review process is planned?

Response: Accuracy thresholds should be a minimum 95% match or greater. Human intervention/review will be incorporated.

LLL. **Question: Support Coverage & Continuous Improvement Cadence:** What hours of support coverage are required (business hours vs. 24x7), and how often do you expect formal continuous improvement reviews (quarterly, bi-annual)?

Response: Support should be provided 24 x 7 and formal continuous improvement reviews should be quarterly.

MMM. **Question: Change-Request Process:** What is the preferred workflow and turnaround time for submitting, approving, and implementing solution enhancements or patches?

Response: See response to question "S", above.

NNN. **Question: Performance Reporting Requirements:** What format and frequency of support / performance reports (e.g., monthly SLA scorecards, dashboards) do you require?

Response: See response to question "T", above.

OOO. **Question: Proposal Format and Validation:** Could you please confirm the exact format required (Word, PDF, Jaggaer template) and which attachments must be included (certificates, CIQ, non-collusion affidavit, etc.) so that our submission is considered complete?

Response: See response to Question A, above. Proposal submission must include the following completed forms found within the RFP solicitation:

- "Minimum Qualifications" (page 5)
- "Section 3 Proposal Pricing Schedule" (page 21)
- "Section 4 Offerors Checklist" (page 22)
- "Section 5 Certification of Non-Collusion" (page 23)
- "Section 6 Proposal Certification" (page 24)
- "Section 7 Conflict of Interest Questionnaire" (page 25)

PPP. **Question: Economic Evaluation Criteria:** Beyond total price (40 points), what level of detail do you expect in the cost breakdown (by phase, by resource, AI licensing, cloud infrastructure), and how are those subcomponents weighted in the "best value" evaluation?

Response: Alamo Colleges District would like to see as much pricing detail as possible, by phase and by source, etc.



- QQQ. **Question: Payment Terms and Invoicing:** What are the billing and payment timelines after milestone delivery (e.g., net 30 days)?
Response: As a public institution of higher education, Texas law permits net 45 payment terms but Alamo Colleges District strives to make prompt payment on all outstanding invoices.
- RRR. **Question:** Do you require electronic invoicing or registration in a specific ACD vendor portal?
Response: Invoices should be sent to Alamo Colleges District via email to dst-accountspayable@alamo.edu. The awarded vendor should also reach out to dst-alamovendor@alamo.edu to register to be a vendor with Alamo Colleges District.
- SSS. **Question: Insurance and Liability Requirements:** Please confirm the minimum coverages and types of insurance policies (general liability, cyber insurance) we must submit with our proposal and maintain throughout the contract term.
Response: The required Certificate of Insurance (COI) is due at the time of contract execution, not at the time of proposal submission. The insurance guidelines can be found beginning on page 31 of the RFP solicitation. Additional cyber insurance will be determined upon review of an internal Security Assessment prior to the execution of a contract.
- TTT. **Question:** Do we need to have the insurance coverage by the time we send the proposal or once the award is given?
Response: The required Certificate of Insurance (COI) is due at the time of contract execution, not at the time of proposal submission.
- UUU. **Question: Required Business Certifications and Licenses:** Which legal and business certifications (minority-owned, HUB, ISO quality certifications, TWC reporting) are mandatory for eligibility? Do we need to include copies of each in our initial submission?
Response: The following certifications are required with Offeror's proposal and are found in the RFP solicitation:
- Artificial Intelligence Certification (page 5)
 - "Section 5 Certification of Non-Collusion" (page 23)
 - "Section 6 Proposal Certification" (page 24)
- VVV. **Question: Contract Milestone Administrative Timeline:** What administrative deadlines do you anticipate for contract execution after award (signing NDAs, disclosures, HB 1295 filings, CIQ)? Is there a formal supplier onboarding schedule?
Response: There are no deadlines for contract execution. Alamo Colleges District's Services Agreement will be executed once both parties agree to the terms, therein. The awarded Offeror will provide Form 1295 Certificate of Interested Parties, at the



time of Agreement execution. There are other guidelines within the grant parameters and deadlines.

WWW. **Question: Subcontracting Requirements:** If our company uses subcontractors for any portion of the work, what restrictions and prior approvals does ACD require for subcontractors, and what documentation must they provide?

Response: As per Section 2.A.18 "Disclosure of Interest", on page 17 of the RFP solicitation, "All Offerors must disclose the name(s) of any of its employees, officers, directors, subcontractors, or agents who may also be a member of the Board of Trustees, or an employee or agent of the District. Further, all Offerors must disclose the name of any District employee, or Board of Trustees member, who has directly or indirectly, any financial interests in Offerors firm or any of its branches, submit this information on an attachment to the proposal which is to be titled "Disclosure of Interest" and included the person's name, position, and the extent of financial or other interest the person(s) has in Offeror's business affairs."

XXX. **Question: "Piggyback" Participation by Other Entities:** If other public entities choose to piggyback on this contract, how would that affect our invoicing, service terms, and administrative responsibilities?

Response: As per Section 2.A.27 "Piggyback Clause" on page 19 of the RFP solicitation, "As permitted under Interlocal Cooperation Act C Texas Government Code, Chapter 791, other governmental entities may wish to also participate under the same terms and conditions contained in this contract. If this RFP does not specifically list additional entities, each entity wishing to participate must have prior authorization from Alamo Colleges District and the vendor. If such participation is authorized, all purchase orders will be issued directly from and shipped directly to the entity requiring supplies/services. Alamo Colleges District shall not be held responsible for any orders placed, deliveries made or payment for supplies/services ordered by the entities. Offeror is to state their willingness to allow other governmental entities to participate in this contract, if awarded.

YYY. **Question:** If we include forms like the CIQ and non-collusion certificate inside the main volume, must they each be on separate sheets?

Response: The following items are not counted in the page limit: and should be submitted as separate "sheets":

- "Minimum Qualifications" (page 5)
- "Section 3 Proposal Pricing Schedule" (page 21)
- "Section 4 Offerors Checklist" (page 22)
- "Section 5 Certification of Non-Collusion" (page 23)
- "Section 6 Proposal Certification" (page 24)
- "Section 7 Conflict of Interest Questionnaire" (page 25)



- Electronic appendices (e.g., Excel pricing workbooks)

ZZZ. **Question:** Are vendors outside of the state of Texas eligible to respond or are you exclusively seeking Texas based companies?

Response: Yes, vendors outside of the State of Texas are eligible to submit a proposal.

AAAA. **Question:** What are the budget parameters for this project?

Response: Alamo Colleges District does not disclose budget parameters prior to the proposal submission deadline. Budget parameters are discussed in the contract negotiation phase of the process.

BBBB. **Question:** are you looking for someone to develop the solution or are you hoping for a pre-packaged software?

Response: Alamo Colleges is looking for an Offeror to develop the Credit Mobility Solution but will evaluate a pre-packaged software against the requirements of the RFP solicitation.

III. Additional questions will be answered via Addendum V.

IV. Please acknowledge receipt of this Addendum IV, with your proposal.

REMINDER:

The deadline to submit a proposal for this project is no later than 2:00 p.m. (CT), Tuesday, August 26, 2025.

All questions related to this RFP should be directed to Mariano Alaniz, Senior Purchaser, via email to: malaniz1@alamo.edu with a copy to dst-purchasing@alamo.edu.