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Letter of Addendum

TO: All Offerors

FROM: Joy Bowden, Senior Buyer

DATE: 10/29/2026

RE: RFP Number: RFP #27100011 - Amendment #1

Commodity: Campus Residential Housing Management Software

Q1: (Sec. 15.9.1-B) Does NMT currently license Ellucian Ethos Integration and Ellucian Data Connect? Are the relevant EEDM resources (persons, students, academic periods, enrollment, room/building where applicable) enabled in NMT's Banner SaaS tenant today?

A1: Yes. New Mexico Tech currently licenses Ellucian Ethos Integration (EEI) and Ellucian Data Connect (EDC). The relevant resources are enabled.

Q2: (Sec. 15.9.1-D) Does NMT use the Ellucian Experience portal, and is the LTI 1.3 / Experience extension card requirement mandatory or optional?

A2: Yes. New Mexico Tech will use the Ellucian Experience portal. If the software is not compatible with Options A–C, resulting in Option D, LTI 1.3 is optional; however, the data must be capable of populating an Experience Extension Card.

Q3: (Sec. 15.9 vs. 4.1.1-e) Section 15.9 restricts file-based batch exchange absent explicit approval, while criterion 4.1.1(e) asks proposers to describe SFTP batch capacities. Please confirm whether secure SFTP is permitted for non-core flows such as historical data migration, meal plan assignments, or billing/transaction files.

A3: Secure SFTP may be permitted for non-core flows with explicit prior approval from New Mexico Tech. Secure REST APIs and Ellucian Data Connect are also identified methods of exchange. Where both REST API and SFTP are available, REST API is preferred.

Q4: (Sec. 15.6) The RFP requires the vendor be "PCI DSS 4.0.0.1 Certified." Where payment card data is processed entirely by the institution's PCI-validated payment gateway and never traverses the vendor platform, will a SAQ-A scope attestation together with the gateway's Attestation of Compliance satisfy this requirement? Is a vendor-level Level 1 or Level 2 AOC a pass/fail requirement for award?

A4: New Mexico Tech requires all payment card transactions to be processed through its existing Global Payments/TouchNet payment gateway. The awarded vendor’s solution must integrate with this infrastructure. The vendor must comply with applicable PCI DSS requirements based on its services, configuration, and integration method. Where the vendor does not store, process, or transmit cardholder data, its obligations may be reduced, but gateway integration does not

automatically exempt it from PCI DSS requirements. New Mexico Tech may request compliance verification, including SAQ-A where applicable. The awarded vendor must be a TouchNet Ready partner or demonstrate the ability and willingness to meet applicable partnership, certification, and integration requirements. [PENDING CLARIFICATION: Whether a vendor-level Level 1 or Level 2 AOC is a pass/fail requirement.]

Q5: (Sec. 15.6; 11.1) Will NMT accept the vendor's SOC 2 Type II report under NDA rather than as part of the publicly inspectable proposal file?

A5: Yes. New Mexico Tech will accept the vendor’s SOC 2 Type II report under a Non-Disclosure Agreement (NDA).

Q6: (Sec. 15.8; 15.10) The RFP requires "SAML 2.0 and 3.0." There is no SAML 3.0 specification. Please confirm the requirement is SAML 2.0 plus OpenID Connect / OAuth 2.0. Please also identify NMT's identity provider (e.g., Microsoft Entra ID, Okta, Shibboleth).

A6: The reference to SAML 3.0 was incorrect. The requirement is SAML 2.0 plus OpenID Connect / OAuth 2.0. New Mexico Tech’s identity provider is Microsoft Entra ID.

Q7: (Sec. 15.8) Which ITSM and CMDB platforms does NMT use, and what is the intended purpose of the integration (user provisioning, asset/configuration sync, work order handoff, or other)?

A7: New Mexico Tech currently uses Freshservice and WebTMA. Intended integrations include asset/configuration synchronization, work order handoff, and related functions.

Q8: (Sec. 15.5) Please clarify the annual Computer Based Training requirement — specifically what training deliverable and what reporting on "recognized and reported potential and actual user improvement" NMT expects from the vendor.

A8: New Mexico Tech seeks ongoing training opportunities as the product evolves, including onboarding training for new staff. Proposers should describe available training and any associated costs. [PENDING CLARIFICATION: Specific reporting expectations for user improvement.]

Q9: Please provide total bed count and number of residence halls.

A9: New Mexico Tech has approximately 750 beds across eight residential buildings.

Q10: What housing management system is currently in use, and what is NMT's target go-live date and required implementation window?

A10: New Mexico Tech currently uses StarRez. The existing contract ends June 1, 2027, and the institution would like the new system operational by that date. A partial go-live may be required earlier, depending on data transfer needs.

Q11: (Sec. 15.2) For the historical record import requirement, how many years of history must be migrated, from what source system, and in what format will the data be provided?

A11: Approximately four years of historical data will be migrated from StarRez. [PENDING ITC CONFIRMATION: Data export format.]

Q12: Will housing charges be assessed and collected within the housing platform, or posted to Banner Student Accounts for billing and payment?

A12: Housing charges will be posted to Banner Student Accounts for billing and payment.

Q13: (Sec. 5.9.1; Sample PSA) Will the resulting agreement be the attached Professional Services Agreement? Several PSA provisions are structured for consulting services rather than a

subscription software license — specifically hourly/not-to-exceed compensation (¶9), work-made-for-hire ownership of work product (¶21-22), assignment of inventions (¶23), and termination for convenience (¶15). Will NMT accept a software-as-a-service license agreement, or a SaaS addendum that supersedes those provisions as to the licensed platform? Will NMT consider the vendor's standard limitation of liability?

A13: New Mexico Tech's Professional Services Agreement (PSA) is provided as the standard agreement template. NMT recognizes that certain provisions may not be applicable to software-as-a-service (SaaS) subscriptions and will consider proposed modifications or a SaaS addendum as appropriate.
Any proposed changes, including limitations of liability, must be reviewed and approved by NMT prior to contract execution. NMT cannot agree to provisions that conflict with applicable New Mexico law, including the New Mexico Tort Claims Act.

Q14: (Sec. 4.2; 1.5) Please confirm the exact packaging required for the cost proposal. Should it be submitted in a separately sealed envelope within the box, and should it be excluded from the thumb drive and from the redacted copy?

A14: The cost proposal shall be submitted in a separately sealed envelope clearly marked "Cost Proposal" within the proposal package. Cost information shall not be included in the technical proposal, electronic thumb drive, or redacted copy.

Q15: (Non-Collusion Affidavit) Must the Non-Collusion Affidavit be notarized?

A15: No, notarization of the Non-Collusion Affidavit is not required. The affidavit must be completed and signed by an authorized representative of the offeror.

Q16: (Sec. 1.5; 11.1) Please confirm the thumb drive should contain the complete proposal plus a separate redacted version, and confirm the acceptable file format (e.g., PDF).

A16: Yes. The thumb drive must contain a complete electronic copy of the proposal and a separate redacted version, if applicable. Both versions should be submitted in PDF format. The redacted version must clearly identify any information the Offeror considers confidential or proprietary, consistent with the requirements of Sections 1.5 and 11.1 of the RFP.

ALL OFFERORS ARE REQUIRED TO CONFIRM RECEIPT OF THIS AMENDMENT IN THEIR RESPONSE. ALL OTHER TERMS AND CONDITIONS OF THE RFP REMAIN UNCHANGED.