



Purchasing Services Office

801 Leroy Place
Socorro, NM 87801
(575) 835-5881

Letter of Addendum

TO: All Offerors

FROM: Kimela Miller, CPO

DATE: 11/25/2024

RE: RFP Number: RFP# 251005C, Amendment No. 3
Commodity: Artificial Intelligence Recruitment Support System

This amendment is issued to incorporate into the RFP questions and their answers regarding the project.

- Q1) What is the volume of calls currently? Specifically for inbound and outbound calls?
A1) The number of call is currently very light, less than 50 a week during normal business hours.
- Q2) What provider is used for the phone system? (AT&T, Verizon, browser extension, etc).
A2) CenturyLink and Lumen.
- Q3) Is Slate the only CRM tool that is utilized today? If not, what other tools are used?
A3) Yes Slate is the only CRM tool.
- Q4) Are the inbound and outbound calls handled by an agent? A group of agents? How many agents are there to respond to communications from new, current, or transfer students?
A4) Calls are handled by the staff within the Admissions Office. No groups or agents are used.
- Q5) With AI, are the expectations that the AI will conduct all the 'robo calls' or outbound calls to students in the funnel?
A5) Yes, our expectation is the AI have the ability to conduct these types of calls.
- Q6) Does NMIMT have resources to learn the new technology, such as training, adding skills, etc? If not, is the expectation to have the AI out of the box as a plug and play?
A6) It is the expectation that the vendor work with NMIMT to train the AI so it is prepared for the work.

Q7) Are there any specific security standards that are paramount to address in the response outside of the ITC security standards?

A7) Nothing outside the ITC security standards

Q8) What is the current platform for storing student/prospect data? Is it on-prem or in the cloud?

A8) Slate is the platform used to store prospective student data. It is cloud based

Q9) Would integrations with Slate include the need for an interactive chatbot?

A9) Yes, an interactive chatbot is needed.

Q10) Can you quantify the amount of physical mail sent/received on a monthly/yearly basis? Does it need to be transformed into a digital file?

A10) There is a minimal amount of physical mail being sent. These are in digital form.

Q11) Are there any paper documents on file that need to be accounted for when the AI needs to be trained?

A11) All the documents for AI training are currently in digital format.

Q12) In 2.1 Approach, can you elaborate on what it means for “the AI should be able to be able to take each prospect through their specific path to enrollment.” What does a typical “specific path to enrollment” look like?

A12) Moving from prospect to starting the application to completing the application to accepting the admissions to paying the student access fee to registering for new student orientation.

Q13) In the approach, is the vision to have AI take calls on the front-end only, backend only, or both where it is throughout the entire cycle of the call?

A13) The AI should be able to take call from a student anywhere in the funnel process.

Q14) If it is front-end only, how many agents are available to take the call once information is transferred? Or is the expectation that there will be no transfer to an agent?

A14) There will be no transfer to agent only a list of applicants that may need to be called during traditional business hours.

Q15) What information is typically provided in the communication to the prospective students?

A15) Next steps, where information can be located, the degree programs we offer, how to complete an application, where an applicant can apply for institutional scholarships. What it means to be a New Tech student in and outside the classroom.

Q16) Will there be an extension to the due date of this RFP?

A16) Yes, we are extending to December 6, 2024.

The RFP is due on December 6, 2024.