



Purchasing Services Office

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Letter of Addendum

TO: All Offerors

FROM: Kimela Miller, CPO

DATE: 11/25/2024

RE: RFP Number: RFP# 251005C, Amendment No. 4
Commodity: Artificial Intelligence Recruitment Support System

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

Q1) AI Agent Capabilities and Expectations:

1a) Can the committee provide more detailed specifications about the desired capabilities of the AI agent? For example, what specific tasks should the self-learning workflows handle, and what level of decision-making or adaptation is expected from the AI in real-time interactions with students?

A1a) The AI should call prospective students and be prepared to answer question regardless of where the prospect is in the funnel. It should learn and adapt based on questions being asked in a real-time environment after the initial training with the students, faculty, staff and information on the institution's website.

1b) How does the committee define "self-learning" in the context of the system? Are they expecting the AI to autonomously improve its processes based on interactions, or will this involve manual oversight and updates by the vendor or NMIMT staff?

A1b) Self-learning should occur based on interactions and when needed updates from the NMIMT staff.

Q2) 45-Day Implementation Timeline:

2a) Does the committee expect the AI system to be fully functional, integrated with SLATE CRM, and operational for end-users (e.g., staff and prospective students) within 45 days, or is this timeline limited to basic training and a partial rollout?

A2a) The timeline is limited to basic training with the expectation that some ongoing integrations may need to occur during and after the basic training period.

2b) Given the complexities of building and training an AI agent tailored to NMIMT's specific recruitment workflows and integrating it with existing IT infrastructure, does the committee anticipate any flexibility in this timeline?

A2b) The timeline is limited to basic training with the expectation that some ongoing integrations may need to occur during and after the basic training period.

Q3) Off-the-Shelf Solutions vs. Custom Development: Is the committee aware of any existing off-the-shelf AI solutions that meet the full scope of this RFP? In our experience, the requirements outlined—especially self-learning workflows tailored to individual students and deep CRM integration—will require custom development, which inherently demands more time and resources. Could the committee clarify if custom development was factored into the scope and timeline?

A3) We are not aware of any off the shelf solutions that does not include custom development

Q4) SLATE CRM Integration: Does the committee expect the AI system to access and utilize data dynamically from SLATE CRM, or is it sufficient to work with preloaded, static data? This distinction significantly impacts the complexity and feasibility of integration.

A4) The initial workflow can occur with static data but there is an expectation that the AI be able to ultimately work from the SLATE CRM.

Q5) Risk Mitigation: How does the committee plan to assess the feasibility of vendor proposals? Are there specific criteria to evaluate whether the claimed capabilities and timelines are realistic?

A5) Yes. This will occur during the review of potential vendors.

The RFP is due on December 6, 2024.