

ADDENDUM 1

Durham Public Schools Request for Statement of Proposal (RFP)

RFP # 179-2526-275-ELEARNING-C&I-REBID

Date: 4/7/2026

ADDENDUM 1 – Questions and Answers

Q1. Does DPS currently utilize OneRoster 1.1 or 1.2 specifications for automated data extraction and structural synchronization from the Infinite Campus environment?

A1. Yes, OneRoster 1.1 and 1.2 standards for automated data exchange and synchronization with Infinite Campus is currently being used.

Q2. What are the specific RESTful API rate limits enforced by the state-hosted Infinite Campus instance that may impact real-time grade passback during peak assessment periods?

A2. Infinite Campus does not publish fixed API rate limits. However, here are General Synchronization Recommendations:

- Perform full syncs weekly
- Perform differential syncs on a nightly basis, filtering on dateLastModified values.
- Perform all syncs during off-peak hours, as defined by the district
- Consumers should ensure that syncs complete prior to the end of the off-peak window.
- Utilize Campus-defined core endpoints and override the default page size to optimize performance
- Make no concurrent requests during peak hours (serial requests only)
- Make no more than 5 concurrent requests during off-peak hours
- Districts should coordinate with their vendors to ensure that they are not all hitting the same objects at the same time

Q3. Will the district's IT department provide an active LTI 1.3 Advantage developer key to facilitate the deep linking of the proposed curriculum into the existing Canvas instances?

A3. Yes

Q4. Regarding NCEdCloud (RapidIdentity), what specific SAML 2.0 or OAuth 2.0 scopes will be granted to the vendor to enable seamless identity unification?

- A4.** SAML 2.0 and OAuth 2.0 authentication protocols will align with NCEdCloud (RapidIdentity) requirements as defined by the district to ensure secure identity management. Additional information is posted here: <https://ncedcloud.mcnc.org/source-data-requirements> Upon contract award, additional details will be provided.
- Q5.** Does the district require integration with the newly deployed SylogistED/LINQ ERP system for staff utilization tracking and vendor billing metrics?
- A5.** No
- Q6.** Is the vendor expected to push automated predictive alerts directly to Apptegy (Rooms), and if so, what API protocols does DPS mandate for this mass communication integration?
- A6.** No
- Q7.** How does the district currently handle "Ghost Students" or inactive user accounts within the Clever directory to prevent inaccurate licensing counts during the synchronization process?
- A7.** We only have active accounts in Clever. Inactive accounts are deactivated nightly.
- Q8.** Are there any specific network bandwidth constraints at any of the 58 operational sites that would necessitate adjusting the "Offline-First SyncBridge" packet sizes?
- A8.** The platform should be optimized for low-bandwidth environments. The WAN connection speed for each school location is 10000 MBps.
- Q9.** Does the DPS Information Technology Department require direct access to the raw SQL databases within the vendor-hosted cloud, or are scheduled CSV/JSON data exports sufficient for oversight?
- A9.** We can handle either (direct or scheduled exports).
- Q10.** Is the vendor required to extract and archive the historical credit recovery data currently residing within the legacy Plato Edmentum system, or will DPS handle historical archiving internally?
- A10.** Archiving will be handled internally
- Q11.** Are there specific Career and Technical Education (CTE) pathways unique to Durham County's local economy that require customized courseware alignment beyond the standard NCSCOS?
- A11.** All Career and Technical Education (CTE) courses should align with the North Carolina Standard Course of Study.

- Q12. For asynchronous courses, what is the district's absolute minimum acceptable response time (in hours) for the North Carolina-certified Teachers of Record to reply to student inquiries?**
- A12.** 8 hours. For example, if a student sends in a question between 8 AM – Noon (EST), the response should be sent before 5 PM that same day. If a student sends in a question between Noon and 5PM, the response should be sent before Noon the next day.
- Q13. How does the district currently calculate "time-on-task" for Average Daily Attendance (ADA) funding, and what precise telemetry metrics must the platform capture to satisfy state auditors?**
- A13.** The platform should capture detailed time-on-task metrics, including active engagement, session duration, attendance records, daily and period attendance, and activity completion, to support ADA calculations and state audit requirements.
- Q14. Under the parameters of State Board Policy CCRE-001, must the system automatically halt student progression if a specific mastery threshold is not met on a formative assessment?**
- A14.** This platform won't be used for our Credit by Demonstrated Mastery (CDM) process.
- Q15. Are there any local Board of Education restrictions on the use of proprietary AI-assisted behavioral sentiment analysis tools for generating early intervention alerts?**
- A15.** The AI enabled alerts must not use geolocation data. Additionally, evidence-based AI technology that enhances educational experience is encouraged. However, we need assurance and evidence that student and teacher data is not used to train public AI models. It would be helpful to have the administrative controls to turn off AI enabled alerts, if necessary.
- Q16. Will the district provide automated access to existing IEP/504 plans, or must the system rely on local lab facilitators to manually configure read-aloud and extended time accommodations per student?**
- A16.** EC Lead Facilitators will upload IEP/504 plans to ensure teacher of record has the information needed to fully support students.
- Q17. Does the district require the vendor to provide Special Education-certified instructors in addition to the standard North Carolina-certified content Teachers of Record?**
- A17.** Yes
- Q18. Are the required test preparation modules (ACT, SAT, WorkKeys) expected to be fully adaptive, continuously altering difficulty based on diagnostic pre-assessments?**
- A18.** Yes, however, if they are not adaptive, there should be flexibility built in for teachers to make adjustments based on pre-assessments.

- Q19. What specific mechanisms does the district currently mandate for plagiarism detection, and must the vendor natively integrate with a specific third-party tool (e.g., Turnitin)?**
- A19.** The platform should have built-in plagiarism detection tools.
- Q20. Will the platform be utilized for summer school deployments immediately following the contract award, and if so, what are the specific commencement dates for the upcoming summer term?**
- A20.** The platform should be capable of immediate deployment for summer school and will align with district provided timelines and calendar requirements upon contract award.
- Q21. Will the district accept a Performance Bond issued simultaneously with the contract award, or must proof of bondability be submitted within the physical RFP package on April 7?**
- A21.** Proof of bondability should be submitted with the physical package.
- Q22. Regarding the \$1,000,000 Commercial General Liability insurance requirement, will DPS accept a commercial umbrella policy to satisfy this limit?**
- A22.** Durham Public Schools will accept a commercial umbrella or excess liability policy to satisfy the \$1,000,000 Commercial General Liability requirement, provided that the Vendor maintains an underlying Commercial General Liability policy written on an occurrence basis and that the combined limits meet or exceed the minimum requirements specified in the RFP. The Vendor shall provide a Certificate of Insurance and full policy documentation demonstrating coverage limits, underlying policy compliance, and any applicable endorsements; all coverage must be issued by insurers authorized to do business in North Carolina and comply with all terms and conditions outlined in the RFP.
- Q23. If an independent third-party VPAT audit for WCAG 2.1 AA compliance is currently underway, will the district accept a formal 90-day conditional remediation timeline upon contract award?**
- A23.** Durham Public Schools will not accept a conditional remediation timeline in lieu of demonstrated compliance. Vendors must provide current documentation evidencing WCAG 2.1 AA compliance at the time of proposal submission or clearly demonstrate that the platform substantially meets accessibility and security requirements as specified in the RFP.
- Q24. Are the operational costs associated with the North Carolina-certified Teachers of Record expected to be bundled into the software site license, or broken out as a separate, distinct line item?**
- A24.** All costs associated with North Carolina certified Teachers of Record should be included within the vendor's comprehensive solution and should be clearly defined in the proposal.

- Q25. Can the district formally confirm that the 10,482 high school students represent the maximum concurrent user limit for the requested unlimited enterprise site license?**
- A25.** Yes
- Q26. If the state-level Infinite Campus migration is delayed beyond July 2025, will the vendor be required to build and maintain a temporary, parallel integration with the legacy PowerSchool environment?**
- A26.** Infinite Campus is already implemented in our school district. There are no delays and we are not using PowerSchool SIS.
- Q27. Are there specific Historically Underutilized Business (HUB) or Minority Business Enterprise (MBE) participation percentage goals the district expects the Prime Contractor to meet or exceed?**
- A27.** Yes. Additional information can be found here: <https://www.dpsnc.net/page/mwbe-minority-women-business-enterprise>
- Q28. Does the district anticipate utilizing CoSer 7710 or similar state aid reimbursement mechanisms that would necessitate highly specific infrastructure hosting topologies?**
- A28.** Durham Public Schools does not utilize CoSer 7710 or similar out-of-state reimbursement mechanisms. Vendors shall comply with all North Carolina funding, data governance, and hosting requirements as specified in this RFP, including data residency within the Continental United States.
- Q29. Will the evaluation committee evaluate the Total Cost of Ownership (TCO) based on the comprehensive initial five-year term, or strictly on the first-year implementation and licensing costs?**
- A29.** TCO will be based on the comprehensive 5-year term
- Q30. Given the strict prohibition on electronic signatures for the execution pages, must the required Data Protection Agreements be physically notarized, or are authorized wet-ink signatures alone sufficient for legal compliance?**
- A30.** Notarization is not required. The vendor shall provide all required documentation with authorized wet-ink signatures in compliance with RFP submission requirements.