



KENTUCKY COMMUNITY AND TECHNICAL COLLEGE SYSTEM

REQUEST FOR PROPOSAL ADDENDUM

SOLICITAION NO.: RFP-0345  
ADDENDUM NO.: 1  
RFP ISSUE DATE: December 5, 2025  
ADDENDUM DATE: December 11, 2025  
OPENING DATE: January 5, 2026 @ 4:00PM EST

**\*\*\*\* PROPOSAL DUE DATE HAS BEEN RESCHEDULED FOR January 5, 2026 @ 4:00PM EST. KCTCS will be closed for Institutional Closing beginning December 20, 2025 through January 4, 2026; questions to analysts during this time will not be answered until staff returns to the office.**

The following information is being provided in response to written questions submitted for this RFP:

- 1) Is the expectation that the delivered application will be unique to the needs and purpose of the College System, or do you anticipate the successful bidder to propose the use of an existing off-the-shelf platform, with some customization and tailoring to fit the system's needs?
  - a) KCTCS is open to either approach. Offerors may propose an existing, off-the-shelf mobile application platform, or Offerors may also propose a uniquely built or system-specific application. In either case, the proposed solution must fully meet all functional, technical, accessibility, security, and timeline requirements identified in the RFP.
- 2) Is there a requirement that the successful bidder employ only US person's in the fulfillment of this solicitation (i.e. "buy American")?
  - a) Some proposed services and/or platforms require training to KCTCS staffing in order to function. If this is not applicable, your firm does not need to elaborate on any training opportunities needed.
- 3) Would KCTCS consider a two-week extension to allow additional time to prepare a more complete and better-quality proposal response?
  - a) The new proposal due date is listed above in this addendum.
- 4) Is there a current incumbent providing a mobile app solution for KCTCS? If so, please provide the incumbent's name, scope of work, and contract expiration date.
  - a) Yes, KCTCS has a current campus app with Ready Education. Details on current contracts can be obtained through an Open Records Request.
- 5) Will the incumbent be eligible to bid under this RFP?
  - a) All providers in the marketplace are eligible to provide a proposal.
- 6) Has KCTCS established a budget range or not-to-exceed amount for this project?
  - a) This information is not available. Please provide your best offer when responding to this RFP.
- 7) Can the contracted work be performed remotely?
  - a) Yes
- 8) If remote work is permitted, can portions of the work (configuration, development, testing, support) be performed outside the United States, such as in India?
  - a) KCTCS requires the awarded Offeror to have a base office in the U.S. How the Offeror plans to carry out those services should be explained in the solution the Offeror proposes.

- 9) Does KCTCS prefer a commercial off-the-shelf (COTS) mobile application platform that can be configured to meet the requirements, or is KCTCS open to a custom-developed solution if it fulfills all functional, technical, and accessibility expectations outlined in the RFP?
- a) KCTCS is open to either approach. Vendors may propose an existing, off-the-shelf mobile application platform, or vendors may also propose a uniquely built or system-specific application. In either case, the proposed solution must fully meet all functional, technical, accessibility, security, and timeline requirements identified in the RFP.
- 10) The RFP outlines requirements for each of the 16 colleges to manage their own content, branding, modules, and communications. Should vendors include a built-in administrative content management interface (CMS) as part of the mobile solution, or does KCTCS prefer these updates to be handled through existing enterprise systems or vendor-provided configuration tools?
- a) Offeror provided CMS would be preferred to manage content.
- 11) Does KCTCS require a third-party accessibility audit prior to go-live, or will internal ADA/WCAG validation be sufficient?
- a) Internal validation will be sufficient.
- 12) Will KCTCS provide any internal accessibility guidelines or testing tools that vendors must align with in addition to ADA, Section 508, and WCAG 2.2 AA requirements?
- a) KCTCS does not have internal tools for testing mobile applications.
- 13) Will each of the 16 colleges require unique branding elements (logo, colors, content modules), and will KCTCS provide mobile-specific brand guidance?
- a) Brand guidance can be found at [brand.kctcs.edu](http://brand.kctcs.edu). KCTCS brands are all similar, except for different logos.
- 14) Does KCTCS expect any system-wide modules to be centrally managed across tenants, or will all modules be tenant-specific?
- a) Tenant specific would be fine, but it would be a preferred addition for a system-wide module, for certain system-wide announcements.
- 15) Will KCTCS provide sandbox environments, API documentation, and integration contacts for PeopleSoft, Blackboard, and SSO during the implementation phase?
- a) KCTCS will provide documentation. KCTCS will not provide a sandbox.
- 16) Does PeopleSoft include custom fields or custom workflows that the mobile app must support, and will technical documentation for these be provided?
- a) KCTCS is unaware of custom fields or workflows.
- 17) Should integrations with SIS/LMS support real-time data synchronization, or is scheduled/batch syncing acceptable?
- a) Batch integration is acceptable.
- 18) What level of moderation does KCTCS expect for community engagement spaces—basic reporting, administrative workflow approvals, or automated content filtering?
- a) KCTCS expects a balanced moderation system that includes automated profanity filtering, user-initiated content flagging, and administrative workflows for reviewing or approving posts as needed. Configurable settings that allow colleges to manage and escalate flagged content are preferred.
- 19) Should engagement spaces support multimedia such as images and videos, or will they be limited to text interactions?
- a) Multimedia support would be preferable.
- 20) There is a timeline difference in the RFP: The Scope section requires implementation to be completed in fewer than 4 weeks. Section 21 references approximately 60 days for implementation. Could KCTCS clarify which timeline governs the project schedule?
- a) Please use the scope section for the implementation timeline governing this initiative.
- 21) Does the required implementation period include full SIS, LMS, and SSO integration, or will integrations follow a separate timeline?
- a) KCTCS would like implementation to include full integrations.
- 22) Will KCTCS require a phased rollout across the 16 colleges, or a single unified system-wide go-live?
- a) Single system-wide go-live.

- 23) Approximately how many KCTCS System Office and college-level administrators will require training on app configuration, notifications, and analytics?  
a) **Approximately 50 – 75.**
- 24) Does KCTCS prefer training to be virtual, recorded, in-person, or a blended model?  
a) **Virtual would be sufficient.**
- 25) Is KCTCS expecting a detailed breakdown for all 9 scope areas outlined in the RFP, or will the Financial Cost Sheet alone be sufficient to meet the submission requirements?  
a) **Please use the Financial Cost Sheet alone to provide the financial proposal for this RFP.**
- 26) What front end framework was used to build the current app?  
a) **The current app is through Ready Education.**
- 27) It's mentioned that the main reason for updating is to ensure ADA compliance, are there any design aspects about the current app that you want addressed?  
a) **No, KCTCS desires the mobile app to meet all ADA requirements for the new regulations being implemented in April 2026.**
- 28) Is there an android and ios version available? If not, is that something you are looking to add?  
a) **KCTCS has, and would like to continue to offer, both ios and android versions.**
- 29) Can you access the current app via web, or only through android or ios apps?  
a) **Admins can access the current mobile app through a web portal.**
- 30) Are data rules standard across all 16 colleges?  
a) **Yes.**
- 31) Does the current app have access to one data repository/db with a schema that separates each college's data?  
a) **KCTCS will be able to provide data in a single location and identify the college(s) associated with each.**
- 32) Does each college use the same type of auth?  
a) **Yes.**
- 33) What are the internal security policies?  
a) **Our policies can be found at [policies.kctcs.edu/secure4.compliancebridge.com/kctc/public/index.php?fuseaction=app.main](https://policies.kctcs.edu/secure4.compliancebridge.com/kctc/public/index.php?fuseaction=app.main).**
- 34) Do you need a native or a hybrid mobile application?  
a) **KCTCS prefers a native app.**
- 35) What is the final deadline for this project?  
a) **Please see the RFP under section 3. Scope; Implementation, Training & Support.**

Bidders must acknowledge receipt of this and any addenda either with solicitation or by separate letter or email prior to award of contract. If by separate letter, the following information should be placed in the lower left-hand corner of the envelope:

RFP No.: RFP-0345  
Title: Comprehensive Mobile Application Solution

Name of Firm: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_