



IDEA Headquarters
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Request For Proposals Addendum

Addendum Number: 1

RFP Questions & Answers

Date: Tuesday, September 29, 2026

RFP 8-STREAM-1126

To: All Prospective Vendors

The following is the link to the Pre-Proposal Conference held on Friday, September 18, 2026, at 10:30 AM CST for RFP 8-STREAM-1126:



RFP

[_8-STREAM-1126 Pre](#)

The following questions were sent in response to the referenced solicitation for further clarification. Questions and answers are listed below.

Question 1: Could you please confirm whether authorization to conduct business in the State of Texas can be obtained prior to contract execution or commencement of services?

Answer: Respondents must be legally authorized to conduct business in Texas as required by the RFP. IDEA will accept proposals from firms that are currently authorized to do business in Texas or that will obtain all required registrations and authorizations prior to contract execution. The selected vendor must be in compliance with all applicable Texas registration requirements before entering into an agreement with IDEA.

Question 2: Are subcontractors permitted, and which application areas or backlog categories need the most additional engineering capacity?

Answer: Subcontractors are permitted; however, Respondents remain fully responsible for the performance of all contracted services. Any proposed subcontractors should be identified within the proposal, including the services they will perform. Respondents should propose staffing sufficient to support all application support, maintenance, development, infrastructure, and operational requirements described in the RFP. IDEA will evaluate the overall proposed staffing model and qualifications.



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Question 3: Does IDEA permit the use of subcontractors as part of the proposed support and development team? If so, should proposed subcontractors be identified in the proposal, and are there any specific qualification or approval requirements that apply to them?

Answer: Yes. Respondents may utilize subcontractors as part of their proposed team. Any subcontractors must be identified in the proposal along with their roles, responsibilities, qualifications, and relevant industry certifications for the services they will perform.

IDEA has established ISO/IEC 27001 compliance requirements, and Respondents and their subcontractors must, at a minimum, demonstrate alignment with ISO/IEC 27001 or equivalent applicable information security controls; current certification is preferred. Respondents must describe how subcontractors are bound to the same security, confidentiality, data privacy, and student data protection requirements as the Respondent.

Any resulting agreement shall be executed solely between IDEA Public Schools and the selected Respondent. The Respondent shall remain fully responsible for the management, oversight, performance, compensation, and conduct of all subcontractors utilized in the delivery of services. IDEA will not establish a contractual relationship with subcontractors and will not be responsible for subcontractor payments, coordination, or administration.

The Respondent shall remain solely responsible for the performance of all services provided under any resulting agreement. IDEA will evaluate the overall proposed staffing model, qualifications, and the Respondent's approach to subcontractor management and oversight.

Question 4: Does IDEA permit the use of offshore personnel for application development, technical support, infrastructure support, database administration, DevOps, or other services under this contract? If permitted, are there any restrictions on the countries from which personnel may perform services?

Answer: No. IDEA does not permit the use of offshore personnel for any services under this contract, including application development, technical support, infrastructure support, database administration, and DevOps. Respondents should clearly describe their proposed staffing approach, including the location of personnel performing services. Any proposed solution must satisfy all security, confidentiality, data protection, communications, service level, and performance requirements identified in the RFP and any resulting agreement.

Question 5: If offshore personnel are permitted, may those personnel access STREAM source code, development/test environments, production environments, system logs, or databases remotely, subject to IDEA-approved security controls?

Answer: No. Offshore personnel are not permitted to perform services under this contract. Accordingly, offshore personnel may not remotely access STREAM source code, development or test environments, production environments, system logs, databases, or other IDEA systems or data.



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Question 6: Please provide the approximate current staffing model supporting STREAM, including the number and general roles of development, application support, infrastructure/DevOps, database, and service-management personnel currently required to operate and maintain the platform.

Answer: IDEA Staff (3)

- 1 Product Manager
- 1 Assistant Product Manager
- 1 Developer supporting data transfer processes

Vendor Staff (3)

- 1 Product Manager
- 2 Developers

None of these resources support STREAM on a full-time basis.

Question 7: Please provide the approximate average monthly volume of support tickets and incidents, including the approximate number of Critical, High, Medium, and Low priority incidents.

Answer: Support volumes vary; however, during the most recent month, which is considered representative of normal operations, there were approximately thirteen (13) support requests:

- Critical: 0
- High: 0
- Medium: 3 - requests for bug/issue investigation / 6 – requests for updates or adjustments to current processes or functions
- Low: 2 – request for permission updates / 2 – request for reminder on functionality

Question 8: Please provide additional information regarding the current hosting and infrastructure environment, including cloud/on-premises hosting model, operating systems, deployment tooling, monitoring/logging tools, source-control platform, CI/CD tooling, backup platform, and other major infrastructure technologies the selected contractor will be expected to support.

Answer: As outlined in Part I - Current Technical Environment and Appendix A - Software Information, the RFP provides currently available information regarding the STREAM technology environment, including the application stack, integrations, and general hosting information. Additional detailed technical, infrastructure, architecture, security, source-control, deployment, monitoring, logging, backup, and operational information is considered sensitive and will be provided only to the awarded vendor during transition, onboarding, and knowledge transfer activities, as appropriate.



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Question 9: Does IDEA have an estimated annual budget or anticipated spending range for the support, maintenance, development, and infrastructure services included in this RFP?

Answer: IDEA is not disclosing an estimated budget or anticipated spending range for this solicitation. Respondents should submit their most competitive and comprehensive pricing based on the requirements outlined in the RFP.

Question 10: I can send a 1-page workflow/mockup tailored to IDEA Public Schools with an indicative scope — no meeting needed first. Worth sending it over?

Answer: Respondents may include a workflow, mockup, or indicative scope as part of their “Additional Documentation” in their formal proposal submission. To maintain a fair and consistent solicitation process, IDEA Public Schools will not review or provide feedback on proposal materials before the submission deadline. All materials must be submitted through the designated solicitation platform in accordance with the solicitation requirements.

Question 11: We are preparing around the October 13, 2026, submission deadline and would value the September 18 pre-proposal session. Is there anything beyond the published RFP that you would recommend vendors prioritize when presenting the transition and support model?

Answer: Respondents should focus on demonstrating their understanding of the existing STREAM environment, transition approach, support model, staffing strategy, operational continuity, infrastructure support capabilities, risk management practices, and ability to meet the service requirements and evaluation criteria identified in the RFP. Pre-Proposal slides are also attached to Addendum No. 1.

Question 12: Legal Authorization to Transact Business in Texas
Section "Minimum Qualifications (Mandatory Requirements)" (p. 6) states that Respondents "must be legally authorized to conduct business in Texas." For a Respondent that is a foreign (out-of-state) entity in good standing in its state of formation, is registration with the Texas Secretary of State (Certificate of Authority) required at the time of proposal submission, or is it acceptable to complete this registration prior to contract execution if the Respondent is selected?

Answer: Respondents must be legally authorized to conduct business in Texas as required by the RFP. IDEA will accept proposals from firms that are currently authorized to do business in Texas or that will obtain all required registrations and authorizations prior to contract execution. The selected vendor must be in compliance with all applicable Texas registration requirements before entering into an agreement with IDEA.

Question 13: Remote / Nearshore Staffing Model The RFP requires the ability to "provide support services for Texas-based operations." Would IDEA accept a delivery model in which application development and infrastructure support functions are performed by a remote/nearshore team, provided that account management, escalation contacts, and critical



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support functions are staffed and available during Texas business hours? Are there any restrictions on the physical location of personnel performing the Services under this Agreement?

Answer: Yes, IDEA will consider a remote delivery model for application development and infrastructure support, provided all personnel performing services under the Agreement are physically located within the United States. For purposes of this solicitation, offshore or nearshore personnel located outside the United States are not permitted. All personnel, including subcontractors, must be available during Texas business hours. Respondents must clearly identify the location of all proposed personnel and demonstrate compliance with all service-level, communication, security, confidentiality, and data protection requirements.

Question 14: Evidence of Financial Stability Section II states Respondents shall provide "Most recent audited financial statement or alternative evidence of financial stability." For a recently formed U.S. entity that is part of a larger corporate group, would financial statements of the parent company, together with bank references or other alternative documentation, be considered acceptable "alternative evidence of financial stability"?

Answer: Yes. Alternative evidence of financial stability may be considered. Respondents should provide documentation sufficient to demonstrate financial capacity to perform the services described in the RFP. Parent company financial information and other supporting documentation may be submitted for review.

Question 15: Relevant Experience — International References

Section IV (Evaluation Criteria) and Attachment I (Reference Sheet) note a preference for Texas-based references. Would references from comparable mission-critical, enterprise-scale public-sector application support and infrastructure engagements completed outside the United States be considered acceptable to satisfy the "Relevant Experience & Past Performance" criterion, in addition to or in the absence of U.S.-based references?

Answer: Yes. References from comparable engagements outside the United States may be submitted. However, Respondents should note that the RFP indicates a preference for Texas-based references where available. All references will be evaluated based on relevance, scope, and demonstrated performance.

Question 16: Attachment O — Child Support Certification (Form 1903) Attachment O requires the name and Social Security Number of each individual with an ownership interest of 25% or more in the Respondent entity. For a Respondent whose qualifying owner(s) are foreign nationals who are not U.S. residents and do not hold a Social Security Number or ITIN, how should this section of the form be completed to remain compliant and non-disqualifying?

Answer: Respondents must identify each individual with an ownership interest of 25% or more. If a qualifying owner is a foreign national who has not been issued a U.S. Social Security Number or Individual Taxpayer Identification Number, the Respondent should enter "Not Issued"



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– Foreign National” in the applicable identification-number field and attach a signed statement confirming that the individual is a non-U.S. resident and has not been issued an SSN or ITIN.

Respondents must not enter a fictitious or placeholder number. IDEA Public Schools may request additional documentation or clarification to verify compliance with applicable law. Submission of the notation and supporting statement will not, by itself, result in disqualification; however, final compliance remains subject to applicable Texas law.

Question 17: Will STREAM continue to serve OH and FL regions? We see some parts of the RFP that are TX exclusive, but other sections indicate multiple states use.

Answer: STREAM may support enrollment-related activities in multiple IDEA operating regions; however, this solicitation and any resulting contract are limited to services supporting IDEA Public Schools' Texas operations.

Question 18: If so, will the additional regions require their own contracts?

Answer: This solicitation is limited to services supporting IDEA Public Schools' Texas operations. IDEA makes no representation regarding future procurement activities, contracts, or support arrangements for other regions.

Question 19: Can IDEA be listed as a reference?

Answer: No. Respondents should provide references in accordance with Attachment I of the RFP. IDEA Public Schools may not be listed as a proposal reference for purposes of this solicitation.

Question 20: Under the proposed new contract, will IDEA own all of the IP of Stream or only upgrades made during the contract? In your response, please reference the following items from the RFP:

- a. “Rights to Inventions Made Under a Contract or Agreement” p21
- b. “37CFR 401”, P33- Paragraph 6

Answer: As stated in the RFP, ownership rights related to inventions, work product, enhancements, modifications, deliverables, and other intellectual property developed under any resulting agreement will be governed by the terms of the final contract and applicable law, including the provisions identified under Rights to Inventions Made Under a Contract or Agreement and 37 CFR Part 401. Respondents should review those provisions carefully when preparing their proposals.

Question 21: Can you share the purpose of needing access to source code? Is it for continuity risk or a different reason?



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Answer: Source code access is required to support application maintenance, troubleshooting, enhancement, operational continuity, transition activities, knowledge transfer, documentation requirements, and long-term supportability of the STREAM platform.

Question 22: Will IDEA entertain a price adjustment request submitted prior to an annual renewal term (i.e., between terms rather than during a term)?

Answer: No. As stated in the RFP, price increases will not be permitted during the initial contract term or any subsequent renewal term.

Question 23: If so, what is the process, required notice period, and any supporting documentation (e.g., justification for cost increases) IDEA would expect?

Answer: Not applicable. As stated in the RFP, price increases will not be permitted during the initial term or any renewal term. Any contract modifications would require mutual written agreement of the parties in accordance with the contract provisions.

Question 24: Is Automobile Insurance applicable for this RFP?

Answer: Automobile liability insurance is not applicable to this solicitation as identified in the RFP. If a Respondent believes an insurance requirement does not apply to its operations, it may identify the exception within Attachment M - Deviations and Exceptions for IDEA's consideration.

Attachments: Pre-Proposal Conference PowerPoint Slides

END OF ADDENDUM

IDEA Public Schools

Request For Proposals (RFP)

RFP 8-STREAM-1126

Pre-Proposal Conference
Friday, September 18, 2026 @ 10:30 AM CST

Mia Harris, Assistant Director of Procurement



Recording

This meeting will be recorded and transcribed for future reference.

Please type your name, title, phone number, email address, and organization in the chat.

Pre-Proposal Agenda

- Welcome
- Agenda & Solicitation Overview
- Proposal Submission Requirements
- Project Scope and Overview
- Q&A
- Wrap-up



Point of Contact (POC)

All inquiries regarding this solicitation should be directed to IDEA's:

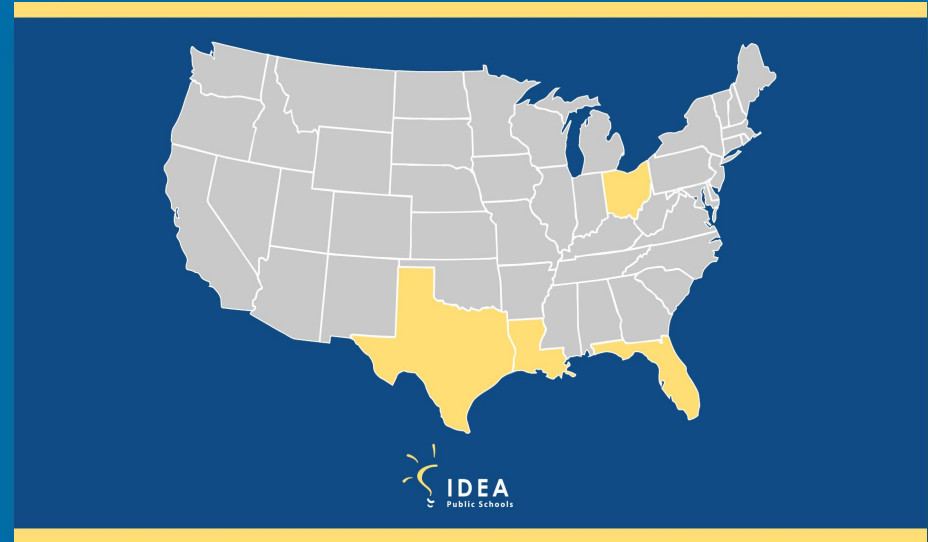
Procurement Department

solicitations@ideapublicschools.org



Disclaimer

- This Document serves to aid interested vendors doing business with IDEA. This Document does not constitute legal advice or bind IDEA in any manner. Anything stated at this pre-submittal conference is not intended to change any terms and/or conditions stated in the advertised solicitation document. Any authorized changes will be made in writing in the form of an Addendum issued by IDEA Procurement Department.



Request for Proposal Tentative Timeline

First Advertisement Date/Issue Date:	Wednesday, September 9, 2026
Second Advertisement Date:	Wednesday, September 16, 2026
Pre-Proposal Meeting:	Friday, September 18, 2026, 10:30 AM CST
Respondent Question Cut-Off Date:	Tuesday, September 22, 2026, NO Later than 3:00 PM CST
Questions Response from IDEA:	Tuesday, September 29, 2026
Proposals Due by Date & Time:	Tuesday, October 13, 2026, NO Later than 2:00 PM CST
Anticipated Evaluation Period:	Monday, October 19, 2026 – Friday, October 23, 2026
Anticipated Board Meeting & Approval:	November 2026
Initial Proposed Contract Term:	January 1, 2027-June 30, 2027
Renewal option #1:	July 1, 2027-June 30, 2028
Renewal option #2:	July 1, 2028-June 30, 2029
Renewal option #3:	July 1, 2029-June 30, 2030
Renewal option #4:	July 1, 2030-June 30, 2031

RFP #8-STREAM-1126 Solicitation Overview

This Request for Proposal (“RFP”) is seeking qualified vendors to provide comprehensive application support, maintenance, development, and infrastructure services for IDEA Public Schools’ STREAM platform. STREAM is a mission-critical system that supports student enrollment, registration, re-registration, lottery processes, and related enrollment documentation for new and returning IDEA students in Texas.

The selected vendor will be responsible for maintaining the availability, reliability, security, performance, and operational continuity of the STREAM platform. Services will include, but are not limited to, ongoing application maintenance and updates; incident response, troubleshooting, and root cause analysis; lottery support; new school year launch support; re-registration preparation and support; application development and developer support; and specialized technical support.

The scope also includes ongoing support and maintenance of the underlying STREAM infrastructure, including, but not limited to, web servers, database servers, object storage, monitoring and logging tools, version control, deployment tools and services, backup services and tools, DevOps dependency management, DevOps security management, and related infrastructure components.

Because STREAM supports IDEA’s enrollment and registration processes, system availability, data integrity, timely issue resolution, and business continuity are critical to IDEA’s operations and its ability to maintain required student enrollment records and documentation.

STREAM is an existing application currently supported within IDEA’s operational environment. The current application technology stack includes Elixir, Phoenix, React, and PostgreSQL.

Submittal Procedures

Due: Tuesday, October 13, 2026 @ 2:00 PM CST

Proposal Submission: Proposals may be submitted using the [Public Purchase](#) or [Self-Service](#) website, or by sending One (1) clearly identified hard copy ORIGINAL of the Proposal to:

IDEA Public Schools
RFP #8-STREAM-1126

Attn: Purchasing Department- STREAM Support, Maintenance, and Infrastructure Services

2115 West Pike Blvd
Weslaco, TX 78596

Proposals MUST be received by IDEA by the specified due date and time outlined in the timeline. Each proposal MUST be sealed and marked with the relevant information; failure to do so may result in the proposal not being considered. Please ensure that all submissions are received by IDEA by the designated due date and time.

Note: Faxed or emailed Proposals will not be accepted. Acceptance Period is 120 days from the date of the proposal submission deadline unless otherwise stated in writing.



RFP submissions must be clearly marked with the RFP number and title.

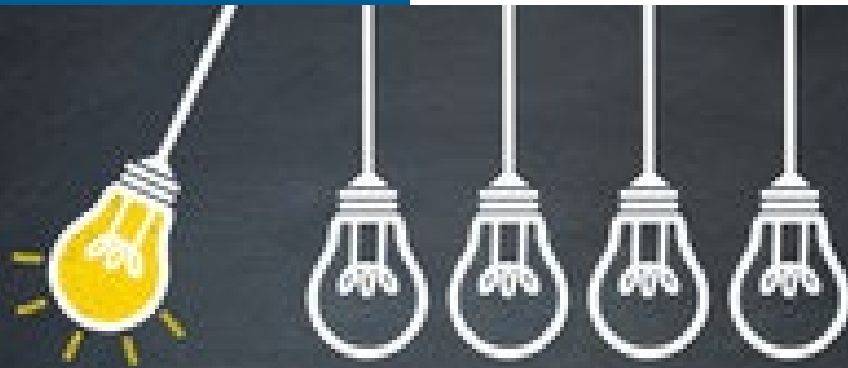
RFP Submittal Requirements

- Each statement must be organized and follow the required format as stated in the RFP
- Each statement must include all the required information and documentation specified within the RFP
- Each section must be appropriately tabbed and inclusive of all required submittals

Evaluation Criteria



% Weight	Evaluation Criteria
20%	Technical Approach & Understanding of Requirements: Demonstrates understanding of STREAM support, maintenance, enrollment cycle support, developer support, infrastructure management, monitoring, issue resolution, and overall methodology for meeting IDEA's operational and technical requirements.
25%	Cost/Price: Overall pricing, cost reasonableness, transparency of pricing structure, competitiveness, and value relative to the proposed services.
15%	Relevant Experience & Past Performance: Experience supporting similar enrollment, lottery, student information, or mission-critical applications. Includes references, customer satisfaction, successful project outcomes, and proven results in comparable environments.
15%	Key Personnel & Organizational Qualifications: Qualifications, certifications, technical expertise, and availability of proposed staff. Evaluates organizational capacity to provide ongoing support, infrastructure services, development support, and escalation resources.
10%	Project Management, Service Implementation & Transition Plan: Quality of project management methodology, communication processes, governance structure, reporting procedures, knowledge transfer, and transition approach to ensure uninterrupted support services.
15%	Risk Management, Security & Compliance: Approach to outage prevention, business continuity, incident response, root cause analysis, system monitoring, data protection, security controls, and compliance with applicable educational and data privacy requirements.
100 %	Total Possible Score



ANY QUESTIONS?

Closing

If you haven't already, please type name, title, contact information, and organization in the chat

