

**STATE OF NEW MEXICO**  
**NEW MEXICO DEPARTMENT OF PUBLIC SAFETY**

**Traffic and Criminal Software (TraCS)**

**REQUEST FOR PROPOSALS (RFP)**

**Questions and Answers**



**RFP #20-790-0001**

**August 9, 2019**

1. Who is the incumbent vendor for this project?  
Sensible IT Solutions
2. What is the size of the current team providing these services?  
A combination of NMDPS state employees (2 IT Technical End User Support Specialists) and the current vendor support team (2 team members).
3. How many on-site resources are currently part of the technical support team?  
NMDPS has one (1) Project Manager and two (2) End User Support Specialists dedicated to TraCS.
4. Would you please provide additional detail on the current volume of requests received by the helpdesk (number of emails, inbound phone calls)?  
In the last 12 months, the DPS ServiceDesk has received 32,828 service requests. From those requests 1,476 were assigned to TraCS.
5. Is this Monday – Friday or 24 hour support?  
Generally this is Monday – Friday 8-5 support, however, since we are a 24/7 NMSP operation, there could be times when support is needed after hours and on weekends.
6. Will NMDPS maintain the current state employees?  
Yes
7. What is the TraCS support process?  
Tier 1 – NMDPS TraCS End User Support Specialists  
Tier 2 – TraCS Vendor
8. Who is responsible for enhancing forms/building forms?  
TraCS Vendor
9. Is the TraCS vendor providing SDK or full support?  
TraCS Vendor is providing both SDK as well as full technical support. Vendor provides full support from Tier 2 to development and maintenance of the forms and the system as well as on-site training and support for law enforcement agencies throughout the State of NM.