

ADDENDUM 3

DATE: June 7, 2024

RFP NUMBER: UTA2024-002

RFP DUE DATE: June 17, 2024, at 3:00 p.m. CDT (THIS IS A REVISION)

The following changes and/or clarifications are hereby incorporated into the RFP. Your proposal must reflect the following:

The University of Texas at Arlington is extending the RFP Submittal Due Date to allow more time to answer vendor questions that were submitted during the allowable question time period.

The RFP Submittal Due Date is being extended from June 6, 2024, at 3:00pm CDT to **June 17, 2024 at 3:00pm CDT.**

This extended time should allow vendors enough time to utilize the answers provide and incorporate the information with their RFP response.

Answers to questions submitted by question deadline:

- Q1 How many internal (UTA) users of the system will there be?
A1 **Approximately 50-75 daily staff users, 500 including instructors (UTA vendors)**
- Q2 How many faculty members will need access to that platform?
A2 **See A1 above.**
- Q2A Do you need access year-round for all faculty members? Or will access be based on course schedules and differ between Spring, Summer, Fall, Winter, etc.?
A2A **Year-round**
- Q3 Will faculty need to access this portal and for what reason (i.e., as opposed to only accessing through an external Learning Management System/LMS [Canvas])?
A3 **Yes, input grades and attendance, pull class rosters, send class messages and/or files.**
- Q4 Do you currently use a university-wide accounting system that the course management system is integrated with?
A4 **The systems are not integrated. We reconcile with the university-wide system.**

- Q5 What marketing tools are currently in use in the division?
A5 All outside of the current system other than course specific emails. Myemma, Hootsuite, Constant Contact, Cvent, social media platforms (Facebook, Instagram, LinkedIn, X, YouTube), mailed marketing. We produce catalogs for mailing and use social media marketing. This is an area we need to grow and improve upon. Tools include the Adobe Creative Suite including Adobe Stock Images and Getty Images subscription for added support.
- Q6 Can you please elaborate on the types of email communications you would like to send (e.g., course registration, payment deadlines, class info, etc.)?
A6 Receipts, waitlist reminders, cancelled class notification, location change notifications, class updates/notes, registration reminders, upselling, virtual learning links and portal access notes; newsletter updates, feedback & surveys, reminder emails, event invitations...
- Q7 Are you looking for 1-to-Many (e.g., mass/broadcast) capabilities, 1-to-1 (e.g., conversational) capabilities, or both?
A7 Both
- Q7A How many SMS/texts are you anticipating sending?
A7A Over 200,000 per year. At least 1 text message per course registration and we have over 30,000 registrations annually.
- Q8 Can you estimate the number of contacts you will be sending communications to per month?
A8 CE/ETI/HCI current list is 75,000.
- Q8A Please include prospective learners if your intent is to also use the email tool for marketing the program.
A8A Yes, to all of those listed.
- Q9 Can you estimate the volume of emails to be sent monthly?
A9 20,000 per month in current operations, will expand with future initiatives.
- Q10 Can you provide more details on the goals around social media integration? Are the goals around social media management or for sending ads to audiences on social media?
A10 Goals are to increase course registrations so if we could push content to social media from the software platform, that's helpful instead of recreating separate messaging. Sending ads to audiences on social media may be considered in the future.
- Q10A If advertising is of interest, what platforms are being used to advertise (e.g., Facebook, X [Twitter], Instagram, Google, etc.)?
A10A Yes, to all of those listed as well as LinkedIn and YouTube. (not TikTok - it's prohibited by the state of Texas at state institutions)

Q10B How are advertising audiences being generated and uploaded to these platforms today?

A10B Currently we can only send to those who are in our system or on a mailing list for mailing catalogs. Participants are only in our system if they have registered or shown interest in registering.

Q10C How often are these audiences refreshed?

A10C Physical mailing lists are purchased annually. As mentioned above, in the system we only message to those who initiated contact through course registration or course interest.

Q11 How does UTA define “marketing copy”?

A11 Marketing messages about future courses, certifications, opportunities which could be pushed out through email to specific clients and mailing list contacts for publications detailing certificate programs and their schedules.

Q11A Are you seeking an agency to craft tailored marketing content, or would utilizing generative AI capabilities within a marketing platform suffice to generate initial content?

A11A This is not part of this RFP.

Q12 How do you currently accept payment for courses?

A12 In person, via phone, and through the website, via PayPal API

Q13 What is the volume of financial transactions (purchases and refunds)?

A13 We have over 30,000 registrations annually, 30-40 refunds monthly.

Q14 Does “course scheduling” include faculty management?

A14 The courses do include instructor/faulty management details

Q15 How is room scheduling handled currently?

A15 Current Student Manager application

Q16 Will reports be shared externally and/or with internal leadership who will not have access to the platform?

A16 Reports are used internally.

Q17 Is there a need for predictive analysis and forecasting?

A17 Yes

Q18 Are there any requirements around the platform needing to be TX-RAMP certified?

A18 Section 2.15 of the Execution of Offer (Section 2 of Appendix One) discusses TX-RAMP requirements.

- Q19 Do you intend to integrate with a single-sign-on (SSO) solution?
A19 No, we do not. The majority of our clients are non-students and we do not integrate with the campus student information system.
- Q19A Will registration be solely held inside of the platform or is there another portal with registrations that would need to be integrated?
A19A Yes, other than CVENT registrations and our online course registrations which occur on a home-grown platform called DED training.
- Q20 Do you all have an ETL, or middleware tool used for integration?
A20 No
- Q20A If not, what is your preferred methodology for integration?
A20A XML file upload
- Q21 Does DED Training integration refer to <https://web-ded.uta.edu/wconnect/ace/>?
A21 Yes
- If so:
- Q21A What business functionality will be enabled through this integration?
A21A None
- Q21B What data will be exchanged through this integration?
A21B Registrations
- Q21C Is this a real-time interface or will the data be exchanged periodically in batch mode?
A21C Periodically
- Q22 How does UTA integrate with Credly at present?
A22 It's doesn't integrate. Process is manual.
- Q22A Is Credly currently integrated with UTA Canvas?
A22A No
- Q22B How does UTA's current course management application integrate with Credly?
A22B It currently doesn't.
- Q23 Currently, are all courses within the scope of the proposed Course Management Software in Canvas as well?
A23 No.
- Q24 What is the functional expectation for integration with CVENT conference and event management?
A24 That it can be uploaded.

Q24A What business functionality will be enabled through this integration?
A24A Helps with data retention and for deposit reconciliation.

Q24B What data will be exchanged through this integration?
A24B Participant name, contact info, company name, etc.

Q24C Is this a real-time interface or will the data be exchanged periodically in batch mode?
A24C Periodically.

Q25 Can you further explain what an "outreach portal" is?
A25 The outreach portal is home-grown, developed by our internal IT department. In short, OSHA outreach trainers use the portal to purchase their trainer "cards". The cards show which trainings they have completed. The portal is only used to request and purchase these cards. The participants submit their training reports to be eligible to request and purchase cards.

Q25A What platform is used for the portal?
A25A See A25 above.

Q25B What needs to be integrated?
A25B For the outreach portal, we only need to upload the daily accounting information - total cards, costs, etc. for financial management purposes.

Q26 Regarding, data migration from the ACEware platform:

Q26A How many years of historical data would need to be migrated from ACEware's Student Manager platform?
A26A 7 years

Q26B What is the source database (e.g., SQL Server, Oracle, etc.) for the ACEware Student Manager platform?
A26B SQL Server

Q27 Are there files, images, or documents associated with the legacy system that need to be migrated? If so, what are the total volumes?
A27 Yes - we don't have a total at this time.

Q28 Does UTA have any documentation of the existing system that you can provide?
A28 Aceware website

Q29 Is UTA expecting the team to work on-site or off-site?
A29 Preference is for some on-site training during implementation. Other support could be off site and managed remotely.

- Q30 Please provide a list of the specific deliverables expected as part of this project.
A30 Required elements outlined in the RFP.
- Q31 What is UTA's preferred timeline for the initial system implementation?
A31 9-12 months to fully implement.
- Q32 Please provide UTA's budget for the initial implementation and ongoing licensing costs.
A32 TBD based on how well the new software meets our needs.
- Q33 Would the University consider extending the deadline to June 6, 2024?
A33 Extended with this Addendum.
- Q34 Are you looking for 1-to-many (e.g. mass/broadcast) or one-to-one (conversational) capabilities, or both? How many SMS/texts are you anticipating sending?
A34 Both
- Q35 Estimation of the number of contacts you will be sending communications to? Please include prospective learners if your intent is to also use the email tool for marketing the program.
A35 200,000
- Q36 Estimate of volume of emails to be sent annually?
A36 12,000 monthly
- Q37 What training platform is used and what is the integration use case?
A37 Not sure what is being asked here.
- Q38 How many staff members will need access to the platform? (User counts on your current system would be fine for a ballpark)
A38 Approximately 50-75 daily staff users
- Q39 How many instructors/faculty members will need access to that platform?
A39 Approximately 400-425 instructor records total
- Q39A Would they need concurrent access or access year round for all instructor/faculty members?
A39A All year mostly, instructors will need access outside of teaching a course for course development, updates, etc...

Q39B How do you think they will use the platform?
A39B All year instructors will need access outside of teaching a course for course development, updates, etc...

Q40 Will registration be solely held inside of the platform?
A40 Ideally, but we do have separate websites...DED training, outreach portal, CVent, EEC website.

Q41 Is there a current LMS in place?
A41 Extension and Extended Campus (EEC) has an organically grown LMS.

Q42 Do you currently have centralized reporting for all non-credit programs across the different schools or is this a goal?
A42 Yes

Q43 Volume of financial transactions (purchases and refunds)?
A43 See A13 above.

Q44 Exhaustive list of payment options that will be offered?
A44 Cash/Check/Credit Card/Purchase Order/Letter of Intent, bank draft/ACH

Q45 Is there a need for grants, scholarships and/or discounts?
A45 Yes, we have various prices based on early bird discounts, GSA discounts, etc. so need pricing flexibility. We have a number of government grants/service contracts.

Q46 Is custom course functionality important to the proposal? i.e., Serving corporations / industry with skill-based training for their employees? How is this managed now?
A46 Absolutely. Each business unit/program manages the course creation in our current platform.

Q47 Will you have multiple schools (e.g. All or some of the 9 colleges/schools) creating and managing their own non-credit offerings (e.g. Engineering, Business, Nursing and Health)? Similarly, if there are multiple schools accessing the platform, how centralized will the administration of the platform need to be vs distributed to the school or schools?
A47 System is intended for UTA EEC, expansion may be considered at a later date.

Q48 Will the Youth Programs be facilitated by our system?
A48 Yes, registration.

- Q49 Is there a need for any application-based enrollment? (e.g., Form fill followed by a multi-step acceptance process before registration)
A49 Yes. We have a verification process for some S&H programs which is currently manual.
- Q50 In Appendix 6, "Access Control" / #7, you ask the question: "What administrative safeguards and best practices does Proposer have in place to vet Proposer's and third-parties' staff members that would have access to the environment hosting University Records to ensure need-to-know-based access?": Who are the third parties that need access to the system and how many of them will there be?
A50 The "third parties" referenced here would be any subcontractors or other entities the proposer would bring in to complete the required work.
- Q51 How many students do you currently serve that created the 30,873 registrations in 2023?
A51 23,000 were unique registrations.
- Q52 Do you have a student portal now that they can login to and check payments, registration etc.? If so, how many times do students login per month to do this?
A52 This is done through our website.
- Q53 Are you open to using our current (PCI compliant) integrated payment processor?
A53 Currently use PayPal, however university standard is Touchnet for payments and would prefer to switch to that for future.
- Q54 5.2.2 Room scheduling:
- Q54A Do you have a current room scheduling software that is being used across campus that deals with any conflicts?
A54A Current system-Student Manager/Campus is separate.
- Q54B Will this need to be utilized or integrated with for purposes of scheduling rooms or are you looking for our product to accomplish this?
A54B Room scheduling would need to be integrated into the new software.
- Q55 5.2.5 Payments via web, phone, mail for open enrollment and contract courses. - What do you mean by "contract courses"?
A55 We offer fixed fee for service courses so attendance may vary but cost remains fixed.

- Q56
A56 5.4.3.6 Budget per course (ability to assign costs for each course for reporting):
We would want to set a budget for various course components - instructor pay, supplies, travel, shipping, etc. Currently, the budget is entered in a separate module of the existing platform from where we track actual expenses, so reporting is difficult.
- Q56A How granular does your expense tracking need to be for this?
A56A Currently, shipping costs and instructional costs are specified - we put other costs in "overhead". Ideally would want ability to be more specific.
- Q56B Can you give some examples of costs that are currently or would need to be tracked?
A56B Instructor pay, supplies, travel, shipping.
- Q57
A57 5.4.3.7 Pocket ledger capabilities to track expenses - Can you describe what functionality this needs to have in more detail?
Ability to enter actual costs for shipping, travel, etc. which can be done now using a pocket ledger feature.
- Q58
A58 5.4.7.2.1 Conference & Event Management (CVENT integration?):
Participants registering for our conferences and meetings register through CVENT and we download a spreadsheet from CVENT and manually add them to the current registration system. It's time consuming. We have an upload option, but it duplicates records and takes a lot of data clean up.
- Q58A To what degree are you doing conferences and events now?
A58A Depends on the year, at least 5 per year.
- Q58B Are they all run out of Cvent?
A58B Yes
- Q58C Is there anything missing from your current events/conference management processes that you would like?
A58C The uploading of conference registrations. We want to make the process more efficient.
- Q59
A59 5.4.7.2.4 DED Training: Can you provide any details on what this means?
Online custom LMS.
- Q60 Section 2.5 HUB Subcontracting – Of note: We didn't receive the RFP until May 6th so we weren't aware of the call on May 1st Pre-Proposal & the May 2nd HUB calls.
Question: Our company does not subcontract for any part of the technology or services we provide. We want to confirm:

Q60A If we don't subcontract HUB does not apply to us.
A60A This is incorrect. If the procurement is over \$100,000 HUB compliance is required. If no work is being subcontracted, then a self-performing HSP would be applicable.

Q60B Being HUB compliant is not a requirement for selection.
A60B Again this is incorrect. If your HSP submitted with your RFP response is not compliant, the RFP response would be disqualified at the compliance evaluation phase and never seen by the evaluation team.

Q60C If the HUB is non-applicable it should still be filled out correct?
A60C Correct. If an RFP has an HSP requirement, completion of that HSP MUST be submitted with your RFP response regardless of whether you're subcontracting or not and regardless of the HUB status of the supplier submitting the RFP response. Failure to submit an HSP, if the RFP requires it, will result in automatic disqualification of the RFP response.

Q61 What is the estimated number of Annual users for the new LMS?
A61 Approximately 50-75 daily staff users, 500 including instructors (UTA vendors)

Q62 Approximately what are your data storage needs?
A62 Pref MS SQL Server > 100GB storage

Q63 Are the data sources unstructured or structured? Do the data sources need to be utilized or can RestApi get the data?
A63 Consumer off-the-shelf (COTS) database

Q64 Are there any limitations for nearshore and offshore resources?
A64 US based only.

Q65 Are there any systems that UTA is looking to replace/sunset?
A65 Only the current registration and management system.

Q66 Are there existing data lifecycle policies/practices?
A66 5 years unless stipulated by contract or clients.

Q67 As there is student data involved, we assume firms will need to comply with PII requirements, please confirm.
A67 No

Q68 Can UTA provide some detail about current technical capabilities for UTA staff? On a scale of 1-10 (where 1 means “no capabilities” and 10 means, “very skilled capabilities”).

A68 9, Someone could figure out 99% of the problems.

Can you describe your in-house or existing third-party partner expertise with:

Q68A Database management / Database Administration

A68A 9

Q68B Relational database management?

A68B 9

Q68C SQL administration/querying

A68C 9

Q68D Cloud platforms (such as AWS, GCP, Azure)

A68D Azure, we would need OIT's help.

Q68E Application Development

A68E 8

Q69 Can UTA share who will be on the evaluation committee for this RFP?

A69 The University will not be providing an answer to this question as the requested information is not required to develop a response to this RFP.

Q70 Can you provide information on the current audit compliance issues related to security and processes in the IT department?

A70 No

Q71 Can you provide the existing reporting solutions?

A71 All reporting is done through Student Manager and Stonefield add on, CVENT, DED Training and Outreach Portal

Q72 Can you share with us the types of resources/roles/skillsets you have within your team that we might be able to leverage?

A72 System users, SMEs, IT team, project leads

Q73 Considering the comprehensive scope of this proposal, the information shared is only the tip of the iceberg specifically requirements for different functional areas. Before we proceed, we would greatly appreciate insights/guidance into the allocated budget for this solution.

A73 TBD based on how well the new software meets our needs.

- Q74 Could you please provide information about the KPIs for performance monitoring?
A74 Course registration are efficient and accurate.
- Q75 Do you have DWH system implementation in the scope of requirement?
A75 No, but the system should include reporting capabilities.
- Q76 Do you need a contract vehicle to purchase this solution? Or upon selection, the vendor would be added to your vendor list?
A76 Once a decision is made on who we wish to contract with we will develop an agreement between us and the selected supplier. If the selected supplier is not already in our vendor database, they will be requested to complete the required vendor information to be added.
- Q77 Does UTA have a preferred cloud services vendor (for example, Amazon Web Services, Google Cloud Platform, Microsoft Azure, etc.)
A77 Azure
- Q78 Does UTA have a preferred middleware for integration from your service/applications to the solution?
A78 No
- Q79 Does UTA have a team(s) responsible for change management?
A79 Yes
- Q80 Does UTA prefer on-site resources to execute the project?
A80 See A29 above.
- Q81 Does UTA require infrastructure issue notification/alert mechanisms?
A81 Perhaps
- Q82 Does UTA want only a Data Warehouse or are they open to a Big Data Lake Environment?
A82 N/A. This RFP is for an application software system.
- Q83 Does your team follow agile or waterfall development?
A83 No

- Q84 Has your customer experience/Digital transformation and Data Strategy roadmap been fleshed out?
A84 We spent significant time mapping business processes in preparation for this RFP using our campus project management team. We would share some of this work with the selected vendor to assist in implementation.
- Q85 How long does the UTA want to store its data?
A85 7+ years (some programs require longer due to regulations)
- Q86 How many Datasets does the Platform need to ingest data?
A86 Currently 1. Depends on future implementation.
- Q87 How many users (staff + Students + faculty) would use the new proposed system?
A87 75+ staff users
- Q88 How many users are going to have downstream system access and what will the usage be like (will it be ad-hoc usage)?
A88 Unsure
- Q89 How will data access and permissions be managed to ensure that only authorized users can access specific data sets?
A89 Managed by central DED-IT team and executive leadership.
- Q90 If the ideal solution is a public or hybrid cloud, is the ideal solution based on Azure, another cloud vendor, or a mix?
A90 Azure is preferred, a mix is not ideal.
- Q91 In terms of support, are you looking for support or will the university be hands-off?
A91 Some support as necessary.
- Q92 Is there any historical data that needs to be loaded into the centralized data repository? If so, please mention the period for which the history data load needs to be considered.
A92 Yes
- Q93 Is there any prescribed or hard timeline by which the project needs to be implemented?
A93 See A31 above.

- Q94 Is there any requirement to capture/integrate with streaming data?
A94 No
- Q95 Is this a current LMS integration or a new LMS implementation in scope? Need context.
A95 The current system doesn't offer any course delivery. Only registration, course logistics management, website integration. We have a homegrown LMS for a subset of virtual courses.
- Q96 Is UTA looking for ongoing, post-engagement support?
A96 Absolutely. We can't risk down time within the system. It directly impacts our revenue.
- Q97 On a scale of 1-10 (where 1 is "not a problem" and 10 is "a significant problem"), could UTA provide information on the current challenges being experienced most frequently with using data today?
A97 No response
- Q98 Please define the business drivers for this RFP. What challenges does UTA currently face in its current state?
A98 Increased registrations are driving the need for a new platform.
- Q99 Please provide the current Technology Architecture landscape.
A99 Azure hosted Windows VMs, IAAS utilizing UTA Microsoft software licenses. Windows datacenter edition VM hosting the website, application, file sharing, and reporting server. Windows SQL server VM hosting the MS SQL database. PayPal processes and handles payments.
- Q100 Pocket Ledger support? Does it mean to integrate with the current system at UTA?
A100 No - we prefer the budget in the system to align with actual expenses.
- Q101 What are the SLAs and support modality that UTA expects?
A101 Support modality - call, email is the primary outreach modality. Preferably we would have a designated support team member who knows our business processes and can assist quickly.
- Q102 What cloud and data technology partnership that UTA have that we can use to propose a solution?
A102 Azure, AWS

- Q103 What data security, and data protection regulations such as GDPR, HIPAA, or FERPA?
A103 Students in the courses provided by our Division of Enterprise Development are not eligible for financial aid and, thus, for the purpose of FERPA are not considered students. No health information is gathered so HIPPA would not apply. GDOR does apply and was inadvertently omitted in the original RFP. Thus Exhibit A is being added to this Addendum.
- Q104 What Domains are the highest priority to be mastered in both the current and future state? E.g., student, faculty, course, etc.?
A104 Student course registration, website integration, and accounting.
- Q105 What is the current security compliance protocol for data in transit and data at rest?
A105 All data in transit is encrypted.
- Q106 What is the expected source-wise data growth rate in terms of % every year?
A106 5% growth annually
- Q107 What is the IT organization structure and high-level UTA Organization Structure?
A107 The division has an internal, experienced, professional IT team and can also leverage support from the university central IT organization.
- Q108 What is the size of data you would like to migrate?
A108 Approx: 30 GB files, 46 GB database.
- Q109 What is your current Data platform?
A109 Windows server file share (using mapped drives) as a Azure Windows server VM, Microsoft SQL server as a Azure MS SQL server VM.
- Q110 What is your requirement for handling data governance, including data lineage, data quality, and metadata management?
A110 TX-RAMP
- Q111 What is your timeline for implementation and going live?
A111 June 1, 2025

- Q112 What level of customer support and training would you like to ensure that your IT and data teams can effectively use the solution?
A112 This depends on the database.
- Q113 What use cases do you want to start with? (Prioritized roadmap)
A113 Student course registration and website integration and accounting.
- Q114 Which other business teams (departments) are involved in this project?
A114 Campus OIT, Central Accounting
- Q115 Which team is leading and funding this project? Who are the main stakeholders involved with this project?
A115 The University will not be providing an answer to these questions as the requested information is not required to develop a response to this RFP.
- Q116 Who are the business stakeholders for IT applications?
A116 The University will not be providing an answer to this question as the requested information is not required to develop a response to this RFP.
- Q117 Who bears the responsibility for hardware maintenance and vulnerability patches? Will it be the responsibility of the provider or the UTA team?
A117 Currently using Azure hosted VM's: Microsoft maintains the hardware. OIT is patching the OS. DED is patching the applications on the server.
- Q118 Who will be the target audience for business training – Data analysts? System owners? Reporting users? Report builders?
A118 Customer support
- Q119 Will UTA continue using its current support helpdesk or ticketing system, or will it be provided by Managed Services? If UTA has an existing ticketing system, could you please specify the application being used to track the ticketing system?
A119 We assume we would continue to use our current ticketing system: dedtools.com. The UTA helpdesk also has a separate ticketing system, Service Now.
- Q120 Is there any preferred tech stack?
A120 Microsoft OS, if we have access to the OS.

- Q121 Is there any preferred cloud partner?
A121 Azure is the current cloud provider.
- Q122 Reporting: Are you planning to integrate with a third-party reporting tool (like Power BI, Tableau etc.) or an embedded web reporting with the application itself?
A122 Probably using an external reporting tool.
- Q123 Is there any data warehousing solution needed?
A123 No
- Q124 What is the scope of 5.4.4.4 Standard and customized reports?
A124 We hope the system comes with some user friendly, already developed reports, but we also need to be able to customize reports to pull a variety of business unit specific information.
- Q125 We added a detailed requirement specification in a separate tab. Is it possible from the university side to take a look and confirm our understandings are correct?
A125 No separate tab on spreadsheet
- Q126 Attendance and completion tracking: Are we looking for an automated attendance tracking based on student activities?
A126 Currently instructors can log into the system and can track attendance and enter "grades".
- Q127 For attendance completion tracking, do we integrate with LMS to identify the completion status or faculty use course management system to update the progress?
A127 Faculty use course management to track progress.
- Q128 Marketing copy and automated marketing: Who is the target audience and is it always related to university courses and programs? Any other context for marketing?
A128 Services are market responsive and marketing strategies are dynamic and should be flexible.
- Q129 What is your payment processor?
A129 PayPal

- Q130 How many courses do you run annually?
A130 Over 2300
- Q131 How many certificates do you award annually?
A131 System should be able to generate completions, certificates, etc. for all participants.
- Q132 When do you plan to enter a contract with the awarded vendor?
A132 As soon as possible after a thorough evaluation of proposals submitted. No exact date can be determined at this time.
- Q133 When do you hope to go live with a new system?
A133 See A111 above.
- Q134 What system are you currently using to support your (continuing education) efforts?
A134 ACEware.
- Q135 Has budget already been allocated for this endeavor?
A135 TBD based on how well the new software meets our needs.
- Q136 What is the annual revenue of the divisions/schools combined?
A136 UTA Extension and Extended Campus's annual revenue is \$29 million.
- Q137 What are your annual Continuing Education enrollments expected to be impacted by the chosen platform?
A137 All enrollments will be integrated into the new system.
- Q138 What is your SIS/ERP? Please include if it is hosted, on prem, or SaaS.
A138 Hosted in Azure
- Q139 Is the idea that you would purchase '1' platform to share amongst the colleges OR that you would purchase 'multiple' platforms to serve each of the colleges individually?
A139 See A47 above.
- Q140 Will portals need to be created for students and administration to have access? Or are there portals already active that would just need to be linked to the new Course Management System?
A140 Yes – current system allows clients and instructors to login and see status.

Q141 There is no mention of the need for creating user portals in the request. However we would like a scope of the type of user portals you would like if they need to be created to access necessary information from the platform or the current portals you are using for students and faculty to access the information.

A141 Yes – client portals to see past, current and future registrations and payments. Instructors should be able to log in to see course information (rosters, etc.)

Q142 If you have portals currently, we can link the platform database with all the information you are requesting to the existing portals. Otherwise, we will create new portals for all of your students and faculty to have access to the information from the platform database.

A142 We do not have standalone portals.

Per stated above in A103 Appendix Eight is being added to the RFP as Exhibit A to this Addendum.

PLEASE SUBMIT WITH YOUR PROPOSAL

Contract Specialist: Nancy Czarowitz

Email: czarowitz@uta.edu

SIGNED: _____

COMPANY NAME: _____