ADDENDUM 1

DATE: March 21, 2023

RFP NUMBER: UTA2023-019

RFP DUE DATE: April 13, 2023, at 03:00 p.m. CPT

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

Prebid questions submitted by deadline, with answers (**APPENDIX A**).

PLEASE SUBMIT WITH YOUR PROPOSAL

Charlie Brooks   Sr. Contract Specialist   817-272-2140

SIGNED: _____

COMPANY NAME: _____

APPENDIX A

UTA2023-019 Student Feedback Survey Tool – Pre-Bid Meeting Questions and Answers

1. Section 5.4 Additional Questions, Item 5.4.2 reads "What s the character limit per survey?" Does this mean per survey form (i.e., question content), per survey response (i.e., a respondent's answers to all questions for a given survey), or per survey response (i.e., a respondent's answer to a single question)?
What is the character limit for individual questions, and individual responses per question?

2. Proposer's General Questionnaire, item 3.2.4 reads: "Proposer will describe the types of reports or other written documents Proposer will provide (if any) ..." Please confirm that "reports" in this context refers to project management communications during implementation; alternatively, please provide clarification on the meaning of "reports" as used in this item.
Proposer will describe the availability and the types of reports or other written documentation available for the implementation, management, and administration of their survey tool. The idea is to "sell" me on your software; what makes your system head and shoulders above your competition. Prove to me you are 10 feet tall and bullet proof.

   <u>Some Samples of Reporting Tools:</u> Student feedback collection and reporting; Reminders and release reports; Custom reporting tools (analytics and courses, teaching, and programmatic development); Administration tools – evaluation status, survey distribution and deployment monitoring and reporting, reminder schedules, report/summarization of activities. Have more? Give me more.

3. Are there any areas where UTA is specifically seeking to improve upon its current survey administration product?
UTA continuously seeks improvement in all processes that support our mission of student success. The student feedback surveys are a fundamental source of information regarding the students' experiences in the classroom.

4. Section 2.2 - Will all vendor questions and answers be available to all vendors following the vendor conference?
Questions that are provided by the submission deadline prior to our Pre-proposal Meeting, with our responses, will be provided via an Addendum (posted in BidNet), prior to the Pre-Proposal Meeting.

5. Section 3.2 - When is the expected decision date and what is the expected effective date of contract?
Our hope is to finalize our selection by June 2023 and have implementation and testing completed so we can start utilizing the system by Sept 01, 2023

6. Section 3.2.4 - What system/systems are being used today to send surveys?
SmartEvals

7. Section 5 - What are you measuring in the current surveys, (i.e., rating courses, rating professors, rating overall UTA experience, NPS)?

We have 5 standard questions regarding the faculty member's teaching of the course and the course content. Some faculty may add other questions regarding other topics or more details about the course.

8. Section 5 - How do you currently analyze survey results?

   We compare against department and college averages.

9. Section 5 - How do you take-action on survey results/findings?

   The results are used in annual reviews of the faculty and their promotion packages.

10. Section 5 - How do you distribute results to stakeholders?

    Results of the 5 standard questions are posted on our public web page. Faculty, chairs, deans have access to the detailed reports via the vendor website. A pdf copy of the report with the Likert scale data and student comments are posted to Watermark Faculty Success (formerly Digital Measures) and the average scores for the Likert scale questions are imported into PeopleSoft and then passed onto Watermark Faculty Success.

11. Section 5 - How are survey results currently made available to the public?

    Results of the 5 standard questions are posted on our public web page.

12. Section 5.3.2.13 - The provided link in this section does not work. Please provide the link to the referenced Attestation of Information Security practices.

    Please utilize the links for the Information Security Rider found in APPENDIX SEVEN of the RFP.

13. Item 6.5 is missing in Section 6, Pricing and Delivery Schedule. Should we disregard this?

    A numbering/editing error. Please ignore.

14. Please define "Total Bid Price*" within Envelope 2 – Pricing.

    Total Bid Price means the price tendered by a Bidder for performance of the Contract, inclusive of all Basic Items and Optional Items.