



UNIVERSITY OF NORTH CAROLINA AT WILMINGTON
PURCHASING SERVICES

IMPORTANT ADDENDUM

Date Addendum Issued: 3/12/24

FAILURE TO RETURN THIS SIGNED ADDENDUM IN ACCORDANCE WITH INSTRUCTIONS MAY SUBJECT YOUR BID/PROPOSAL TO REJECTION.

RFP No. 72-PRAB24040

Commodity: Course Evaluations software solution

Addendum No.: 01

Using Agency: UNCW

Purchasing Agent: Robert Bisanar

Opening Date: 2:00 PM EST, 3/21/24

I. INSTRUCTIONS:

This Addendum forms a part of the Bidding Documents and modifies the Contract Documents with amendments and additions noted below, from questions received and their respective response, as well as Zoom bid opening information.

- A. Question refers to Attachment C (page 21) and Attachment G (page 29) - Would UNC Wilmington be willing to accept the terms of an existing UNC agreement, rather than submitting our comments to Attachments C and G of the bid package? **Response: This award will have a separate agreement from other contracts, based on the terms within this RFP.**
- B. Question relating to Pricing, Section 4.2, page 12 – If pricing is based on student FTE, can you please confirm the student FTE for UNC Wilmington? **Response:**

Fall 2023 FTE

UNDERGRADUATE	13,752
GRADUATE	2,533
Total	16,825

This number is calculated based on student credit hours (12 hours=1 FTE for undergraduates, and 9 hours=1 FTE for graduate students).

- C. In 5.3, will UNC Wilmington be supplying the evaluation questions for recipients to answer? **Response: Although all are not questions, the 18. requests for responses from bidders are in Section 5.3 of the RFP.**
- D. In 5.3, for integration & compatibility, what type of Banner integration is UNCW looking for – a direct database insert or Ethos integration? **Response: UNCW is interested in exploring both options. With their response, vendor should answer these two questions: (1) Would direct database mean that UNCW needs to set up a VPN tunnel between the vendor and UNCW? (2) For Ethos Integration, does the vendor have a static IP that can be used to create an Ethos Integration firewall rule?**

- E. In 5.3 for technical support, does UNC Wilmington have a preference on in-person or web-based training? **Response: Bidders responding to this RFP should propose what options they have to offer. Assuming in-person comes at an additional cost, that should be listed as an optional line item. However, if it is recommended by the bidder that in-person training be provided, and is included with their “package”, then that can be included as part of the overall proposed cost, if it’s not an option to remove the cost. Otherwise, assuming that web-based training is offered, and at no additional line item cost, then at the least, web-based training should be part of the “package” for the proposed cost.**
- F. Referencing 2.5, pp. 8, is it UNCW’s intent that all terms and conditions be reviewed, and if needed, redlined with the submission? **Response: Per Section 2.1, please see specifically the second paragraph. If there are questions regarding any requests for editing of terms for consideration, those would be reviewed during the question response period.**
- G. Referencing 4.0, pp. 11-12, what is the range of responses UNC-Wilmington has received to its course evaluation surveys in the last three years? **Response: 2023 – 42% response rate; 2022 – 42.8% response rate; 2021 – 39.6% response rate**
- H. Referencing 4.0, pp.11-12, how many users access the survey platform to create, distribute, or analyze surveys? **Response: UNCW currently has two campus solution administrators, who are responsible for managing the solution and handling student, faculty, and administrator inquiries. The two administrators create and distribute the survey. No one can modify the survey except faculty who want to add customized questions. All faculty and designated administrators have access to the reporting portal to access their own reports.**
- I. Referencing 4.0, pp.11-12, does UNCW envision being completely self-serve and self-reliant following implementation, or does it anticipate requiring ongoing services support? **Response: The vision of this solution is to be completely “self-serve” and self-reliant following implementation. There may be the need for support services depending on any issues that may arise with the solution.**
- J. Referencing 5.1, pp.14, will the SIS/LMS be managed centrally or is there a need for multiple integrations? **Response: University integrations are managed centrally by a team, including the LMS Administrator, and ITS.**
- K. Referencing 5.1, pp.14, is there a need to migrate the data collected previously in Anthology? **Response: There is a need to migrate data to support faculty processes, but it is not a requirement at this time to migrate this data into a new solution. We have other options, but we are interested in exploring proposal options.**
- L. Referencing 5.1, pp.14, what kind of integration with Watermark Faculty Success is required, and what is the goal of the integration? **Response: To upload a csv file of summative scores for faculty to create an application report for reappointment, tenure, and promotion.**
- M. Referencing 5.1, pp.14, does UNCW have a budget in place for the initial year and subsequent years? If so, is it able to share its budget for this project? **Response: UNCW anticipates annual costs with a range of \$40-80K for the awarded solution, as well as subsequent years. A multi-year contract with an annual fee schedule is desired.**
- N. Referencing 5.3, pp.15, is there a need for survey translations? If so, which languages? **Response: There is a need for language translations. Reviewing student demographics, Spanish would address the primary need, but bidders should share any other standard language translations available.**
- O. Referencing 5.3, pp.15, what kind of text and unstructured data analytics does UNCW perform or wish to perform? Is there interest in integrating other data sources, such as chat, email, or social media?

Response: Analysis of response rates by academic program and by course modality is UNCW's primary need for specialized accreditation reporting. UNCW desires to conduct additional quantitative and qualitative (structured and unstructured data) analysis to determine how best to engage students in completing their evaluations and in determining instructor training needs. There is an interest in integrating with other data sources.

P. Zoom bid opening instructions:

Time: Mar 21, 2024, 02:00 PM Eastern Time (US and Canada)

Join Zoom Meeting

<https://uncw.zoom.us/j/83643994667?pwd=TC80eDdDQ2JlRktkNFRyeG1ERkVwZz09>

Meeting ID: 836 4399 4667

Passcode: 961892

One tap mobile

+13052241968,,83643994667#,,,,*961892# US

+13092053325,,83643994667#,,,,*961892# US

Dial by your location

• +1 305 224 1968 US

• +1 309 205 3325 US

• +1 312 626 6799 US (Chicago)

• +1 646 876 9923 US (New York)

• +1 646 931 3860 US

• +1 301 715 8592 US (Washington DC)

• +1 253 215 8782 US (Tacoma)

• +1 346 248 7799 US (Houston)

• +1 360 209 5623 US

• +1 386 347 5053 US

• +1 408 638 0968 US (San Jose)

• +1 507 473 4847 US

• +1 564 217 2000 US

• +1 669 444 9171 US

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Passcode: 961892

Find your local number: <https://uncw.zoom.us/u/kmMVW8IAD>

Join by SIP

• 83643994667@zoomcrc.com

Join by H.323

- 162.255.37.11 (US West)
- 162.255.36.11 (US East)
- 115.114.131.7 (India Mumbai)
- 115.114.115.7 (India Hyderabad)
- 213.19.144.110 (Amsterdam Netherlands)
- 213.244.140.110 (Germany)
- 103.122.166.55 (Australia Sydney)
- 103.122.167.55 (Australia Melbourne)
- 209.9.211.110 (Hong Kong SAR)
- 64.211.144.160 (Brazil)
- 69.174.57.160 (Canada Toronto)
- 65.39.152.160 (Canada Vancouver)
- 207.226.132.110 (Japan Tokyo)
- 149.137.24.110 (Japan Osaka)

Meeting ID: 836 4399 4667

Passcode: 961892

Execute Addendum:

VENDOR: _____

AUTHORIZED SIGNATURE: _____ DATE: _____

NAME and TITLE (Typed): _____

ADDRESS (CITY, STATE & ZIP): _____