ADDENDUM TWO

DATE: 11-13-17

RFP NUMBER: 2018-008

RFP DUE DATE: 11-17-17

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

1. What is the volume of calls for IT and LMS support?
I don’t believe they will field calls for IT and LMS support. Rather this is our LMS provider, Blackboard.

2. What is the annualized student support volume for FA, SA, Registration?
It is expected that the successful respondent(s) will provide sufficient support to ensure the highest level of support and continued re-enrollment and progress. A specific amount of contacts or volume may be negotiated with the successful respondent(s).

3. What programs does this RFP support for UTA and how many students total?
The RFP will support any new online programs established once the RFP is awarded and it is anticipated that it will include programs in Nursing, Education, Business, Social Work, Engineering and others.

PLEASE SUBMIT WITH YOUR PROPOSAL

Nancy Czarowitz  Contract Specialist  817-272-7146

SIGNED: _________________________________________________