



Request for Proposal Amendment 1

Solicitation Number	021318-208-73102-03/13/18
Date Printed	02/23/18
Date Issued	02/23/18
Procurement Officer	Jeff O'Dell
Phone	(843) 574-6205
E-mail Address	Jeff.odell@tridenttech.edu

DESCRIPTION: Virtual Queueing System

The Term "Offer" Means Your "Bid" or "Proposal".

SUBMIT OFFER BY (Opening Date/Time): **03/13/18 2:00 PM EST** See "Deadline For Submission Of Offer" provision

QUESTIONS MUST BE RECEIVED BY: **Deadline Expired** See "Questions From Offerors" provision

NUMBER OF COPIES TO BE SUBMITTED: **1 original & 7 printed copies, 1 redacted printed copy, 1 electronic copy on CD or flash drive, and 1 redacted electronic copy on CD or flash drive.**

Initial here if NO redacted copy is necessary _____

Offers must be submitted in a sealed package. Solicitation Number & Opening Date must appear on package exterior.

SUBMIT YOUR SEALED OFFER TO EITHER OF THE FOLLOWING ADDRESSES:

MAILING ADDRESS:
Trident Technical College
Procurement Office
PO Box 118067
Charleston, SC 29423
Fax: 843 574-6395

PHYSICAL ADDRESS
Trident Technical College
Procurement Office
Building 940, Suite G, Room 110
2050 Mabeline Rd. N. Chas SC 29406
See "Submitting Your Offer" provision

ALL MAIL IS PICKED UP FROM THE US POSTAL SERVICE ONCE DAILY AT AROUND 8:00 A.M. (EXCLUDING WEEKENDS AND HOLIDAYS).

CONFERENCE TYPE: N/A		LOCATION:
DATE & TIME: N/A		N/A
As appropriate, see "Conferences - Pre-Bid/Proposal" & "Site Visit" provisions		
AWARD & AMENDMENTS	Award will be posted at the Physical Address stated above on 04/30/18 . The award, this solicitation, and any amendments will be posted at the following web address: http://www.tridenttech.edu/about/departments/proc/ttc_solic.htm	
You must submit a signed copy of this form with Your Offer. By submitting a bid or proposal, You agree to be bound by the terms of the Solicitation. You agree to hold Your Offer open for a minimum of thirty (30) calendar days after the Opening Date.		
NAME OF OFFEROR (Full legal name of business submitting the offer)		OFFEROR'S TYPE OF ENTITY: (Check one) <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Partnership <input type="checkbox"/> Corporation (tax-exempt) <input type="checkbox"/> Corporate entity (not tax-exempt) <input type="checkbox"/> Government entity (federal, state, or local) <input type="checkbox"/> Other (See "Signing Your Offer" provision.)
AUTHORIZED SIGNATURE (Person signing must be authorized to submit binding offer to enter contract on behalf of Offeror named above.)		
TITLE (Business title of person signing above)		
PRINTED NAME (Printed name of person signing above)	DATE SIGNED	
Instructions regarding Offeror's name: Any award issued will be issued to, and the contract will be formed with, the entity identified as the offeror above. An offer may be submitted by only one legal entity. The entity named as the offeror must be a single and distinct legal entity. Do not use the name of a branch office or a division of a larger entity if the branch or division is not a separate legal entity, <i>i.e.</i> , a separate corporation, partnership, sole proprietorship, etc.		
STATE OF INCORPORATION (If Offeror is a corporation, identify the state of Incorporation.)		
TAXPAYER IDENTIFICATION NO. (See "Taxpayer Identification Number" provision)		

PAGE TWO

(Return Page Two with Your Offer)

<p>HOME OFFICE ADDRESS (Address for offeror's home office / principal place of business)</p> 	<p>NOTICE ADDRESS (Address to which all procurement and contract related notices should be sent.) (See "Notice" clause)</p> <hr/> <p>Address</p> <hr/> <p>Area Code – Number – Extension Facsimile</p> <hr/> <p>E-mail Address</p>
---	---

<p>PAYMENT ADDRESS (Address to which payments will be sent.) (See "Payment" clause)</p> <p>___ Payment Address same as Notice Address (check only one)</p> <p>___ Payment Address same as Home Office Address</p>	<p>ORDER ADDRESS (Address to which purchase orders will be sent) (See "Purchase Orders and "Contract Documents" clauses)</p> <p>___ Order Address same as Home Office Address</p> <p>___ Order Address same as Notice Address (check only one)</p>
--	---

ACKNOWLEDGMENT OF AMENDMENTS
 Offerors acknowledges receipt of amendments by indicating amendment number and its date of issue. (See "Amendments to Solicitation" Provision)

Amendment No.	Amendment Issue Date	Amendment No.	Amendment Issue Date	Amendment No.	Amendment Issue Date	Amendment No.	Amendment Issue Date

<p>DISCOUNT FOR PROMPT PAYMENT (See "Discount for Prompt Payment" clause)</p>	<p>10 Calendar Days (%)</p>	<p>20 Calendar Days (%)</p>	<p>30 Calendar Days (%)</p>	<p>___ Calendar Days (%)</p>
---	-----------------------------	-----------------------------	-----------------------------	------------------------------

Bidders shall acknowledge receipt of this Amendment prior to date and time specified in the solicitation, or as amended, by one of the following methods: (1) by signing and returning the Amendment, (2) by letter, or (3) by submitting a bid that indicates in some way that the bidder received the amendment. Failure of your acknowledgement to be received at the issuing office prior to date and time specified may result in rejection of your offer. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided such telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

The college will accept faxed amendments.

THE SOLICITATION IS AMENDED AS PROVIDED HEREIN. INFORMATION OR CHANGES RESULTING FROM QUESTIONS WILL BE SHOWN IN A QUESTION-AND-ANSWER FORMAT. ALL QUESTIONS RECEIVED HAVE BEEN REPRINTED BELOW. THE "STATE'S RESPONSE" SHOULD BE READ WITHOUT REFERENCE TO THE QUESTIONS. THE QUESTIONS ARE INCLUDED SOLELY TO PROVIDE A CROSS-REFERENCE TO THE POTENTIAL OFFEROR THAT SUBMITTED THE QUESTION. QUESTIONS DO NOT FORM A PART OF THE CONTRACT; THE "STATE'S RESPONSE" DOES. ANY RESTATEMENT OF PART OR ALL OF AN EXISTING PROVISION OF THE SOLICITATION IN AN ANSWER DOES NOT MODIFY THE ORIGINAL PROVISION EXCEPT AS FOLLOWS: UNDERLINED TEXT IS ADDED TO THE ORIGINAL PROVISION. STRICKEN TEXT IS DELETED.

Except as provided herein all terms and conditions of the document referenced as heretofore changed remain unchanged and in full force and effect.

Solicitation No. 021318-208-73102-03/13/18

Title: Virtual Queueing System

Following are questions received by the stated deadline for questions Thursday 02/22/18 10:00 AM EST and answers to those questions.

Question 1: Is this to be a cloud based service?

State's Response: No Change. The College seeks to acquire and implement the best and most feasible virtual queueing solution to meet its requirements. The best and most feasible virtual queueing solution to meet our requirements may or may not be a cloud based service.

Question 2: How many total users need access on your side?

State's Response: No Change. Approximately 30 faculty/staff users will need access.

Question 3: Is it 4 or 6 separate service sites?

State's Response: No Change. The system will be used at each of our four campuses.

Question 4: How many categories of services and departments do you want to manage?

Typically a solution like this would include; Admissions, Counseling, Registrar, Financial aid, Parking, Student services, Veterans services, Other?

State's Response: No Change. The College will manage one department with three categories (queues) of services.

Question 5: Do you require integration with your backend SW now as part of the solution?
State's Response: No Change. Integration of the proposed virtual queueing system with the College's Ellucian Colleague ERP system is not a requirement.

Question 6: How many campuses will be using (*brand name withheld*)?
State's Response: No Change. See Question 3 answer.

Question 7: How many departments will be using the new (*brand name withheld*) system? If more than one campus, please answer per campus.
State's Response: No Change. See Question 3 answer. See Question 4 answer.

Question 8: If different departments in each campus are located in different buildings/floors, please describe the departments in each building/floor.
State's Response: No Change. See Question 4 answer. Each campus department location is contained to single floor.

Question 9: How many Agents (TTC faculty/staff) will use (*brand name withheld*) at the same time?
State's Response: No Change. See Question 2 answer. The proposed virtual queueing system must permit access/usage of the system to approximately 30 faculty/staff users at the same time.

Question 10: How many Managers will use (*brand name withheld*) at the same time?
State's Response: No Change. Of the approximate 30 agents (TTC faculty/staff) that will be using the system, nine are managers.

Question 11: How many waiting areas do you have (per campus/ building/floor)?
State's Response: No Change. Each campus has one waiting area.

Question 12: How many counters (service stations) are at each campus?
State's Response: No Change. Each campus has one counter (service station).

Question 13: How many self-serving kiosks would you like to have? Tablets?
State's Response: No Change. A kiosk/tablet will be required for each campus.

Question 14: How many Info-Pages (Digital Signage) screens do you think you need in order to cover all waiting areas on all campuses?
State's Response: No Change. Each campus waiting area will require three digital signage screens.

Question 15: On average, how many students will visit the service center each day?
State's Response: No Change. An estimated average of 98 students will visit the service center daily.

Question 16: Is this to be a cloud based solution?

State's Response: No Change. See Question 1 answer.

Question 17: How many total users need access on your side?

State's Response: No Change. See Question 2 answer.

Question 18: Is it 4 or 6 separate service sites?

State's Response: No Change. See Question 3 answer.

Question 19: How many categories of services and departments do you want to manage?

State's Response: No Change. See Question 4 answer.

Question 20: Do you require integration with your backend SW now as part of the solution?

State's Response: No Change. See Question 5 answer.

Question 21: II.B. Contents of Offer (c) "The contents of your offer must be divided into two parts, the technical proposal and the business proposal. Each part should be bound in a single volume." Does this mean each part should be bound in a single volume of its own, or the two parts should be bound together in a single volume?

State's Response: No Change. Each part should be bound in a single volume of its own.

Question 22: Functional Requirements: System Capability Worksheet (RFP page 18 of 53)

There are two items numbered "10". Should the second one (and all subsequent items through 13) be renumbered? Or should one of the items numbered "10" be removed?

State's Response: Change.

No. 10 Discuss the reporting capabilities of your solution. How and what type of reports does your solution provide to report trends and activities such as:

- Highest and lowest traffic levels
- User wait times
- Station response times
- Length of visit at station"

is now numbered 10.1

End of Amendment