



Request for Proposal Amendment 1

Solicitation Number	101819-208-77002-11/18/19
Date Printed	10/30/19
Date Issued	10/30/19
Procurement Officer	Jeff O'Dell
Phone	(843) 574-6205
E-mail Address	Jeff.odell@tridenttech.edu

DESCRIPTION: Recruiting SaaS

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

SUBMIT OFFER BY (Opening Date/Time): **11/18/19 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.**

If no redacted copy is necessary, initial here _____

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		
As appropriate, see "Conferences - Pre-Bid/Proposal" & "Site Visit" provisions		N/A
AWARD & AMENDMENTS	Award will be posted at the Physical Address stated above on 01/17/20 . 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)		

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(Return Page Two with Your Offer)

HOME OFFICE ADDRESS (Address for offeror's home office / principal place of business)	NOTICE ADDRESS (Address to which all procurement and contract related notices should be sent.) (See "Notice" clause) _____ Address _____ Area Code – Number – Extension Facsimile _____ E-mail Address
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PAYMENT ADDRESS (Address to which payments will be sent.) (See "Payment" clause) ___ Payment Address same as Notice Address (check only one) ___ Payment Address same as Home Office Address	ORDER ADDRESS (Address to which purchase orders will be sent) (See "Purchase Orders and "Contract Documents" clauses) ___ Order Address same as Home Office Address ___ Order Address same as Notice Address (check only one)
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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

DISCOUNT FOR PROMPT PAYMENT (See "Discount for Prompt Payment" clause)	10 Calendar Days (%)	20 Calendar Days (%)	30 Calendar Days (%)	_____ Calendar Days (%)
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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 not 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. 101819-208-77002-11/18/19

Following are questions that were received by the stated deadline for Questions 10/28/19 10:00 AM EST and answers to those questions.

Question 1: Section I, Scope of Solicitation, Budget Estimate: Please confirm the budget for the project is \$250K to \$350K for the term of the contract.

State's Response: The solicitation is modified as follows:

~~BUDGET ESTIMATE: Modified: The estimated budget range for this project is \$250K—\$3250K for the full term of the contract. Offers in excess of this amount may not be considered.~~

BUDGET ESTIMATE: Modified: The estimated budget range for this project is \$250K - \$325K for the full term of the contract. Offers in excess of this amount may not be considered.

Question 2: Section III, Scope of Work/Specifications, Technical Requirements: "Have established protocols for dealing with unauthorized access to or disclosure of confidential data. In the event unauthorized access or disclosure occurs, the vendor must inform institution in writing within 24 hours." Would a vendor be eliminated if they agree to timely notification but not specifically within 24 hours?

State's Response: No change. Once the contractor is aware of an unauthorized access or disclosure occurs, the college expects to be notified within 24 hours. Offeror will still be considered if they can't agree to 24 hours, but must explain why they cannot commit to 24 hours and must state in the proposal response what timeframe they can commit to.

Question 3: Section III, Scope of Work/Specifications, Technical Requirements: “Offeror shall return all College data and records contained within the offeror’s system upon conclusion of the contract to the College at no additional cost. The Offeror shall return all data and records upon request in a format requested by the College.” Would a vendor be eliminated if they agree to return the data and records in a standards-based format?

State’s Response: Change. The solicitation is modified as follows. The following requirement has been added to:

Section III. Scope of Work/Specifications, FUNCTIONAL REQUIREMENTS: SYSTEM CAPABILITY WORKSHEET/QUESTIONNAIRE:

Return of College Data:

42. The Offeror shall return all data and records upon request in a format requested by the College. List the specific format choices/options that College data and records contained within your system may be returned in upon conclusion of the contract.

Question 4: Section III, Scope of Work/Specifications, Technical Requirements: Provide basic fulfillment capabilities during local institution network outage.” Please clarify what the institution is looking to achieve with this requirement.

State’s Response: No change. In the event of a local institutional network outage, access to offeror’s solution must still be accessible permitting students to enter and submit applications online.

Question 5: Section IV, Information for Offerors to Submit, 3.2, “Offeror must provide all information requested not included in section 3.1 above.” Please confirm what “all information requested” means.

State’s Response: No change. Offeror shall additionally include all information requested in the RFP that was not specifically listed in section Section 3.1.

Question 6: Under Scope of Solicitation, “Budget Estimate” - Can the College please clarify the budget range as the ceiling is listed as “\$3250K”.

State’s Response: The solicitation is modified as follows:

~~BUDGET ESTIMATE: Modified: The estimated budget range for this project is \$250K – \$3250K for the full term of the contract. Offers in excess of this amount may not be considered.~~

BUDGET ESTIMATE: Modified: The estimated budget range for this project is \$250K - \$325K for the full term of the contract. Offers in excess of this amount may not be considered.

Question 7: Should proposer have optional/supplemental offerings beyond what would address the core functionality of the Solicitation requirements, may those be presented/listed as optional? Would these optional components be acceptable to present if it would push the total contract award beyond the defined budget range?

State's Response: No change. The college is seeking to procure the best solution meeting or exceeding the requirements of the RFP within the allotted budget range. Offerors may submit information pertaining to optional components but must segregate the information and mark as Optional.

Question 8: Within the Technical Requirements section, can you please clarify the requirement to "Provide basic fulfillment capabilities during local institution network outage."?

States: Response: No change. See answer to Question No. 4.

Question 9: Is there a requirement or preference for solutions being used by other technical and/or state institutions within South Carolina?

State's Response: No change. There is no requirement or preference for offeror solutions being used by other technical and/or state institutions within South Carolina.

Question 10: Is the College interested in other functionality in any of the following areas? If so, please identify: recruitment event management (e.g. for open houses, info sessions), student success/retention, appointment scheduling, student communities.

State's Response: The college is only seeking the functionality specified in the requirements of the RFP.

Question 11: Regarding section 12.0 of Proposal Contents, the Solicitation requests a sample EULA (or similar document); however, the Bidder's Checklists instructs not to include any standard contract forms. Can the College please clarify the the preferred deliverable for this?

State's Response: No change. If an end user license agreement (EULA) is required, it is to be submitted at the time offerors submit their proposals.

Question 12: Regarding Section VI for Award Criteria, is there a scoring matrix that has been created? If so, can that be shared?

State's Response: No change. Award will be made to the highest ranked, responsive and responsible offeror whose offer is determined to be the most advantageous to the State. Proposals will be evaluated by an Evaluation Panel on the basis of the evaluation criteria listed in the RFP, which are listed in order of importance.

Question 13: Regarding Phase II of the evaluation process, for providers invited to provide demonstrations, is there a requirement that demonstrations be delivered live vs pre-recorded videos?

State's Response: No change. Demonstrations will be conducted live via remote webcast or in person and must follow the format of the Scenario-based Function and Task List (script) that will be provided to invited offerors prior to the Phase II demonstrations

Question 14: When does the College anticipate to finalize a contract with the selected vendor?

State's Response: No change. The college seeks to have an award made by the date specified on the solicitation cover page.

Question 15: When does the College anticipate to 1) begin project implementation and 2) go live with the new CRM?

State's Response: No change. The college seeks to begin the implementation process immediately after award. The expected go live date is before June 30, 2020.

Question 16: Can you please provide the titles of the members of the proposal evaluation team?

State's Response: State's response. The college will not provide the titles of the evaluation team.

Question 17: What is the College's current online application system?

State's Response: No change. The college currently uses CollegeNET for its application process.

Question 18: What functional/operational issues with the current CRM and/or online application is the College seeking to improve with a new system?

State's Response: No change. The college does not have a current CRM for Recruitment. The college is seeking a solution to be able to edit and publish its own online applications as needed.

Question 19: Is there a phasing plan for the project to cover different departments and aspects of the solution? If so, can this please be shared?

State's Response: No change. The college does not have a phasing plan for the project to cover different departments.

Question 20: How is the College currently integrating between the online application and Colleague?

State's Response: No change. Applications are currently downloaded in a manually executed process then imported using an Ellucian Colleague batch process provided by the vendor.

Question 21: What staff and resources does the College have to manage data integration? Is there a preference of the staff to work via API or other approach (e.g. batch file, direct to database)?

State's Response: No change. The college has a department dedicated to technical and programming support of the ERP and related system. The preferred integration method is via APIs or Ellucian Ethos, but other approaches may be considered.

Question 22: Is there a requirement for some implementation meetings to occur on-campus?

State's Response: No change. There is no foreseeable requirement for some implementation meetings to occur on campus.

Question 23: Does the College have a preference between DIY (sic) solutions requiring the College's technical resources to self-implement the solution or solutions that offer managed implementation services?

State's Response: No change. The college is seeking to procure the best solution meeting or exceeding the requirements of the RFP within the allotted budget range.

Question 24: What College staff have been/will be assigned to the project for implementation?

State's Response: No change. The college has a department dedicated to technical and programming support of the ERP and related system. Individual resources that will be assigned to the implementation of the proposed solution will be determined/assigned prior to contract start.

Question 25: What is the College's annual inquiry volume? Please breakdown by departments that would be utilizing the solution.

State's Response: No change. The college's Recruitment Department receives approximately 3,000 inquiries per year.

Question 26: What is the College's annual application volume? Please breakdown by departments utilizing the solution.

State's Response: No change. The college's Admissions Department receives approximately 13,000 applications per year.

Question 27: How many users will utilize the solution across which departments? Please breakdown by 1) admin/power users who may need full system access and/or mass communication access and 2) basic/end users, application reviewers, and faculty who do not need system configuration or mass communication access.

State's Response: No change. The following number of users, categorized by user type, will use the proposed solution:

Admissions – Admin/Power = 3; Basic = 8

Academic Affairs – Admin/Power = 2; Basic = 11

Recruitment – Admin/Power = 3; Basic = 5

IT – Admin/Power = 3; Basic = 0

Question 28: Is there a preference/requirement for solutions that offer unlimited email sending without per-contact/message costs?

State's Response: No change. There is no preference/requirement for solutions that offer unlimited email sending without per-contact/message costs.

Question 29: Is there a preference/requirement for solutions that offer unlimited text messaging without per-contact/message costs?

State's Response: No change. There is no preference/requirement for solutions that offer unlimited text messaging without per-contact/message costs?

Question 30: Has the College seen demos of any potential Recruiting SaaS solutions or related technologies in the last 12 months? If so, which ones?

State's Response: No change. The college has conducted market research prior to issuance of the RFP.

Question 31: Has the College worked or consulted with any vendors and/or external sources in the development of the requirements for this Solicitation? If so, please identify.

State's Response: No change. See Answer No. 30.

Question 32: As the Solicitation does not contain a date/deadline when suppliers will receive responses to questions, we respectfully request the deadline for the Solicitation to one week following the release of any addendum/question responses.

State's Response: No Change. The SUBMIT OFFER BY (Opening Date/Time) remains: 11/18/19 2:00 PM EST

Question 33: Within the Award Criteria section of the Solicitation, it specifies that awards will only be made to one offeror, and therefore, we respectfully request the following amendment to the Solicitation:

AWARD CRITERIA -- PROPOSALS (MODIFIED)

Award will be made to the highest ranked, responsive and responsible offeror whose offer is determined to be the most advantageous to the State. *At the State's discretion, before award is made, the State may consider entering into a separate contract as a Brand Name or Sole Source Contract. The end result would be two separate contracts. *

AWARD TO ONE OFFEROR (MODIFIED)

Award will be made to one Offeror. *At the State's discretion, before award is made, the State may consider entering into a separate contract as a Brand Name or Sole Source Contract. The end result would be two separate contracts. *

State's Response: No change. Award will be based upon the AWARD CRITERIA – PROPOSALS (JAN 2006) and AWARD TO ONE OFFER (JAN 2006) clauses as specified in the solicitation Section VI. Award Criteria.

- End of Amendment 1 -