



SPARTANBURG COMMUNITY COLLEGE

Request for Proposal Amendment - #1

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| Solicitation Number | SCC - 428 |
| Date Issued | 01/28/2019 |
| Procurement Officer | Tami Steed |
| Phone | (864) 592-4671 |
| E-Mail Address | steedt@sccsc.edu |

DESCRIPTION: **EARLY-ALERT RETENTION SYSTEM**

USING GOVERNMENTAL UNIT: **SPARTANBURG COMMUNITY COLLEGE**

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

SUBMIT OFFER BY (Opening Date/Time): **02/05/2019 2:00 p.m.** See "Deadline For Submission of Offer" provision

NUMBER OF COPIES TO BE SUBMITTED: **One (1) Original Copy, (5) Identical Copies (marked "copy") and (1) Redacted Copy (marked "redacted").**

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:

Spartanburg Community College
Attn: Tami Steed
REFERENCE BID #SCC-428
P.O. Box 4386
Spartanburg, SC 29305

PHYSICAL ADDRESS:

Spartanburg Community College
Purchasing Office Ledbetter Bldg Room 238
REFERENCE BID #SCC-428
107 Community College Drive
Spartanburg, SC 29303

See "Submitting Your Offer" provision

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| CONFERENCE TYPE: DATE & TIME: As appropriate, see "Conferences - Pre-Bid/Proposal" & "Site Visit" provisions | LOCATION: |
|--|-----------|

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| AWARD & AMENDMENTS | Award will be posted at the Physical Address stated above on 2/20/2019 . The award, this solicitation, and any amendments will be posted at the following web address: http://www.sccsc.edu/Vendors |
|--------------------|---|

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.

| | |
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| NAME OF OFFEROR <small>(Full legal name of business submitting the offer)</small> | OFFEROR'S TYPE OF ENTITY: <small>(Check one)</small> <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 _____ <small>(See "Signing Your Offer" provision.)</small> |
| AUTHORIZED SIGNATURE <small>(Person signing must be authorized to submit binding offer to enter contract on behalf of Offeror named above.)</small> | |
| TITLE <small>(Business title of person signing above)</small> | |
| PRINTED NAME <small>(Printed name of person signing above)</small> | |
| 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.e.*, a separate corporation, partnership, sole proprietorship, etc.

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| STATE OF INCORPORATION <small>(If offeror is a corporation, identify the state of Incorporation.)</small> |
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| TAXPAYER IDENTIFICATION NO. <small>(See "Taxpayer Identification Number" provision)</small> |
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PAGE TWO

(Return Page Two with Your Offer)

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| 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) |
| | _____ Area Code - Number - Extension Facsimile _____ E- mail Address |

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

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 |
|---------------|----------------------|---------------|----------------------|---------------|----------------------|---------------|----------------------|
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| DISCOUNT FOR PROMPT PAYMENT (See "Discount for Prompt Payment" clause) | 10 Calendar Days (%) | 20 Calendar Days (%) | 30 Calendar Days (%) | _____ Calendar Days (%) |
|--|----------------------|----------------------|----------------------|-------------------------|

PREFERENCES - A NOTICE TO VENDORS (SEP. 2009): On June 16, 2009, the South Carolina General Assembly rewrote the law governing preferences available to in-state vendors, vendors using in-state subcontractors, and vendors selling in-state or US end products. This law appears in Section 11-35-1524 of the South Carolina Code of Laws. A summary of the new preferences is available at www.procurement.sc.gov/preferences.

*****PREFERENCES DO NOT APPLY TO THIS SOLICITATION*****

PREFERENCES - ADDRESS AND PHONE OF IN-STATE OFFICE: Please provide the address and phone number for your in-state office in the space provided below. An in-state office is necessary to claim either the Resident Vendor Preference (11-35-1524(C)(1)(i)&(ii)) or the Resident Contractor Preference (11-35-1524(C)(1)(iii)). Accordingly, you must provide this information to qualify for the preference. An in-state office is not required, but can be beneficial, if you are claiming the Resident Subcontractor Preference (11-35-1524(D)).

*****PREFERENCES DO NOT APPLY TO THIS SOLICITATION*****

Amendment #1
Invitation for Bid # SCC-428

AMENDMENTS TO SOLICITATION (JANUARY 2006) (a) The Solicitation may be amended at any time prior to opening. All actual and prospective Offerors should monitor the following web site for the issuance of Amendments: <https://www.sccsc.edu/purchasing-solicitations/> . (b) Offerors shall acknowledge receipt of any amendment to this solicitation (1) by signing and returning the amendment, (2) by identifying the amendment number and date in the space provided for this purpose on Page Two, (3) by letter, or (4) by submitting a bid that indicates in some way that the bidder received the amendment. (c) If this solicitation is amended, then all terms and conditions which are not modified remain unchanged.

QUESTIONS FROM OFFERORS - AMENDMENT (JUN 2017)

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. [02-2A097-1]

ACKNOWLEDGE RECEIPT OF THIS AMENDMENT

Listed below are the responses to the questions received by the designated date:

- 1.) I would like to review Vision 2020: SCC Strategic Plan. Would you be able to send me a copy?

Response: **I will add the Vision 2020: SCC Strategic Plan to our website under solicitation SCC-428.**

- 2.) Section I, Scope of Solicitation, indicates that the estimated budget for your Early Alert Retention System project is \$150,000 for 3 years. Please clarify whether this estimated budget includes implementation and training costs.

Response: **Yes, it does include implementation and training costs.**

- 3.) Does Spartanburg have any solutions currently in place for analytics, degree planning, or early alert? If so please provide who those solutions are with.

Response: **No, we do not currently have anything in place.**

- 4.) For the submission of the RFP are you wanting the same number of Cost/Business Proposals as you are for the Main Proposal (1 Original, 5 Identical Copies, 1 Redacted)?

Response: **Yes, please provide the same number of copies for the Cost/Business Proposals.**

- 5.) For section 3.2 of the RFP where it says “Offeror must provide all information requested not included in section 3.1 above.” What other information is expected to go here?

Response: We need pages 1, 2, Bidder information references sheet and if you are a nonresident taxpayer form.

- 6.) Regarding question: 9. “There should be a means of tracking student involvement and interest so we can further engage the student.” Can you elaborate on what you mean by tracking student involvement and interest and provide some examples?

Response: Students can self report and we (faculty/advisors) can tag and follow (i.e. PTK, student ambassador, different initiatives). We could use tags to track cohorts, etc. On a dashboard it would be nice to track student grades, attendance, schedule, transcript, demographics, etc.

- 7.) What types of reporting is SCC looking to obtain with the predictive analytics requirement, please elaborate?

Response: Help us determine which students are high risk, low-risk, moderate risk (per class, overall). We could use reports to conduct outreach to certain students and tailor messages to address their needs.

- 8.) Regarding **Page 1, Section: Offeror Response Table, Title: N/A, Specific Clause(s):** “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.”

We wanted to clarify if, by signing this document, we are acknowledging that we do not take any exceptions to the terms herein?

Response: Yes, please refer to Section II. A. Instructions To Offerors – General Instructions Page 8 Responsiveness/Improper Offers clause, subsection (c) “Offers which impose conditions that modify material requirements of the Solicitation may be rejected.”

- 9.) Regarding **Page 25, Section: Section VII – Terms and Conditions – B. Special, Title: “Default”, Specific Clause(s):** “The state may terminate this contract, or any part hereof, for cause in the event of any default by the contractor, or if the contractor fails to comply with any material contract terms and conditions, or fails to provide the state, upon request, with adequate assurances of future performance.”

We would like to request some additional clarifications around this section. It seems that “default” is being contemplated separately from “...fails to comply with any material contract terms...” because of the “or” between them. We would see any default as a material breach. Could you explain further what “default” is referenced here that wouldn’t constitute a material breach? Could you also provide examples of what you would be seeking under “adequate assurances of future performance” as it pertains to a SaaS product?

Response: These sections you are referring to our part of our Boiling plates clauses from the state of SC. Two examples of failure to perform would be if your system is down and not available and not accessible. Or your Support Services is not available when the College tries to notified the company.

- 10.) Regarding **Page 30, Section: Section VII – Terms and Conditions – B. Special, Title: “Price Adjustments”, Specific Clause(s): sub-section 2,** “Submission of Price or Cost Data. Upon request of

the Procurement Officer, the contractor shall provide reasonably available factual information to substantiate that the price or cost offered, for any price adjustments is reasonable, consistent with the provisions of Section 11-35-1830.”

We wanted to clarify if this sub-section refers exclusively to any price adjustments we would seek during our agreement as opposed to those presented at the time of next renewal?

Response: **Total price will be agreed upon for the entire 3 year period by both parties before a PO is issued. Only price adjustments will be allowed is if a change order is issued by SCC.**

11.) Regarding **Page 31, Section: Section VII – Terms and Conditions – B. Special, Title: “Term of Contract – Effective Date/Initial Contract Period”, Specific Clause(s): Entire section.**

We would like to request that this section be removed. We would prefer the parties mutually select a start date for the Agreement if we are the awarded bidder. Additionally, we would like the opportunity to offer agreements that would have an initial term that exceeds one year. Would this be permissible?

Response: **No, we cannot remove this section. But we can have a start date that can be adjusted if mutually agreed upon.**

12.) Regarding **Page 31, Section: Section VII – Terms and Conditions – B. Special, Title: “Term of Contract – Option to Renew (Modified)”, Specific Clause(s): Entire section.**

We would like to request that this section be removed. We would prefer the contract be for a set initial term and there isn't any automatic renewal of the agreement. Would this be permissible?

Response: **No**

13.) Can SCC clarify the budget estimate identified in I. Scope of Solicitation on page 3 of the RFP? Is the budget \$150,000 total for the three years of the potential contract, or \$150,000 per year?

Response: **\$150,000 total for the three years.**

14.) In the Technical/Functional Requirements section on page 12 of the RFP. Question 10 states - “Shall provide mechanism for bulk notification.” Can SCC clarify what method(s) of bulk notification they would like the solution to perform (i.e. text, email, other) and who the intended recipient of these bulk notifications is/are?

Response: **Bulk emails would be great and texting would be helpful. Recipients would potentially be students meeting specific criteria (to be defined) or staff/faculty filling specific roles.**

15.) *Describe how SCC measures success. What metrics is SCC looking to impact with this partnership?*

Response: **Success is tied in with retention and completion. We wish to increase successful course completion, fall to spring retention, fall to fall retention, and graduation rates. Ideally we would like to reduce the time to completion for graduates.**

16.) Did SCC evaluate solutions that could meet its requirements through vendor demonstrations leading up to the RFP release? If so, what types and names of solutions and vendors were evaluated?

Response: **The Procurement Department was not aware of any vendor demonstrations. We have not had any recent vendor demos.**

17.) What strategic challenges is SCC looking to address through this RFP? Are there specific goals SCC is looking to achieve? And in what time period?

Response: *Strategic Challenges to address- need an early-alert system to help with communicating with students to promote outreach and reduce attrition. We would like the program in be in place and operational by 2019FA. We would like to see ROI as soon as a year after implementation. We would also like to have the ability to track/communicate with students though the use of tagging.*

18.)What are some challenges unique to SCC that you think proposing vendors should be aware of as they compose their responses?

Response: *We use both staff and faculty advisors. We have 5 campuses so sometimes a student's advisor is not on the same campus which complicates communication.*

19.)Does SCC want/expect the solution on to have an integrated and native mobile app to support student connection?

Response: *Mobile app- not a bad idea, but not a must have.*

20.)From SCC's "Vision 2020: SCC Strategic Plan" one of the goals listed is "2.4 - Increase student retention to meet target set by EC." Can SCC share the retention target set by EC mentioned in its strategic plan?"

Response: *Our actual retention rate for fall16-17 was 61.54%, for full time students, our fall 16-17 rate for part time students was 36.32%. We would like to move both numbers by several % points. In particular Part time retention has been trending in the wrong direction.*

21.)Section III. SCOPE OF WORK / SPECIFICATIONS, Functional Requirements, Item 9: "There should be a means of tracking student involvement and interest so we can further engage the student.:

Question: Please clarify what is meant by "student involvement and interest."

Response: *Tagging – to help us track different groups of students (PTK, honors college, etc.). Also, access to a dashboard that provides access to student demographics, grades, academic records, etc.*

22.) **Section III. SCOPE OF WORK / SPECIFICATIONS, Current Technical Environment:**

Question: Please describe how Spartanburg accesses D2L data.

Response: *Students and Instructors login directly to D2L Brightspace using there SCC account. Also, they may login to D2L Brightspace through the SCC Portal. Many of our on-campus courses/Instructors use D2L to collect coursework, conduct student assessments, and provide a course gradebook. We are currently on version 10.8.9 hosted by D2L Brightspace.*

23.) Does Spartanburg have access to Brightspace API?

Response: *Yes, SCC recently purchased the Brightspace API in order to better interface with Ellucian but we have not set it up yet. This will be done in 2019 as well.*

24.)Please provide the number of users needed for your Early Alert Retention System, based upon your:

Provost
VP, director of retention/student success
VP, director of student services/student affairs
VP, director of academic advising

Response: 124 Full-time Faculty

In Fall we peaked at 128 Adjunct

We currently have 122 advisors (faculty/staff) assigned to students

We have 166 faculty/staff assigned with advisor rights to Self-Service's Student Planning module.

25.) The checklist states that we should not include any copies of our current agreements, yet Proposal Contents 10.0 (pg.16) requests a user agreement. We want to make sure providing a copy of one would not violate the 1st checkpoint.

Response: It will not violate the 1st checkpoint since we are asking for a user agreement.

26.)