

Horry-Georgetown Technical College REQUEST FOR QUALIFICATIONS (RFQ)	Solicitation: RFQUAL0010-22 Date Issued: 02/22/2022 Procurement Officer: Dianna Cecala Phone: 843-349-5207 E-Mail Address: Dianna.cecala@hgtc.edu Mailing Address: 2050 Hwy, 501 E., Conway, SC 29526
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DESCRIPTION: **Comprehensive Scheduling System for Higher Education**

Mail you response to: 2050 Hwy. 501 E., Conway, SC 29526 ATTN: Procurement Office

SUBMIT RFQ RESPONSE BY (Opening Date/Time): **03/17/2022 at 4:00 p.m. EST** (See "Deadline For Submission Of Offer" provision)

QUESTIONS MUST BE RECEIVED BY: **03/07/2020 at 2:00PM EST** (See "Questions From Offerors" provision)

NUMBER OF COPIES TO BE SUBMITTED: **Submit one (1) paper copy and 1 USB drive (NOT password protected and must be searchable) to the above mailing address no later than the "submit offer by" date and time.**

CONFERENCE TYPE: Request for Qualifications meeting DATE & TIME: March 3, 2022 at 10:00 a.m. EST <small>(As appropriate, see "Conferences - Pre-Bid/Proposal" & "Site Visit" provisions)</small>	LOCATION: VIA Microsoft Teams Meeting Microsoft Teams meeting Join on your computer or mobile app Click here to join the meeting <hr style="width: 20%; margin: 0 auto;"/> Or call in (audio only) +1 864-448-0928,,902617287# United States, Greenville Phone Conference ID: 902 617 287# Find a local number Reset PIN
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You must submit a signed copy of this form with Your Offer. By signing, you agree to be bound by the terms of the Solicitation. You agree to hold Your Offer open for a minimum of sixty (60) calendar days after the Opening Date. (See "Signing Your Offer" provision.)

NAME OF OFFEROR <small>(full legal name of business submitting the offer)</small>	Any award issued will be issued to, and the contract will be formed with, the entity identified as the Offeror. 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.
AUTHORIZED SIGNATURE <small>(Person must be authorized to submit binding offer to contract on behalf of Offeror.)</small>	DATE SIGNED
TITLE <small>(business title of person signing above)</small>	STATE VENDOR NO. <small>(Register to Obtain S.C. Vendor No. at www.procurement.sc.gov)</small>
PRINTED NAME <small>(printed name of person signing above)</small>	STATE OF INCORPORATION <small>(If you are a corporation, identify the state of incorporation.)</small>

OFFEROR'S TYPE OF ENTITY: (Check one) (See "Signing Your Offer" provision.)

Sole Proprietorship Partnership Other _____

Corporate entity (not tax-exempt) Corporation (tax-exempt) Government entity (federal, state, or local)

PAGE TWO

(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)
	_____ 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

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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PREFERENCES - A NOTICE TO VENDORS (SEP. 2009): References do not apply

PREFERENCES - ADDRESS AND PHONE OF IN-STATE OFFICE: References do not apply

___ In-State Office Address same as Home Office Address ___ In-State Office Address same as Notice Address **(check only one)**

TABLE OF CONTENTS

SCHEDULE OF KEY DATES.....

PART 1 GENERAL INSTRUCTIONS AND PROCUREMENT PROCESS.....

PART 2 INTRODUCTION.....

PART 3 BACKGROUND.....

PART 4 DESCRIPTION OF THE SCOPE OF WORK TO BE SOLICITED BY THE RFP.....

PART 5 INFORMATION TO BE SUBMITTED.....

PART 6 EVALUATION PROCESS.....

REQUEST FOR QUALIFICATIONS

REQUEST FOR QUALIFICATIONS TO PROVIDE A NEW BENEFITS ADMINISTRATION SYSTEM

SCHEDULE OF KEY DATES

All dates subject to change

Distribution of the Request for Qualifications	02/22/2022
RFQ Pre-Submittal Meeting (10:00 a.m. EST)	03/03/2022
Deadline for Submission of Questions (by 2:00 pm EST)	03/7/2022
Deadline for Submittal of Qualifications (4:00 p.m. EST)	03/17/2022
Short-Listing Notification/Posting (tentative)	03/23/2022
In-House Presentations (if necessary)	Week of 3/28/2022
Distribution of Final Request for Proposal (RFP/IFB) (tentative)	Week of 4/11/2022

PART I

GENERAL INSTRUCTIONS AND PROCUREMENT PROCESS

1.1 Horry-Georgetown Technical College (HGTC) will use a two-phase procurement process to select a Offeror to provide a Comprehensive Scheduling System for Higher Education. This RFQ is the first phase in the process to solicit information that a selection committee from HGTC will evaluate to determine which prospective Offeror(s) will continue on to the second phase; the Request for Proposal (RFP) or Invitation for Bid (IFB).

1.2 By submission of a response to this RFQ solicitation you are applying for consideration to participate in the competition for an award under the subsequently issued RFP/IFB for the Scope of Work described herein. This RFQ does not commit HGTC to an RFP, to pay any cost incurred in the preparation of prospective offeror's responses, or to procure or contract for services described herein. HGTC reserves the right to accept or reject any prospective offeror's qualifications or the subsequent RFP/IFB if it is in the best interest of the State to do so.

1.3 A selection committee has been established by HGTC to review the RFQ responses. Selection will be based upon the scoring of the evaluation panel. In accordance with Section 11-35-1530, South Carolina Consolidated Procurement Code, prospective offerors will be ranked from most qualified to least qualified on the basis of their qualifications, experience, and ability to perform. Offers will then be solicited from at least the top two (2) qualified prospective offerors by means of a RFP or IFB. The determination regarding how many proposals to short list is not subject to review or protest.

1.4 Prospective offerors are to include in their response all information as requested herein. Prospective offerors are to submit only that information which is specifically addressed in the RFQ and respond in the format specified. **DO NOT SUBMIT ANY PRICES AT THIS TIME.**

1.5 The RFQ must be made in the official name of the firm or individual under which business is conducted (showing official business address) and must be signed in ink by a person duly authorized to legally bind the person, partnership, company, or corporation submitting the RFQ.

1.6 Amendments to the Request for Qualifications: (a) The Request for Qualifications may be amended at any time prior to opening. All amendments to this Request for Qualifications shall be in writing from the HGTC. HGTC shall not be legally bound by any amendment which is not in writing. Prospective offerors should monitor the following web site for the issuance of amendments: www.hgtc.edu/purchasing. b) Prospective offerors shall acknowledge receipt of any amendment to this Request for Qualifications (1) by signing and returning the amendment, (2) by acknowledging receipt in the prospective offerors' response, or (3) by submitting a response that indicates in some way that the prospective offeror received the amendment.

1.7 Questions from prospective offerors: (a) Any prospective offeror desiring an explanation or interpretation of the Request for Qualifications must request it in writing to Dianna.cecala@hgtc.edu. Oral explanations or instructions will not be binding. Any information given a prospective offeror concerning the Request for Qualifications will be furnished promptly to all other prospective offerors as an Amendment

to the Request for Qualifications, if that information is necessary for submitting a response or if the lack of it would be prejudicial to other prospective offerors. We will not identify you in our response to your question. (b) HGTC seeks to permit maximum practicable competition. Prospective offerors are urged to advise the Procurement Officer as soon as possible regarding any aspect of this procurement, including any aspect of the Request for Qualifications that unnecessarily or inappropriately limits full and open competition.

1.8 Submission of questions: Any questions, comments, requests for information or clarifications regarding the Request for Qualifications must be submitted in writing and received no later than **2:00 PM EST, March 7, 2022**. After this date, no further questions, comments, requests for information, or clarifications regarding the Request for Qualifications may be addressed.

Any written questions, requests for information or request for clarifications received, will be responded to in the form of a written amendment to the Request for Qualifications. The amendment will also be posted at the following web address: www.hgtc.edu/purchasing.

All questions, comments, requests for information or clarifications regarding the Request for Qualifications should be submitted as indicated below. All questions, comments, requests for information, or clarifications should, to the highest degree possible, cite the specific Request for Qualifications section and paragraph number(s) to which the question refers. All questions, comments, requests for information, or clarifications regarding this Request for Qualifications should include the identity of the sender, firm name, mailing address, telephone number, and e-mail address. Email is the preferred method for submitting questions. Label the subject line of your email: "Questions: RFQUAL0010-22 Request for Qualifications Comprehensive Scheduling System for Higher Education". Submit questions in an easily copied format such as MS Word. **Please do not insert your questions into tables.**

1.9 Rejection/cancellation: HGTC reserves the right to accept or reject any and all responses and/or discontinue the selection process at any time prior to contract execution.

1.10 Submitting your response: (a) All copies of your response, and any other documents required to be submitted with the response should be enclosed in a sealed, opaque envelope or package - (1) Addressed to the office specified on the Cover Page; and (2) Showing the Request for Qualifications number, and the name and address of the prospective offeror. (b) Prospective offerors using commercial carrier services shall ensure that the response is addressed and marked on the outermost envelope or wrapper as prescribed in paragraphs (a)(1) and (2) when delivered to the office specified on the Cover Page. **(e) Facsimile or e-mail responses will not be considered.**

1.11 Submitting confidential information: For every document prospective offeror submits in response to or with regard to this Request for Qualifications, prospective offeror must separately mark with the word "CONFIDENTIAL" every page, or portion thereof, that prospective offeror contends contains information that is exempt from public disclosure because it is either (a) a trade secret as defined in Section 30-4-40(a)(l), or (b) privileged and confidential, as that phrase is used in Section 11-35-410. For every document prospective offeror submits in response to or with regard to this Request for Qualifications, prospective offeror must separately mark with the words "TRADE SECRET" every page, or portion thereof, that

prospective offeror contends contains a trade secret as that term is defined by Section 39-8-20 of the Trade Secrets Act. For every document prospective offerors submit in response to or with regard to this Request for Qualifications, prospective offerors must separately mark with the word "PROTECTED" every page, or portion thereof, that prospective offeror contends is protected by Section 11-35-1810. All markings must be conspicuous; use color, bold, underlining, or some other method in order to conspicuously distinguish the mark from the other text. Do not mark your entire response as confidential, trade secret, or protected. In determining whether to release documents, the State will detrimentally rely on prospective offerors' marking of documents, as required by these instructions, as being either "CONFIDENTIAL" or "TRADE SECRET" or "PROTECTED". By submitting a response, prospective offeror agrees to defend, indemnify and hold harmless the State of South Carolina, its agencies, officers and employees, from every claim, demand, loss, expense, cost, damage or injury, including attorney's fees, arising out of or resulting from withholding information by the State of South Carolina or any of its agencies, that prospective offeror marked as "CONFIDENTIAL" or "TRADE SECRET" or "PROTECTED". (All references to S.C. Code of Laws.)

1.12 Deadline for submission of your response: HGTC will receive responses until the opening date shown on the cover page. It is the prospective offerors' sole responsibility to ensure the HGTC receives their response. Prospective offerors, when mailing the hard copy of your response please allow a sufficient mail delivery period to ensure timely receipt of your response by the HGTC. Any response received after the date/time set for submittal shall be rejected.

1.13 Debriefing meetings: If a prospective offeror not short-listed would like to schedule a debriefing, prospective offeror will have five (5) business days from the date the short-listing notification is issued/posted. Only written requests (emails are acceptable) for a debriefing will be scheduled. Failure to request a debriefing within the five (5) business day period waives the opportunity for a debriefing. Prospective offerors may request return of their responses within thirty (30) calendar days after the date of short-list notification/posting. All cost of returns will be paid by the prospective offeror. Thirty (30) calendar days after the short-list notification/posting all materials submitted by prospective offerors not short-listed may be destroyed.

PART 2

BACKGROUND

Horry-Georgetown Technical College (HGTC) is a two-year community/technical college that offers more than 70 associate degree, diploma, and certificate programs for students who are either seeking quick entry into the workforce or desiring to transfer to a senior institution to pursue a bachelor's degree.

Founded in 1966, the College has three locations in the northeastern region of South Carolina: Georgetown, Conway, and the Grand Strand (Myrtle Beach).

Approximately 7,800 students annually enroll in HGTC's regular curriculum programs, while over 2,200 people participate in Workforce Development courses.

HGTC has approximately 168 full time faculty and over 146 part-time faculty.

PART 3

DESCRIPTION OF THE SCOPE OF WORK TO BE SOLICITED BY THE RFP or IFB

3.1 HGTC plans to implement a comprehensive scheduling system consisting of academic courses, events, facilities, resources, and locations. The system will assist the college in supporting appropriate classroom scheduling based on needs to students, facility space, location and modality of courses, and allocated faculty and resources. Features should include at a minimum, academic courses, continuing education courses, events, and conference scheduling.

Optimizing the best schedule for our students, as well as the optimization of space such as classrooms and labs, as well as faculty and resources are a high priority. The ability to generate analytics are important. The system must be compatible with our other systems at the college, including Banner and Register/Dig Arc and services should not overlap. The selected vendor must meet all state and federal compliance and regulations. The vendor must have the staff to help implement and support the college system after the initial set up.

The system should have the ability to provide many features including one scheduling option within the system, the ability to categorize and filter on characteristics such as credit/non-credit, FT/PT, preference of hours for class/location/program/modality, be user friendly, have the ability to predict students who will take classes in the upcoming term which location and time, and why, distinguish a course need from a want, identify critical courses that must be offered for students to graduate, identify type of modality of class that is needed, instructional capacity/infrastructure and technology in the class, have the ability to track student progression, uses current time to completion data and intervention opportunities, have the ability to determine KPIs for tracking and success measurements, ability to utilize pre and co-req rules within the program, etc. Analytics should be able to allow planning for a full year of scheduling, increase financial health of college by reducing low enrollment classes and effectively utilize resources, including facilities.

CURRENT SCHEDULING PRACTICES

3.2 Course Scheduling:

The College currently schedules courses and events in Banner. The schedule is manually entered each semester based on the schedules provided by academic leadership. The Office of Institutional Support is responsible for building the schedule each semester, courses are not rolled from semester to semester. With that said, academic leadership is provided a copy of the previous year's schedule, to include cancelled courses, enrollment, maximum capacity, and reserved seats, to use as a guide and provide trend data. At the time the semester's schedule is created general courses are not assigned a classroom, however, those courses needing a specific room or type of room are assigned a room. For example, most English and math courses are not assigned rooms, whereas, specific lab courses such as welding, microbiology, engineering, cybersecurity are assigned a specific room. Once all courses are entered into the system and academic leadership approves, a specific admin assistant at each campus will assign rooms to those courses without one prior to the start of registration. Rooms are assigned based on enrollment maximum, not number of enrolled students.

3.3 Event Scheduling:

In addition to course scheduling, the College has a significant number of events/activities it schedules throughout the semester. Scheduling events can be done by numerous individuals at the College.

It should be noted, currently the College has rules for priority over scheduling a course or event for a particular room. Thus, when trying to schedule courses for the semester if an event is already booked the room does not show as available for the semester. If the room is needed for a course, the event must be located within the system and room assignment changed. Admins then email the event organizer to notify them of the change.

3.4 Room Attributes:

The Office of Institutional Support maintains College facility information within the Banner system to include room attributes. Room attributes, to include seat capacity and technology, are assigned within SLARDEF.

3.5 Student Course Scheduling:

The College has utilized software application for assisting student with course scheduling for the past several years and has recently changed to REGISTER by DigARC.

PART 4

INFORMATION TO BE SUBMITTED

4.1 All prospective offerors that intend to participate in this process must submit information requested by this RFQ including their qualifications, experience, and ability to perform the requirements of the contract. **It is not the intention of HGTC to receive specific recommendations or a prospective offeror's approach as part of this RFQ.**

Prospective offerors shall be held responsible for the validity of all information supplied in its response. Prospective offerors are advised that HGTC reserves the right to conduct an independent investigation of any information, including prior experience, identified in the responses. Should subsequent investigation disclose that the facts and conditions were not as stated, the offeror's proposal may be rejected or contract terminated for default if after award, in addition to any other remedy available under the contract or by law.

Responses will be accepted only from the entity that would be implementing and deploying the new system. Prospective offerors shall submit mailed copies as follows:

- a. One (1) original, hard copy in sealed envelope marked with the RFQ name and number on outside of envelope.
- b. One (1) original marked "original" USB flash drives containing a copy of the prospective offeror's response (in **SEARCHABLE**) MS Word, MS Excel and/or PDF format where appropriate).
- c. One (1) USB flash drive labeled "original redacted" containing a redacted version of your response.

Prospective offerors should submit the following information for purposes of evaluation. HGTC requires a detailed written submission where applicable so that the selection committee can make an accurate comparison of all responses received. Please be detailed in your responses. Restate each of the items below and provide your response to that item immediately thereafter. The response should include the following sections and should be presented in the listed order.

4.1 SYSTEM REQUIREMENTS

- a. The following items must be answered.

Please answer the following (1 thru 5) as a narrative response:

1. Describe your licensing structure.
2. If you currently have South Carolina state clients that use your software application, for the purposes described here, please provide a list of the state agencies and a valid name and contact information.
3. Provide your companies top three (3) projects that are comparable to this project, where associated staff are still with your firm. Order them beginning with the most relevant as number 1. Please include the rank, name of organization, short description, size, and scope of the project.
4. Please provide an **estimated timeline** for implementing the solution, from award notice until a go live meeting. Provide a breakdown by major phases of the project. This includes but is not limited by the following: configuration, data transformation & migration, development stages, pilot implementation, training, testing, production implementation, support, post mortem analysis.
5. Please specify the information you require in order to provide an **accurate timeline** of the above.

4.2 PROSPECTIVE OFFEROR'S QUALIFICATIONS AND EXPERIENCE

Provide a narrative designed to demonstrate to the selection committee your company's qualifications, and advantages to HGTC in selecting your company to implement and deploy your scheduling system. The narrative should include the company's experience, business expertise and success in implementing. Include any information you wish HGTC to consider about your company's qualifications and experience.

- a. Provide a summary of your company and its history in 300 words or less. Additionally, provide your company's principal business, ownership, how long your company has been in the business of providing software solutions in the government space and aging services space, number of offices and locations, including the location of the office that would serve as primary contact during this project.
- b. How many employees does your company have?
 - In the United States?

4.3 PROSPECTIVE OFFEROR'S ABILITY TO PERFORM

- a. Provide information reflecting your company's current financial position. Include a copy of your company's audited financial statements for the last three (3) years.
- b. Outline and describe the nature of any business relationships, partnerships, or co-ownership partnerships currently in place. Describe any ongoing responsibilities (financial, strategic, or otherwise) currently in place or that are a result of these relationships. Describe any recent (within the last 3 years) or pending mergers, acquisitions, or re-organizations that have been or may be encountered by your company in the next 12 to 36 months and the anticipated impact of such events on your company.
- c. Provide specific detailed information regarding any and all situations where your company has defaulted on a contract. Provide specific detailed information regarding any and all situations where a contract has been canceled or in which a contract was not renewed due to alleged fault on the part of your company.
- d. In the last three (3) years has your company had a project or contract terminated prior to successful conclusion or implementation? If so, please describe the circumstances. Provide a list of any contracts that were terminated for convenience prior to the original contract end date and the reason for termination.
- e. For any similar project completed within the last three (3) years, indicate any time where your company caused the delivery schedule to increase by more than 20% from the original schedule over

the life of the project. Describe the situation, circumstances, variances, and other relevant information to explain the reason(s) for the variance.

f. Describe your company's ability to finance additional costs that would be incurred by your company in the event your company is awarded a contract resulting from the RFP. State the amount your company would need to borrow and provide documentation from the company's lender stating its willingness to lend such amount to the company.

g. Provide specific detailed information regarding any legal action(s), including currently pending actions against your company in the past seven (7) years.

h. Provide specific detailed information regarding whether your company has been subject to any sanctions or enforcement action related to legal or regulatory issues including but not limited to privacy compliance, HIPPA compliance, civil or criminal sanctions, or enforcement actions.

i. Have you had any instance of a data breach or data loss? If yes, please describe the nature of the breach/loss and the manner in which the breach/loss was rectified.

4.4 SPECIFIC REQUIREMENTS:

This contractor must provide solutions for all services and technical specifications listed below.

GENERAL NEEDS

- The scheduler solution must allow for an integrated data system between course schedules, academic and continuing education, as well as, college events and activities.
- The solution must have predictive capabilities to provide recommendations for optimizing course schedules based on analysis of student course demand trends.
- Must be able to identify courses as critical need based on high-demand, graduation requirements, modality, etc.
- Must provide solution for optimal space utilization for general use classrooms and program specific labs.
- Have the ability to auto-assign courses to rooms based on curriculum needs, enrollment size, instructor preference.
- Must provide solution for event management and scheduling.
- Provide data to facilitate administration with optimizing faculty schedules.
- Analyze course schedules across disciplines to ensure program specific and general education courses do not conflict and allow for multiple options available for students.
- Solution must enforce current institutional rules, to include pre-req/co-req.

- Must have manageable workflow, to include review and approval process for academic leadership team.
- Provides options for calendar solutions, to include optimal final exam schedule.
- Must provide data to assist College administration in determining current and future facility needs match course requirements for space and/or technology.
- Must allow for College to brand any information or platform viewed to college personnel and/or publicly.

INTEGRATIONS

- Solution may extract directory information only.
- Software must be able to integrate with the CAS - Ethos login system.
- Software must have real time integration with the College's current version of Ellucian Banner system and provide real time, up to the minute data.
- The software program must be able to incorporate data extracts from REGISTER | DigARC software.
- Current Systems at HGTC:
 - Banner Student – 9.3.15.2.1
 - Banner General – 9.3.14.0.4
 - Oracle – 12.1.0.2
 - ARGOS – 6.4

ACCESSIBILITY

The contractor must address the following technical requirements:

- The System must be accessible using all the major browsers (i.e., Edge, Internet Explorer, Firefox, Safari and Chrome).
- System must be accessible using mobile devices.
- The System must meet Section 508 standards for accessibility to users with disabilities.

EVALUATION PROCESS

A selection committee has been established by HGTC to review the RFQ responses. Selections will be based upon the scoring of the evaluation panel. In accordance with Section 11-35-1530, South Carolina Consolidated Procurement Code, prospective offerors will be ranked from most qualified to least qualified on the basis of their qualifications, experience, and ability to perform. Offers will then be solicited from at least the top two (2) qualified prospective offerors by means of a RFP or IFB. All submittals will be considered. The determination regarding how many proposals to short list is not subject to review or protest.