



Amendment One

Solicitation: RFP0051-24
 Date Issued: 11/13/2024
 Procurement Officer: Dianna Cecala
 Phone: 843-349-5207
 E-Mail Address: dianna.cecala@hgtc.edu

DESCRIPTION: **Faculty, Staff and Student Course Scheduling Software System**
 USING GOVERNMENTAL UNIT: **Horry Georgetown Technical College**

SUBMIT YOUR SEALED PROPOSAL TO EITHER OF THE FOLLOWING ADDRESSES:

MAILING ADDRESS: Procurement Office Horry Georgetown Technical College PO Box 261966 Conway, SC 29528-6066	PHYSICAL ADDRESS: Procurement Office Horry Georgetown Technical College 2050 Hwy 501 E, Bldg 100, Room 122 Conway, SC 29526
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SUBMIT OFFER BY (Opening Date/Time): 11/19/2024 at 2:00 pm (See "Deadline For Submission Of Offer" provision)

QUESTIONS MUST BE RECEIVED BY: 11/07/2024 at 5:00 pm Send Questions to Dianna.cecala@hgtc.edu

NUMBER OF COPIES TO SUBMIT: (6) **Six** hard copies / No electronic copies will be accepted.

CONFERENCE TYPE Via Microsoft Teams DATE & TIME: 10/31/2024 at 2:00 p.m. <small>(As appropriate, see "Conferences - Pre-Bid/Proposal" & "Site Visit" provisions)</small>	LOCATION: Not Applicable
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AWARD & AMENDMENTS	Award will be posted on TBD date . The award, this solicitation, any amendments, and any related notices will be posted at the following web address: http://www.hgtc.edu/purchasing .
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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 thirty (30) 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): 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. ***ALL THE PREFERENCES MUST BE CLAIMED AND ARE APPLIED BY LINE ITEM, REGARDLESS OF WHETHER AWARD IS MADE BY ITEM OR LOT. VENDORS ARE CAUTIONED TO CAREFULLY REVIEW THE STATUTE BEFORE CLAIMING ANY PREFERENCES. THE REQUIREMENTS TO QUALIFY HAVE CHANGED. IF YOU REQUEST A PREFERENCE, YOU ARE CERTIFYING THAT YOUR OFFER QUALIFIES FOR THE PREFERENCE YOU'VE CLAIMED. IMPROPERLY REQUESTING A PREFERENCE CAN HAVE SERIOUS CONSEQUENCES.*** [11-35-1524(E)(4)&(6)] **PREFERENCES DO NOT APPLY**

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**

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

AMENDMENTS TO SOLICITATION (JAN 2004) (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.hgtc.edu/purchasing> (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. [02-2A005-1]

Vendor Questions and Answers:

In response to the Q&A period for RFP051-24 Faculty, Staff, and Student Course Scheduling software System:

- ***Has HGTC identified a budget for this initiative, and if so, is it possible to share? Is there a price above which proposals would not be accepted? We have not set a budget and currently there is no limit. We do expect your best and final offer at the time of submission.***
- ***Are you willing to accept an electronic signature in lieu of a wet ink signature on all forms? Yes, the state will allow us to accept electronic signatures.***
- ***Are you willing to accept an electronic submission in lieu of the hard copies? If not, will HGTC accept responses on a USB shipped to your location (no hard copy provided) to reduce the public locations respondents are required to visit in order to submit a response? As stated in the solicitation, HGTC will only accept hard copies of the proposals. We will not be responsible for making copies to pass out to the selection committee. This is fair for all vendors.***
- ***As a private company, we require an NDA before we can provide a copy of our audited financial statements, per HGTC's request in Section V. Qualifications. Thus, would a D&B Report suffice for this requirement to assist HGTC in assessing our firm's financial health? If not, is HGTC willing to sign an NDA prior to the RFP submission deadline so that we may provide our audited financial statements in a protected manner? We will accept your D & B report for evaluation purposes.***
- ***During the pre-bid call, we thought we heard that the redacted copy should be hard copy, but may have misheard. Please clarify, should bidders submit the redacted version of our offer using electronic media or a printed hard copy? If electronic media, please clarify if bidders can provide a PDF version on a USB drive along with the printed hard copies of the Technical Proposal? Please submit all documents as a hard copy. We do not allow for online or electronic submissions.***
- ***To better understand the college's current technical environment and processes and your desired future state, please specify if there are any requirements of the RFP that are not in use with the college's current tool/contract and what, if anything, the college looks to replace or enhance with the purchase resulting from this RFP? Page 17 of the solicitation lists our requirements as well as our optional. Please provide pricing for the "required specs" and address the "optional specs" as to whether you provide them or not. In this section, you can also list any other options your product might have.***

Category	Questions	Response from HTGC
Data Migration Requirements	What is the expected scope and volume of data to be migrated from the existing system to new course scheduler system? Are there specific data formats or structures we need to account for during migration?	We are not sure at this time.
Integration Scope	Are there any specific API endpoints or additional data fields from Ellucian Banner and Degree Works that the scheduling solution needs to interact with? Should the integration handle any special data transformations?	Yes, there are specific API endpoints and data fields from both Ellucian Banner and Degree Works. The Ellucian Ethos integration API and data models should be used. - As far as handling any special data transformation, I do not believe there would be any need for the integration to handle any special data transformations. What are some examples of special data transformations that you have worked with before?
Training Preferences	Does the institution prefer on-site training sessions, virtual sessions, or a mix of both? Additionally, are there any specific user groups (e.g., administrators, faculty, advisors) requiring tailored training sessions?	I believe a combination of both would be ideal. More so like Train the Trainer and then it is distributed among departments who utilize it. Only difference requiring tailored training would be to see if the admin view vs. the student view is different.
User count/growth	Could you provide an estimated count of total users, broken down by user type (e.g., students, faculty, administrators)? How much is the anticipated growth in user count YOY for the next 5 years ?	1100 potential users total
Compliance and Security Requirements	Beyond FERPA and Section 508, are there additional compliance or security protocols and requirements mandated by the institution, such as state-specific regulations or GDPR?	We have international students, so compliance with the GDPR is necessary. Please provide Higher Education Community Vendor Assessment Toolkit (HECVAT) if possible.
Service Level Agreement (SLA)	Are there specific SLA requirements for uptime, support response times, and issue resolution that the institution requires? This will help in detailing support costs and structure.	For uptime we would require at least a 99.9% uptime. The selected contractor must have professionally trained staff that has 24 hour/7 days a week availability to assist with technical issues, maintenance, upgrades and support with no disruption on the system. Unlimited phone support. Experienced support staff to resolve issues within 24 hours.

Cloud Hosting Preferences	Does the institution prefer cloud-based hosting, on-premises, or a hybrid solution for new course scheduler system? If cloud-based, does the institution have preferred providers or regions for data hosting?	We require cloud-based hosting.
	Do you have a preferred cloud hosting platform like GCP, AWS etc ?	We have no preference on cloud-based hosting platforms as long as they are in the US.
Predictive Analytics	What specific outcomes does the institution hope to achieve through predictive analytics? Are there key data points or success metrics (e.g., course demand prediction, student risk flagging) that should be emphasized?	Course Demand features and predictive analysis would be interesting to see and probably helpful for planning future course offerings.
Reporting Requirements	Are there any specific reporting formats, templates, or data visualization needs that administrators or advisors frequently use? Should reports be customizable by user role?	Being able to see metrics on if the program is utilized by students vs. Staff/Faculty.
Ongoing Support Needs	Does the institution require a fixed number of support hours per month, or would support be utilized on an as-needed basis? Additionally, is there a preference for email, phone, or live chat support?	As needed basis. No preference.
Project Timeline	Are there any fixed deadlines or critical milestones the institution expects to meet (e.g., launch by a particular academic term)? This information will help in refining the project timeline.	Our current contract will expire on 12/31/2024. We hope to have a new contract in place in time to begin use in January.
Risk Tolerance and Mitigation	Are there any risk factors specific to the institution (e.g., institutional dependencies, technical constraints) that the proposal should consider? How involved would the institution like to be in risk management discussions?	Not that we are aware of.
Acceptance Criteria	What specific criteria will the institution use to evaluate whether the scheduling solution meets their requirements post-deployment? Are there specific metrics or outcomes that must be demonstrated?	Refer to Section VI. page 26 - Award Criteria of the solicitation.
Budget Constraints	Could you provide guidance on any budget constraints or caps, especially regarding optional services or premium features, that should be considered to keep the proposal aligned with institutional expectations?	We are currently paying approximately \$18,000/year and hope to keep pricing similar in the new contract.