



UNIVERSITY OF SOUTH CAROLINA

AMENDMENT NO.2 TO SOLICITATION

TO: ALL VENDORS

FROM: Michelle Robinson, CPPB, Procurement Manager

SUBJECT: SOLICITATION NUMBER: USC-RFP-2680-MR (**Re-Bid**)
Provide On-Line Tutoring System for the University of South Carolina's Palmetto College.

DATE: July 22, 2015

This Amendment No.2 modifies the Request for Proposal only in the manner and to the extent as stated herein.

VENDOR QUESTIONS/ANSWERS

OPENING DATE CHANGE FROM: JULY 28, 2015 TO JULY 29, 2015.

TIME: 2:30 PM

BIDDER SHALL ACKNOWLEDGE RECEIPT OF AMENDMENT NO.2 IN THE SPACE PROVIDED BELOW AND RETURN IT WITH THEIR BID RESPONSE. FAILURE TO DO SO MAY SUBJECT BID TO REJECTION.

Authorized Signature

Name of Offeror

Date

QUESTION RECEIVED FROM VENDOR A

QUESTION #1: Page 13: Magnetic media with Demonstration/Presentation: States our offer must include a demonstration of the proposed solution and/or a presentation of our offer.

We presented a live demo of our solution on 4/29/2015. Is this sufficient to meet this requirement?

ANSWER: No, based on our reconstituted review process, the committee members need the opportunity to review the proposal presentation independently which requires a “fresh” presentation. While it will cover prior presentations to a considerable degree, this new format must be adhered to.

QUESTION #2: Page 13: Requests that Legal agreements be included. Are we required to submit a sample legal agreement or will our standard Conditions/Exceptions regarding this specific RFP submitted by our legal team be acceptable?

ANSWER: No. If you include your standard Conditions/Exceptions they must be marked “SAMPLE”. The statement in the solicitation reads: LEGAL AGREEMENTS INCLUDED WITH BIDS MUST BE CLEARLY LABELED “SAMPLE”

Every page of legal agreement(s) that Offeror expects the University to sign in order to do business with Offeror, Offeror’s terms and conditions, and/or similar type legal documents pursuant to potential contract award that Offeror chooses to include with its proposal must be clearly labelled “SAMPLE”. If Offeror’s proposal is the highest ranked offer from the evaluation process for the solicitation, then the University will consider the legal documents pursuant to potential contract award that the Offeror included with its proposal and clearly labelled “SAMPLE”.

QUESTION#3: Page 15: Analytics: Ability to monitor and report on student usage, both individually and aggregately. Be able to provide summary and detailed usage reports. It should be noted that this request might step outside the bounds of what is considered routine as PC is a “partitioned” grouping of students who will be deemed eligible with 12 unique campus or major identifiers. Please provide more specific information.

ANSWER: This statement is an attempt to convey the organizational complexity of Palmetto College and how this complexity may find its way into reporting. The services desired go to students who have 12 different school/campus codes and analytics must be able to be pared down to the school/campus level.

Example: we assume a considerable amount of your reporting would reveal that X numbers of students received tutoring in writing for semester. Here, the same student could be a criminal justice major at USC Upstate who originally entered the system from the Lancaster campus. While your company would not collect this demographic information, we have to be capture the student so we can “overlay” this “cross-campus” information. This may be as simple as providing student name, but we want to make sure that the “silos” of eligible participation are understood as we will, at the senior campuses, have Palmetto College majors constituting a subset within a degree (example: Criminal Justice at USC Upstate) who are eligible to use the service while there “on the ground” fellow majors cannot.

QUESTIONS RECEIVED FROM VENDOR B

QUESTION #1: Would you like for us to submit only one hard copy of our cost proposal?

ANSWER: Yes.

QUESTION #2: We understand that you would like five Electronic “Demo” Copies in our submission. Would you like any electronic copies of our full proposal? In the previous RFP, one electronic copy was requested and we just wanted to be sure.

ANSWER: Based on our reconstituted review arrangement, we need these five copies. One electronic copy of your full proposal will be acceptable.

QUESTIONS RECEIVED FROM VENDOR C

QUESTION #1: On page 14 under technical proposal it states: **24/7 live tutor availability, with immediate student access and a 24 hour “turnaround” from contact to assistance provided.**

Can you please describe and differentiate the difference between a student receiving immediate access and 24-hour turnaround?

ANSWER: We assume a student will be able to access a tutor immediately. Knowing some assignments are not easy to handle immediately, we also want to make sure a student receives the needed feedback within 24 hours

QUESTION #2: On page 15 under technical proposal it states: **Early alert system component preferred.** *Can you please describe and define what is meant by this?*

ANSWER: While we do not expect a formal early alert service (such as Starfish) to be embedded in your service, any “third party” notification (that falls within FERPA guidelines) that the student requested tutoring will be extremely beneficial to us.