



**Competitive Best Value Bid  
Invitation  
Amendment 1**

Solicitation Number: USC-BVB-3674-SG  
 Date Issued: February 3, 2021  
 Procurement Officer: Stacy Gregg NIGP-CPP, CPPO, CPPB  
 Phone: 803-777-3596  
 E-Mail Address: Sg31@mailbox.sc.edu  
 Mailing Address: 1600 Hampton Street; Ste 606  
 Columbia, SC 29208

DESCRIPTION: Student Loan Default Management System

USING GOVERNMENTAL UNIT: **UNIVERSITY OF SOUTH CAROLINA PALMETTO COLLEGE**

*The Term "Offer" Means Your "Bid" or "Proposal". Your offer must be submitted in a sealed package. Solicitation Number & Opening Date must appear on package exterior. See "Submitting Your Paper Offer or Modification" provision.*

**SUBMIT YOUR SEALED OFFER TO EITHER OF THE FOLLOWING ADDRESSES:**

**MAILING ADDRESS:**  
 University of South Carolina – Purchasing Department  
 1600 Hampton Street, Suite 606  
 Columbia SC 29208

**PHYSICAL ADDRESS:**  
 University of South Carolina – Purchasing Department  
 1600 Hampton Street, Suite 606  
 Columbia SC 29208

Note: The public bid opening will be held by teleconference only: **Telephone: 800-753-1965 Code: 7777162**

SUBMIT OFFER BY (Opening Date/Time): **March 9, 2021 at 11:00 AM (EST)** (See "Deadline For Submission Of Offer" provision)

QUESTIONS MUST BE RECEIVED BY: **January 22, 2021 at 11:00 AM (EST)** (See "Questions From Offerors" provision)

NUMBER OF COPIES TO BE SUBMITTED: 1 (one) each Original Hard Copy of technical & price proposals  
 1 (one) each Digital versions of technical & price proposals on USB drive  
 1 (one) each Digital versions of redacted technical & price proposals on USB drive

CONFERENCE TYPE: **Not Applicable**  
 DATE & TIME:

LOCATION: **Not Applicable**

(As appropriate, see "Conferences - Pre-Bid/Proposal" & "Site Visit" provisions)

**AWARD &  
AMENDMENTS**

Award will be posted on April 19, 2021. The award, this solicitation, any amendments, and any related notices will be posted at the following web address: [https://sc.edu/about/offices\\_and\\_divisions/purchasing/index.php](https://sc.edu/about/offices_and_divisions/purchasing/index.php)

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**

(full legal name of business submitting the offer)

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**

(Person must be authorized to submit binding offer to contract on behalf of Offeror.)

**DATE SIGNED**

**TITLE**

(business title of person signing above)

**STATE VENDOR NO.**

(Register to Obtain S.C. Vendor No. at [www.procurement.sc.gov](http://www.procurement.sc.gov))

**PRINTED NAME**

(printed name of person signing above)

**STATE OF INCORPORATION**

(If you are a corporation, identify the state of incorporation.)

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)
	<input type="checkbox"/> Order Address same as Home Office Address <input type="checkbox"/> Order Address same as Notice Address <b>(check only one)</b>
	<input type="checkbox"/> Payment Address same as Home Office Address <input type="checkbox"/> Payment Address same as Notice Address <b>(check only one)</b>

**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 (%)
--	----------------------	----------------------	----------------------	-------------------------

**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](http://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 - 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)).

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

## PURPOSE OF AMENDMENT

The purpose of the amendment is to provide answers to bidder questions.

## QUESTIONS FROM OFFERORS - AMENDMENT (JUN 2017)

The solicitation is amended as provided herein. Information or changes resulting from questions will be denoted in blue font throughout the Amendment; and shown in a question-and-answer format. All questions received have been reprinted in Attachment D. 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]

**1 Can outside of the United States apply for this?**

The answer to this question may be found on Page 40 of the original solicitation: “Offshore Contracting Prohibited”.

**2 Will the contractor have to travel to the University for meetings?**

The answer to this is unknown at this time.

**3 Can the contractor perform the tasks related to the RFP outside of the USA?**

The answer to this question may be found on Page 40 of the original solicitation: Offshore Contracting Prohibited.

**4 Can we submit proposals by e-mail?**

The answer to this is no.

**5 What are the OPEID’s for all schools that will receive our services? Please include the OPEID’s for Fort Jackson and online degree programs or an explanation of what OPEID’s they fall under.**

These are the 4 Regional Palmetto College campuses that will be included:

003453 – USC Lancaster  
003454 – USC Salkehatchie  
003426 – USC Sumter  
004927 – USC Union

**6 Do you have multiple financial aid teams or a centralized team?**

Palmetto College has 4 Regional Campuses. There is a centralized office in Columbia and a financial aid office on each campus.

**7 Who is your current service provider? Is there anything your current service provider is not providing or a goal they have not achieved?**

We do not have a current service provider.

**8 How much have you budgeted for this service?**

The answer for this is unknown at this time.

**9 Are electronic signatures acceptable such as through DocuSign?**

The answer to this question is no.

**10 Regarding Page 28.**

**2) Adjustments of Price or Time for Performance.**

**Our interpretation of this clause: The State can modify the description of services, the time and place of performing the work or the services to meet federal and/or state mandates and if the changes would normally result in a price increase, we are to negotiate a new fee. However, if we fail to agree to a new contract fee, it does not excuse our performance.**

- a) Are you stating we must perform any new services and accept any new price adjustment set by the State?**
- b) If we don't perform the new services because we don't agree to the new fee are we declared in default under the contract?**

- a) The answer to this question is no.
- b) The answer to this question is no.

**11 There are terms that do not seem to apply to the service or are beyond the scope of these services.**

- a. Page 29 (2): Auto liability insurance is listed but with a limit of \$0. Does this mean that auto liability insurance is not applicable? Can we strike this requirement?**
- b. Page 29 (3): Worker's Compensation: Worker's Compensation insurance requires us to meet the standards of South Carolina. We don't have any employees working in South Carolina. Our worker's compensation insurance meets Wisconsin limits (and the other states where we have employees). Can we strike this requirement or modify to accommodate our situation?**
- c. Page 34-35: We must indemnify the State for third party claims resulting from bodily injury, sickness, disease, death, injury or destruction to property, disclosure of government information, IP infringement or our negligent act or omission. There is no cap on damages. Can we strike this requirement as it doesn't apply to our services?**
- d. Page 30 (H&I): Our interpretation of this clause: We must disclose and obtain the State's approvals for our deductibles of the stated insurance requirements. If the state does not like our deductibles, do we have to change our deductibles?**

**e. With the federal student loan repayment forbearance extended to September 30, 2021 will this RFP be cancelled and re-introduced later this year?**

- a. The requirement for Contractor Liability Insurance - General is waived specifically regarding clause 07-7B056-2.
- b. The requirement for Contractor Liability Insurance – General is waived specifically regarding clause 07-7B056-2.
- c. The answer to this question is no.
- d. The requirement for Contractor Liability Insurance – General is waived specifically regarding clause 07-7B056-2.
- e. The answer to this question is no.

**12 Due to the COVID-19 virus, our organization is currently working remote. Is it possible to respond to this RFP via electronic submission, rather than a paper copy?**

Offers shall be submitted in the manner specified on Page 1 of the solicitation and amendment in order to be evaluated.

**13 Please clarify which OPEIDs NSLDS data will be provided for and outreach services required?**

- 003453 – USC Lancaster
- 003454 – USC Salkehatchie
- 003426 – USC Sumter
- 004927 – USC Union

**14 Please provide the most recent NSLDS delinquency data for those cohorts to be included in vendor outreach.**

	<b>2018</b>	<b>2019</b>	<b>2020</b>
<b>Lancaster</b>	13	15	20
<b>Salkehatchie</b>	28	29	31
<b>Sumter</b>	13	19	9
<b>Union</b>	8	12	5

**15 Please provide the number of students in grace by cohort year.**

This information is provided in the answer to Question 14.

**16 Will other University of South Carolina System schools (Non Palmetto campuses not listed in this solicitation) be allowed to use this contract and services?)**

The answer to this question may be found on page 40: “Piggybacking”.

**17 Does the University currently use a vendor for the requested services? If so, who and for what services?**

The answer to this question is “no”.

**19 What is the anticipated start date of the contract?**

The answer to this question may be found on page 1 of the solicitation: “Maximum Contract Period – Estimated”.

**20 At what stage (number of days delinquent) is outreach to delinquent borrowers expected to begin?**

Outreach to delinquent borrowers shall begin immediately

**21 Section VIII Bidding Schedule does not reflect how we price our services. May we supply an alternative pricing schedule?**

The University shall not provide advisement with regards to “who” offerors price their services. Offerors must adhere to the form and requirements specified on page 45 of the solicitation.

**22 Do you have a specific budget amount allocated for student loan default prevention?**

The answer to this question is “no”.

**23 What is the goal CDR?**

The goal CDR is less than 15%.

**24 How many References are required and where should they be included? Section 3 asks for (3) and Section 4 requests (3) as part of Attachment C, which has space for (5).**

Offerors are strongly encouraged to furnish and assemble information specifically as specified in Section 4 of the solicitation:

- a. Section 3 of the proposal shall include 3 with similar services as being requested in this RFP. Provide the institution name, a contact name, address, phone number and e-mail. This information shall be used for evaluation.
- b. Section 4 of the proposal shall include Attachment A: References - The vendor must provide 3 references from schools with comparable size and Federal Direct Loan volume of each USC campus. It may be used in the process to determine responsibility.

**25 If asked to contract with USC Palmetto, a SOC audit can be provided. Will this suffice in lieu of the Provider Security Assessment Questionnaire?**

The answer to this question is “no”.

**26 If submitted via a USB, can the Price Proposal be included (as a separate file) on the same flash drive as the Technical Proposal?**

The answer to this question is “yes”.