



# UNIVERSITY OF SOUTH CAROLINA

AMENDMENT NO. 1 TO SOLICITATION

TO: ALL VENDORS

FROM: Ashley Kennedy-Shell, Procurement Officer

SUBJECT: SOLICITATION NUMBER: USC-RFQ-3471-AS

DESCRIPTION: Data Access, Business Intelligence, Analytics, and Reporting and Services

DATE: April 30, 2019

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This Amendment No. 1 modifies the Request for Qualifications only in the manner and to the extent as stated herein.

**Vendor Questions and Answers. See the following pages.**

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BIDDER SHALL ACKNOWLEDGE RECEIPT OF AMENDMENT NO. 1 IN THE SPACE PROVIDED BELOW AND RETURN IT WITH THEIR BID RESPONSE. FAILURE TO DO SO MAY SUBJECT BID TO REJECTION.

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Authorized Signature

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Name of Offeror

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Date

1. Will UofSC want to complete the discontinuation of Banner 8 prior to initiation of this project? What is UofSC's desired project start date?

**No, UofSC plans to initiate the project as rapidly as possible, and this is not contingent on Banner 8/Banner 9 transition.**

2. Does UofSC expect the solution's higher education data model to match definitions and mappings of Data Cookbook?

**UofSC expects to leverage existing and new data governance resources and initiatives to ensure congruence between Data Cookbook and the solution; in some cases, deployment of the solution may drive new content (including definitions and mappings) in Data Cookbook.**

3. Does UofSC currently utilize Tableau for data visualization, analysis, and reporting? Will the solution need to include new or additional Tableau enterprise licenses?

**UofSC does not currently have an enterprise license for Tableau. Rather, individual departments across the UofSC System have acquired individual user licenses on an as-needed basis, resulting in a total number of licenses that is relatively inconsequential for the initiative sought by this RFQ. An experienced Offeror is expected to guide UofSC's future needs based on the Offeror's proposed, standard operational model.**

4. Are there specific reasons / use cases that external data sources need to be included in year one, and are prioritized over financials and HR data?

**Yes, there are specific use cases coupled with a desire to show analytics capabilities quickly after completion of the Student Core Data, rather than await completion of other core data domains. Experienced Offerors should understand that deep analytics benefits from widely varied data sources.**

5. How is the UofSC currently providing analytics and reports to its qualified users?

**UofSC currently provides no central analytics capabilities; current and past analytics projects have generally been one-off engagements for limited data domains. A major purpose of this initiative is to establish central analytics capabilities leveraging an existing, proven model that can be rapidly deployed. Currently reports come from a variety of sources, including but not limited to baseline reports from ERP systems, desktop production, and Cognos/Data Warehouse.**

6. Is the the UofSC interested in having set analytics that are presented in a report format or do they want to perform AD HOC queries of the information across systems?

**Analytics deliverables are expected to be available in a wide variety of formats and designs, including but not limited to reports and ad hoc queries.**

7. How does the UofSC envision the security structure? Is it role based (Deans, Business Managers, etc.) or will it be by Department or College, etc.

**UofSC does not have a preconceived plan for managing access and permissions; we generally hold that access and permissions derive from a user's job role and department, but significant exceptions exist. The solution should include procedures and logistical provisions for managing access and permissions. Please note we would not equate the term "security" with "access and permissions."**

8. Would the UofSC be open to accessing the information through a web portal with the ability to export to Excel, Power BI, and others?

**Accessing the information through a web portal with ability to export is only one of a desired set of platform capabilities; it is necessary but not sufficient as the only ability.**

9. Does the UofSC want to be able to have users access information from mobile devices?

**Accessing some information from mobile devices is considered a baseline ability in current business practice, and we cannot envision qualifying an offeror who does not include such capability.**

10. Does the UofSC want the information "pushed" to the users (via email, text) or will the user "pull" the information (via portal)?

**Multimodal methods, including delivery and retrieval, would be expected, as appropriate to any given deliverable and/or specific user need.**

11. How frequently do they want the analytics/reports to refresh? (nightly, etc.)

**At least nightly for Core Data Domains; other sources would need to be evaluated and designed on a case by case basis.**

12. Can you provide samples of the desired analytics/reports?

**No. Analytics and report deliverables sought under this RFQ are highly varied; many do not exist today. Current analytics deliverables are not available for disclosure. Certain current reports are available to public users and may be accessed under various sections of the website belonging to UofSC's Office of Institutional Research, Assessment, and Analytics; see <http://www.ipr.sc.edu/>**

13. Does the UofSC wish to include reporting from the new CRM system as well?

**UofSC made no mention of a new CRM system in this RFQ. Through its several campuses and divisions, UofSC has numerous platforms and solutions that are individually sometimes described as "CRM" and UofSC is implementing other(s). Please note that Part 3, Section A of the RFQ refers to "Auxiliary Data Sources" as future internal sources for inclusion in the platform, and it would make sense for CRM systems to be potentially accounted for in this context.**

14. Whether companies from Outside USA can apply for this? (like, from India or Canada)

**Companies can be based outside of the United States.**

15. Whether we need to come over there for meetings?

**On-premise engagement will be required for key activities; we expect an Offeror with experience and a proven, existing solution would offer clear guidance and direction to the University on such activities.**

16. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

**It s conceivable that certain tasks could be completed outside the US. However, this question may be read to imply significant product development is necessary. Please refer to Part 3 – Projected Scope of Work, Section A. Overview, second full paragraph stating ...”Collectively, this may be considered a “buy” of an existing Solution from an experienced Offeror. UofSC will not consider a Solution “build.”**

17. Can we submit the proposals via email?

**No; all Request for Qualifications must be either hand carried or submitted via mail prior to the specified date and time.**