



UNIVERSITY OF
SOUTH CAROLINA

REQUEST FOR QUALIFICATIONS

**DEADLINE FOR RECEIPT OF RFQ'S:
 OCTOBER 22, 2014 AT 2:30 PM LOCAL TIME**

SOLICITATION:	USC-RFQ-2680-MR
DESCRIPTION:	ON-LINE TUTORING SYSTEM FOR THE UNIVERSITY OF SOUTH CAROLINA'S PALMETTO COLLEGE
ISSUE DATE:	OCTOBER 6, 2014
BUYER:	MICHELLE ROBINSON, CPPB
EMAIL:	MAROBINS@MAILBOX.SC.EDU
TELEPHONE:	(803) 777-5253

RETURN/EXPRESS/HAND CARRY RESPONSES TO:

UNIVERSITY OF SOUTH CAROLINA
 Purchasing Department
 1600 Hampton Street, Suite 606
 Columbia, SC 29208

BY SIGNING THIS RFQ, I CERTIFY THAT WE WILL COMPLY WITH ALL REQUIREMENTS OF SECTION 44-107-10, ET SEQ. RELATING TO THE SC DRUG-FREE WORKPLACE ACT.

AUTHORIZED SIGNATURE	PRINTED SIGNATURE	DATE
COMPANY	FEIN	
MAILING ADDRESS		
CITY	STATE	ZIP CODE
TELEPHONE #	FAX NUMBER	

SCHEDULE OF KEY EVENTS

- | | | |
|----|---|-------------------------------|
| 1. | Issuance of Request for Qualifications | October 6, 2014 |
| 3. | * Deadline for receipt of questions regarding this RFQ. | October 13, 2014
5:00 P.M. |
| 4. | Public opening and deadline for receipt of responses | October 22, 2014
2:30 P.M. |
| | Your contact for supplemental information is: | Michelle Robinson |
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SUBMISSION OF QUESTIONS

Mark envelopes on questions mailed:

QUESTIONS: USC-RFQ-2680-MR

Title: On-Line Tutoring System

Attn.: Michelle Robinson, CPPB

**QUESTIONS MAY BE E-MAILED TO: MAROBINS@mailbox.sc.edu FAXED TO:
803-777-2032**

Questions must be received by 5:00 PM on October 13, 2014.

MAIL or HAND CARRY RESPONSE TO: University of South Carolina
1600 Hampton Street, Suite 606
Columbia, South Carolina 29208

MARK RESPONSE: USC-RFQ-2680-MR – On-Line Tutoring System

NUMBER OF RESPONSES:

Hard Copy: One (1) Original and Four (4) Copies

Electronic Copy: One (1) Original

MAGNETIC MEDIA – REQUIRED FORMAT: As noted above, an original hard copy of your offer must be accompanied by the specified number of copies in the following electronic format: compact disk (CD) in one of the following formats: CD-R, DVD, ROM, DVD-R, or DVD+R. Formats such as CD-RW, DVD-RAM, DVD-RW, DVD+RW, or DVIX are not acceptable and will result in the Offeror's proposal being rejected. Every CD must be labeled with offeror's name, solicitation number, and specify whether contents address technical proposal or business proposal. If multiple CD sets are provided, each CD in the set must be

appropriately identified as to its relationship to the set, e.g., 1 of 2. Each CD must be identical to the original hard copy. File format shall be MS Word 97 or later.

PART 1 GENERAL INFORMATION/INSTRUCTIONS

1. By submission of a response to this Request for Qualifications you are applying for consideration to receive a Request for Proposal for the project described herein.
2. Offerors responding to the Request for Qualifications will be evaluated based on the information provided. All submittals will be considered. In accordance with Section 11-35-1530, SC Procurement Code, Offerors will be ranked from most qualified to least qualified. Offers will be solicited from at least the top two (2) Offerors by means of a Request for Proposal.
3. Offerors are to include in their response all information as requested herein and respond in the format specified.
4. **SUBMITTING CONFIDENTIAL INFORMATION** (August 2002): (An overview is available at www.procurement.sc.gov) For every document Offeror submits in response to or with regard to this solicitation or request, Offeror must separately mark with the word "CONFIDENTIAL" every page, or portion thereof, that Offeror contend contains information that is exempt from public disclosure because it is either (a) a trade secret as defined in Section 30-4-40(a)(1), or (b) privileged and confidential, as that phrase is used in Section 11-35-410. For every document Offeror submits in response to or with regard to this solicitation or request, Offeror must separately mark with the words "TRADE SECRET" every page, or portion thereof, that Offeror contends contains a trade secret as that term is defined by Section 39-8-20 of the Trade Secrets Act. For every document Offeror submits in response to or with regard to this solicitation or request, Offeror must separately mark with the word "PROTECTED" every page, or portion thereof, that 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 (bid, proposal, quote, etc.) as confidential, trade secret, or protected! If your response, or any part thereof, is improperly marked as confidential or trade secret or protected, the University of South Carolina may, in its sole discretion, determine it nonresponsive. If only portions of a page are subject to some protection, do not mark the entire page. By submitting a response to this solicitation or request, Offeror (1) agrees to the public disclosure of every page of every document regarding this solicitation or request that was submitted at any time prior to entering into a contract (including, but not limited to, documents contained in a response, documents submitted to clarify a response, and documents submitted during negotiations), unless the page is conspicuously marked "TRADE SECRET" or "CONFIDENTIAL" or "PROTECTED", (2) agrees that any information not marked, as required by these bidding instructions, as a "Trade Secret" is not a trade secret as defined by the Trade Secrets Act, and (3) agrees that, notwithstanding any claims or markings otherwise, any prices, commissions, discounts, or other financial figures used to determine the award, as well as the final contract amount, are subject to public disclosure. In determining whether to release documents, the University of South Carolina will detrimentally rely on Offeror's marking of documents, as required by these bidding instructions, as being either "Confidential" or "Trade Secret" or "PROTECTED". By submitting a response, Offeror agrees to defend, indemnify and

hold harmless the University of South Carolina, its officers and employees, from every claim, demand, loss, expense, cost, damage or injury, including attorney's fees, arising out of or resulting from the University of South Carolina withholding information that Offeror marked as "confidential" or "trade secret" or "PROTECTED". (All references to S.C. Code of Laws.)

PART 2 INTRODUCTION/BACKGROUND

Since its' founding in 1801, the University of South Carolina's scholarship, research, and outreach efforts have contributed to the greater good of society. With 40,000 students on eight campuses, more than 350 degree programs, and more than 236,000 alumni, the University is improving the lives of individuals in South Carolina and around the world. The University of South Carolina is a publicly-assisted, coeducational institution dedicated to the entire state of South Carolina. The primary mission of the University of South Carolina, a multi-campus public institution, is the education of the state's diverse citizens through teaching, research and creative activity, and service. The University is committed to providing its students with the highest-quality education, including the knowledge, skills, and values necessary for success and responsible citizenship in a complex and changing world.

It is the intent of USC to solicit bids from qualified providers to provide online tutoring to those students enrolled in USC's Palmetto College (hereafter PC). At present this population consists of approximately 600 students enrolled in the seven PC online degree-completion programs and approximately 4300 students enrolled (physically" – not online) at the four PC Campuses at Lancaster, Salkehatchie, Sumter and Union as well as the USC Ft. Jackson Associate Degree program.

Project Background

Palmetto College is a unique entity of USC established to provide degree completion opportunities to students who are geographically place-bound. Utilizing the resources of all campuses of the USC System, Palmetto College currently offers seven online degree-completion programs as follows: Business Administration through USC Aiken, Criminal Justice through USC Upstate, Elementary Education through USC Upstate, Human Services through USC Beaufort, Liberal Studies through USC Columbia, Organizational Leadership through USC Columbia, and RN-BSN through USC Upstate. Additionally each of the Palmetto College Campuses (hereafter PC Campuses) and Ft. Jackson offer associate of arts and associate of science degrees.

In an effort to support the academic coursework of these students, Palmetto College would like to make available online tutoring services to (1.) Online students who are accessing their coursework via distance delivery and for whom it is impossible or inconvenient to access on-campus services and (2.) PC Campuses students who are 100% commuter students who may have limited time to be on campus outside of actual class time. Further, the campuses themselves have limited resources to devote to tutoring, therefore the availability and consistency across campuses needs to be enhanced.

PART 3 GENERAL OBJECTIVES

Our On-Line Tutoring selection process, will follow a (2) step process. The overall two step objective is to select the best on-line tutoring system vendors that provide a “best fit” solution in supporting the Palmetto College with academic on-line tutoring. The defined steps are:

- 1) Step I (this solicitation) “Request for Qualifications (RFQ)”.
- 2) Step II will continue the evaluation via the “Request for Proposal (RFP) process.

PART 4 OFFEROR’S RESPONSE TO THIS RFQ

All Offerors that intend to participate in this process must submit information only on their qualifications, experience, and ability to perform the requirements of the contract.

Offeror must provide a detailed response to the following items, it is requested that you state the item and then the response. All Offeror proposed On-Line Tutoring systems should, at a minimum, meet or exceed the following qualifications in order to progress to Step II of this project.

For each qualification, construct a response that demonstrates compliance with that qualification supplying supporting information, references, contacts or any other requested information.

A. Qualifications:

1. Include a brief history and number of years of Offeror’s qualifications and experience in providing and implementing On-Line Tutoring systems of similar size and scope as described in this RFQ.
2. Offeror is to identify personnel who would administer this contract and provide information for each showing their qualifications. If subcontractors will be proposed, their qualifications must be included as well.
3. USC requires respondents to be able to provide an integrated On-Line Tutoring system solution, described as a fully integrated, web native and https compliant, all available on a 24 hour, 7 day a week basis. The system should provide or interface with other software packages, such as instructional technology, voice response systems, self-service web-based applications, and web portals.
4. Systems must comply with industry based Privacy, Financial and Security regulations and standards (e.g. FERPA and HIPAA.).
5. Systems must be ADA compliant.

References

Offeror is to submit the following for each reference requested above:

- Reference Name and address
- Name and title of contact person
- Telephone number of contact person
- E-mail address of contact person

- Description of system provided. At a minimum, identify all components of system (HR, Finance, Student Information, etc.) provided.

The University reserves the right to contact references provided by offeror.

B. Ability to Perform:

1. Offeror is to demonstrate their financial capability to perform fully the requirements of a project of this nature and size. Offerors must provide a copy of their most recent, audited, annual financial statement, or other acceptable evidence of financial stability. Such acceptable evidence includes but is not limited to last three years of income tax returns and letters of credit.
2. The Offeror must provide details of any and all judgments, criminal conviction, investigation or litigation pending against the Offeror or any of its officers, directors, employees, agents or sub-contractors of which the offeror has knowledge, and potential financial reversals that might materially affect the viability or stability of the corporation; or warrant that no such condition is known to exist.
3. Failed Projects
Provide an explanation of any failed project, suspension, debarment and litigation past and present.

PART 5 EVALUATION

After receipt of the responses to the RFQ, the Offerors shall be ranked from most qualified to least qualified on the basis of their qualifications, experience, and ability to perform.