



UNIVERSITY OF SOUTH CAROLINA

AMENDMENT NO. 2

TO: ALL VENDORS

FROM: Lana Widener

SUBJECT: USC-RFP-2797-LW
Customer Relationship Management for USC Columbia Campus

DATE: April 29, 2015

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

ITEM ONE: DEADLINE FOR REQUEST FOR PROPOSALS HAS BEEN EXTENDED
The deadline for the Request for Proposals has been extended to: **May 12, 2015, 3:00 PM**

ITEM TWO: QUESTIONS FOR CLARIFICATION FROM AMENDMENT #1
QUESTION #1

In reference to the answer to question 11a from Vendor B, can the University please provide a break down of the users by their profile/role as this will assist in proper licensing costs?

ANSWER

Approximately 80 full time staff members that will need to be broken down into various security roles by responsibility – such as data entry, admissions counselors, admissions processors, marketing, reporting, etc. The other users will be part-time users such as student workers and tele counselors, temporary admissions processors, etc.

QUESTION #2

In reference to the answer to question 15 from Vendor B, can the University please provide the name of the current de-duplication tool being used?

ANSWER

The current de-duplication tool exists in our current CRM, EMASPro.

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

Firm

Date