



## Amendment 1

Solicitation Number: **USC-RFP-3623-CH**  
 Date Issued: **June 16, 2020**  
 Procurement Officer: **Caleisha Hayes**  
 Phone: **803-777-4115**  
 E-Mail Address: [caleisha@mailbox.sc.edu](mailto:caleisha@mailbox.sc.edu)  
 Mailing Address: **1600 Hampton Street; Ste 606  
 Columbia, SC 29208**

**DESCRIPTION: Provide International Student Tuition and Fee Payment Solutions**  
**USING GOVERNMENTAL UNIT: UNIVERSITY OF SOUTH CAROLINA**

*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:**

<b>MAILING ADDRESS:</b> University of South Carolina – Purchasing Dept 1600 Hampton Street, Suite 606, Attention: Bid Clerks Columbia SC 29208	<b>PHYSICAL ADDRESS:</b> University of South Carolina – Purchasing Dept 1600 Hampton Street, Suite 606, Attention: Bid Clerks Columbia SC 29208
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**Solicitation openings and closings will be limited to teleconference only: Telephone 800-753-1965/Access code 777 7162**

**SUBMIT OFFER BY (Opening Date/Time): Tuesday, June 23, 2020 at 11:00 AM (EST)** (See "Deadline For Submission Of Offer" provision)

**QUESTIONS MUST BE RECEIVED BY: June 11, 2020 at 11:00 AM (EST)** (See "Questions From Offerors" provision)

**NUMBER OF COPIES TO BE SUBMITTED:** 1 (One) Original Hard Copy;  
 3 (Three) USB Drives with Digital version of Technical Proposal;  
 1 (One) USB Drive with Digital version of Price Proposal; and  
 1 (One) USB Drive with Digital version of redacted Technical & Price proposal

<b>CONFERENCE TYPE: Not Applicable</b> <b>DATE &amp; TIME:</b> <small>(As appropriate, see "Conferences - Pre-Bid/Proposal" &amp; "Site Visit" provisions)</small>	<b>LOCATION: Not Applicable</b>
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<b>AWARD &amp; AMENDMENTS</b>	Award will be posted on <b>6/26/2020</b> . The award, this solicitation, any amendments, and any related notices will be posted at the following web address: <a href="http://purchasing.sc.edu">http://purchasing.sc.edu</a>
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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 forty-five (45) calendar days after the Opening Date. (See "Signing Your Offer" provision.)

<b>NAME OF OFFEROR</b>  <small>(full legal name of business submitting the offer)</small>	<small>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.</small>
<b>AUTHORIZED SIGNATURE</b>  <small>(Person must be authorized to submit binding offer to contract on behalf of Offeror.)</small>	<b>DATE SIGNED</b>
<b>TITLE</b>  <small>(business title of person signing above)</small>	<b>STATE VENDOR NO.</b>  <small>(Register to Obtain S.C. Vendor No. at <a href="http://www.procurement.sc.gov">www.procurement.sc.gov</a>)</small>
<b>PRINTED NAME</b>  <small>(printed name of person signing above)</small>	<b>STATE OF INCORPORATION</b>  <small>(If you are a corporation, identify the state of incorporation.)</small>

<b>OFFEROR'S TYPE OF ENTITY: (Check one)</b> <span style="float: right;"><small>(See "Signing Your Offer" provision.)</small></span>	
<input type="checkbox"/> Sole Proprietorship	<input type="checkbox"/> Partnership
<input type="checkbox"/> Corporate entity (not tax-exempt)	<input type="checkbox"/> Corporation (tax-exempt)
<input type="checkbox"/> Other _____	
<input type="checkbox"/> 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 <span style="float: right;">Facsimile</span>
	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"/> Payment Address same as Home Office Address	<input type="checkbox"/> Order Address same as Home Office Address
<input type="checkbox"/> Payment Address same as Notice Address <b>(check only one)</b>	<input type="checkbox"/> Order Address same as Notice Address <b>(check only one)</b>

<b>ACKNOWLEDGMENT OF AMENDMENTS</b>							
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 (%)
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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 NUMBER 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)**

**PLEASE NOTE THERE WAS AN ERROR IN THE NUMBER GIVEN FOR SOLICITATION OPENINGS AND CLOSINGS ON COVER PAGE 1 OF THE RFP. THE CORRECT TELECONFERENCE NUMBER IS (800) 753-1965/ Access code 777 7162**

QUESTIONS FROM OFFERORS - AMENDMENT (JUN 2017) The solicitation is amended as provided herein. Information or changes resulting from questions will be shown in a question-and-answer format. All questions received have been reprinted below. 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]

**THE FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR A:**

1. Given the current circumstances with Covid-19, would the University be willing to make an exception to its standard RFP process and allow electronic submissions by email in place of submission of a hard copy and USB drives?

**ANSWER: *Unfortunately, the University cannot receive proposals via email. Please see Cover Page 1; “Submitting a Paper Offer or Modification” on page 10; and “Electronic Copies – Required Media and Format” on page 12 of the Solicitation.***

2. Do you require bidders to complete and return Attachment D – Service Provider Security Assessment Questionnaire with our RFP response or is this to be submitted by the selected provider after the RFP stage?

**ANSWER: *Attachment D must be provided with your proposal. Please include in Section 4.***

3. Please can you provide the top 5 countries the University receives international students from, together with the number of students from each of these countries?

**ANSWER: *China - 791  
India - 141  
Saudi Arabia - 70  
South Korea - 66  
Bangladesh - 66***

4. Please can you advise the total amount and number of wire transactions received by the University for international student payments for the current and previous academic years? Please can you provide the countries of origin for these wires.

**ANSWER: *Please see Attachment at the end of this Amendment.***

5. Under Section C Specifications – Deliverables for Students, point 10, please can you clarify what you are referring to / require for “API-compliant”.

**ANSWER: *This means the vendor is an Authorised Payment Institution certified to process payments. This is more common with non-U.S. companies.***

**THE RFP IS REVISED TO MAKE THIS OPTIONAL.**

## THE FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR B:

6. Can [we] send over the requested information electronically instead of a printed out version as well as flash drives?

**ANSWER:** *Please refer to Question #1.*

## THE FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR C:

7. Our internal security policies require our business to follow very precise procedures when sending data outside our organisation on removeable outlets e.g. hardcopies, CDs/flash drives. Due to our employee workforce having to work from home during these unprecedented times of COVID-19, we are unable to follow the correct procedures of loading data securely onto a flash drive (USB) for postage to University of South Carolina. As an alternative, our RFP submission can be submitted electronically via our secure document storage platform "Box", or via encrypted email. Please can you confirm if this alternative submission method will be accepted during these unexpected circumstances?

**ANSWER:** *Please refer to Question #1.*

8. To accommodate the current global pandemic, please can you confirm that a signature stamp or electronic signature will be accepted for the Cover Page and Page 2?

**ANSWER:** *Yes, an electronic signature is acceptable, as long as the signature meets the requirements in "Signing Your Offer" on page 9 of the RFP.*

9. Please can you confirm if Offerors are required to complete and return Attachment D? If so, please confirm which Section this should be included in.

**ANSWER:** *Please refer to Question #2.*

10. Please confirm which section of the Offerors response you would like the summary of insurances to be included in?

**ANSWER:** *Please include in Section 4.*

11. Please may you explain what is meant by API-Compliant within Section C?

**ANSWER:** *Please refer to Question #5.*

12. **Bid/Proposal As Offer to Contract Pg. 3** - Will there be an opportunity to negotiate the terms of a definitive agreement with the University?

**ANSWER: Please see Sections “Bid/Proposal as Offer to Contract” on page 3 and “Discussions and Negotiations – OPTIONAL” on page 22 of the Solicitation.**

THE RFP IS AMENDED TO ADD THE FOLLOWING PROVISION:

**LEGAL AGREEMENTS INCLUDED WITH BIDS MUST BE CLEARLY LABELLED “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”.

13. **Contents of Offer Pg. 12** - If yes to Question above, will the University consider the Bidder’s standard terms and conditions as a base agreement for negotiation of a definitive agreement between the parties?

**ANSWER: No. Please refer to Question #12 and see “Contract Documents & Order of Precedence” on page 23 of the Solicitation.**

14. **Contract Documents & Order of Precedence Pg. 23** - What is meant by Record of Negotiations? Is this a defined term?

**ANSWER: If the University chooses to enter into negotiations in accordance with the provision “Discussions and Negotiations – OPTIONAL” and the SC Procurement Code, the final negotiated terms will be in writing and reviewed by both parties. This will constitute the Record of Negotiations and will become a part of the contract.**

15. **Restrictions on Presenting Terms of Use Pg. 39** - Will there be an opportunity to present the Bidder’s standard Terms of Use and Privacy Policy as it relates to the service offering? If so, when will it be approved?

**ANSWER: Please refer to Question #12.**

**THE FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR D:**

16. With regard to item #10 under **Deliverables for Students** on page 14 of the RFP, what do you mean by “API-compliant”?

**ANSWER: Please refer to Question #5.**

17. Due to the ongoing COVID-19 crisis and continued office closures resulting from that, would the University be willing to allow us to submit our response electronically via email in lieu of submission via hard copies and flash drives?

**ANSWER: Please refer to Question #1.**

**THE FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR E:**

18. What are the top 5 incoming countries of your international student population?

**ANSWER: *Please refer to Question #3.***

19. Of the 1800 international students, what percentage is undergraduate?

**ANSWER: *45% graduate, 55% undergraduate***

20. What is average tuition amount for undergraduate and graduate students?

**ANSWER: *The following are out-of-state tuition rates and does not include fees, room or board.***

Year	Undergrad	Grad
2017-2018	\$15,891.00	\$14,184.00
2018-2019	\$16,449.00	\$14,598.00
2019-2020	\$16,764.00	\$14,880.00

**INTERNATIONAL WIRE PAYMENTS BY COUNTRY AND ACADEMIC YEAR - COLUMBIA CAMPUS**

<b>Academic Years</b>	<b>2017-2018</b>		<b>2018-2019</b>		<b>2019-2020</b>			
<b>Country</b>	<b>Amount</b>	<b>Trans Count</b>	<b>Amount</b>	<b>Trans Count</b>	<b>Amount</b>	<b>Trans Count</b>	<b>Total Amount</b>	<b>Total Trans Count</b>
China	279,548.00	16	656,082.00	39	1,144,664.94	66	<b>2,080,294.94</b>	<b>121</b>
India	205,464.75	17	368,155.01	35	257,411.08	28	<b>831,030.84</b>	<b>80</b>
Vietnam	131,024.75	9	333,663.25	20	272,217.18	15	<b>736,905.18</b>	<b>44</b>
Nigeria	60,150.25	5	51,433.25	3	65,248.73	12	<b>176,832.23</b>	<b>20</b>
Taiwan	7,157.00	1	87,738.00	13	53,345.19	5	<b>148,240.19</b>	<b>19</b>
Italy	57,938.90	7	40,778.00	5	19,809.36	5	<b>118,526.26</b>	<b>17</b>
Korea, South	5,612.00	1	36,577.00	2	70,953.19	7	<b>113,142.19</b>	<b>10</b>
Mexico	8,079.00	4	42,834.00	2	59,045.32	3	<b>109,958.32</b>	<b>9</b>
Canada	8,324.00	1	36,160.00	4	47,243.25	5	<b>91,727.25</b>	<b>10</b>
Pakistan			37,119.00	2	46,900.19	3	<b>84,019.19</b>	<b>5</b>
Netherlands	3,212.00	1	40,272.25	5	38,957.00	4	<b>82,441.25</b>	<b>10</b>
Germany	15,456.00	3	60,741.00	11	3,684.00	1	<b>79,881.00</b>	<b>15</b>
Colombia	18,558.00	2	38,765.00	4			<b>57,323.00</b>	<b>6</b>
Brazil			13,648.00	3	40,014.94	4	<b>53,662.94</b>	<b>7</b>
Aruba	12,658.00	1	24,590.00	3	8,498.32	1	<b>45,746.32</b>	<b>5</b>
Morocco	28,609.75	2	16,681.25	1			<b>45,291.00</b>	<b>3</b>
Cyprus					44,658.19	2	<b>44,658.19</b>	<b>2</b>
Venezuela			25,000.00	1	18,692.87	1	<b>43,692.87</b>	<b>2</b>
Costa Rica					37,887.19	2	<b>37,887.19</b>	<b>2</b>
Ethiopia					35,376.19	3	<b>35,376.19</b>	<b>3</b>
Philippines	16,562.00	2	12,358.50	3	4,583.82	1	<b>33,504.32</b>	<b>6</b>
Denmark			9,832.00	2	17,910.00	4	<b>27,742.00</b>	<b>6</b>
Poland	25,000.00	1					<b>25,000.00</b>	<b>1</b>
Sweden			24,183.90	9			<b>24,183.90</b>	<b>9</b>
Malaysia					21,240.00	2	<b>21,240.00</b>	<b>2</b>
United Kingdom	20,013.92	4					<b>20,013.92</b>	<b>4</b>
New Zealand			19,919.00	3			<b>19,919.00</b>	<b>3</b>
France			12,207.00	3	7,581.00	3	<b>19,788.00</b>	<b>6</b>
Spain	6,648.00	1	5,055.00	1	6,314.77	1	<b>18,017.77</b>	<b>3</b>

El Salvador			15,000.00	1			<b>15,000.00</b>	<b>1</b>
Australia			5,105.00	1	8,967.00	3	<b>14,072.00</b>	<b>4</b>
Austria			9,336.96	3	4,034.00	1	<b>13,370.96</b>	<b>4</b>
Ukraine					12,726.00	1	<b>12,726.00</b>	<b>1</b>
Belgium			5,974.00	3	4,677.00	2	<b>10,651.00</b>	<b>5</b>
Kenya					10,000.00	1	<b>10,000.00</b>	<b>1</b>
Ghana	9,195.00	1					<b>9,195.00</b>	<b>1</b>
Ireland			7,412.00	1			<b>7,412.00</b>	<b>1</b>
Serbia					5,290.00	1	<b>5,290.00</b>	<b>1</b>
Switzerland			5,111.00	1			<b>5,111.00</b>	<b>1</b>
Egypt			1,575.00	1	3,071.93	2	<b>4,646.93</b>	<b>3</b>
Bermuda	1,000.00	1					<b>1,000.00</b>	<b>1</b>
<b>Grand Total</b>	<b>920,211.32</b>	<b>80</b>	<b>2,043,306.37</b>	<b>185</b>	<b>2,371,002.65</b>	<b>189</b>	<b>5,334,520.34</b>	<b>454</b>



**\*\*\* END OF AMENDMENT \*\*\***