



Amendment 1

Solicitation Number: **USC-RFQ-3644-CH**
 Date Issued: **July 31, 2020**
 Procurement Officer: **Caleisha Hayes**
 Phone: **803-777-4115**
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 Mailing Address: **1600 Hampton Street, Ste 606**

DESCRIPTION: **Provide Comprehensive Medical School Admissions Software Solution**

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.

Quotes must be emailed to caleisha@mailbox.sc.edu

SUBMIT OFFER BY (Opening Date/Time): **August 3, 2020 at 5:00 PM (local time)** (See "Deadline For Submission Of Offer" provision)

QUESTIONS MUST BE RECEIVED BY: **July 30, 2020 at 11:00 AM (local time)** (See "Questions From Offerors" provision)

CONFERENCE TYPE: N/A DATE & TIME: <small>(As appropriate, see "Conferences - Pre-Bid/Proposal" & "Site Visit" provisions)</small>	LOCATION: N/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 Thirty (30) calendar days after the Opening Date. (See "Signing Your Offer" provision.)

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

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)

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

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 (%)
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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. **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)**

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. What is the budget for this project?

ANSWER: *Offerors should present their best price using the Bidding Schedule in Section VIII. of the RFQ.*

2. Is USC able to export the database into CSV format? This will allow seamless integration into the newer application.

ANSWER: *No, the data does not come into a CSV format from AMCAS.*

THE FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR B:

3. Would the University consider extending the bid submission deadline?

ANSWER: *No, the University will begin receiving applications on August 1st and needs to put a system in place immediately.*

4. Would the University consider extending the deadline for receipt of questions?

ANSWER: *Please refer to Question #3.*

5. How many full access users (able to configure the system, update settings/workflows, create and manage campaigns/communication plans, use live chat, write reports, other higher level functions) do you anticipate will access the solution?

ANSWER: *4.*

6. How many limited access users (only able to update contact data fields, add notes, and run pre-written reports) do you anticipate will access the solution?

ANSWER: *Approximately 4.*

7. Do you expect to use the chat feature? If so, how many chat users do you anticipate will access the solution?

ANSWER: *The University does not want a “Chat” feature, just the ability to conduct virtual interviews.*

8. How many student applications do you receive annually?

ANSWER: See Section III. Scope of Work/Specifications of the RFQ.

THE FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR C:

9. Could you please extend the deadline date?

ANSWER: Please refer to Question #3.

10. What is your SIS (Student Information System)?

ANSWER: Banner

11. What is your LMS (Learning Management System)?

ANSWER: OASIS

12. Do you have any other CRM now? If the answer is “yes”, please name the CRM and explain reasons to look for a new CRM.

ANSWER: No, done internally.

13. Is there a mobile app to connect to your prospects?

ANSWER: No.

14. How do you conduct your student recruitment events today? Are these events in High School, Open days, etc.?

ANSWER: This is not a recruitment system.

15. Do you have any software to manage organizing and executing events?

ANSWER: No.

16. How do you record and track the registrants/attendees (cold/warm) to these events?

ANSWER: Not relevant to this procurement.

17. How many students are in your campus today? Local? International?

ANSWER: 400.

18. Please tell us your total submitted applications in a year?

ANSWER: See Section III. Scope of Work/Specifications of the RFQ.

19. How many staff user will require access to the system?

ANSWER: See Section III. Scope of Work/Specifications of the RFQ.

20. Can you share the IT budget per year, specially allocated to software acquisition?

ANSWER: Please refer to Question #1.

21. Can you please tell us the total number of agents that you work with today?

ANSWER: See Section III. Scope of Work/Specifications of the RFQ.

22. Enumerate your current system or process problems associated with the enrollment of students now. Or what are the steps you would like to take (aspirational) to improve your student recruitment process?

ANSWER: Please refer to Question #14.

23. What is the ratio/counts of inquiries to application and finally enrollments, for international admissions, for a year?

ANSWER: No international students.

24. How many employees support the marketing and admissions department?

ANSWER: 10.

25. What are the channels of marketing you deploy to recruit today – social media, events etc.?

ANSWER: This will not be used for marketing.

26. Do you make any telemarketing outbound processes to engage and nurture prospects? If yes, do you have an International Support team that handles voice calls, emails and chats?

ANSWER: No.

27. Do you buy leads from vendors? If yes, what percentage of the recruitment is through this channel?

ANSWER: No.

28. How do you nurture the inquiries, applicants, etc.?

ANSWER: All medical students apply via central processing system (AMCAS).

29. Do you have an interview process?

ANSWER: Yes.

30. Do you work with agents domestic or abroad to recruit students?

ANSWER: No.

31. What is the kind of marketing campaigns do you use today?

ANSWER: Please refer to Question #22.

32. Do you have customized communication to prospects/applicants of different demographic segments or personas?

ANSWER: No.

33. By when are you planning to procure this solution?

ANSWER: See Section III. Scope of Work/Specifications of the RFQ.

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