

 HORRY GEORGETOWN TECHNICAL COLLEGE	INVITATION FOR BID Amendment #2	Solicitation Number:	IFB0189-23
		Date Issued:	January 18, 2024
		Procurement Officer:	Toni Richardson
		Phone:	843-349-3680
		E-Mail Address:	Toni.richardson@hgtc.edu

DESCRIPTION: QuickBase Data Management Software or Approved Equal

The Term "Offer" Means Your "Bid" or "Proposal"

SUBMIT OFFER BY (Opening Date/Time): January 30, 2024 @ 3:00 P.M. (See "Deadline For Submission Of Offer" provision)

QUESTIONS MUST BE RECEIVED BY: ~~January 16, 2024 @ 3:00 P.M.~~ (See "Questions From Offerors" provision)

NUMBER OF COPIES TO BE SUBMITTED: (1) One

SUBMIT YOUR BID TO EITHER OF THE FOLLOWING ADDRESSES:

MAILING ADDRESS:
Horry Georgetown Technical College
Procurement Office,
PO Box 261966
Conway, SC 29528-6066

PHYSICAL ADDRESS:
Horry Georgetown Technical College
Procurement Office,
Bldg. 100, Room 120
2050 Hwy. 501 E., Conway, SC 29526

ALL BIDS MUST BE MAILED OR HAND DELIVERED TO EITHER ADDRESS ABOVE, IN A SEALED ENVELOPE MARKED WITH SOLICITATION NAME AND NUMBER. No e-mails or faxes will be accepted.

CONFERENCE TYPE: N/A DATE & TIME: As appropriate, see "Conferences – Pre-Bid/Proposal" & "Site Visit" provisions	LOCATION: N/A
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AWARD & AMENDMENTS	Award will be posted on February 6, 2024. The award, this solicitation, any amendments, and any related notices will be posted at the following web address: https://www.hgtc.edu/purchasing
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You must submit a signed copy of this form with Your Offer. By submitting a bid or proposal, 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.

NAME OF OFFEROR (Full legal name of business submitting the offer)	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.
AUTHORIZED SIGNATURE (Person must be authorized to submit binding offer to contract on behalf of Offeror.)	TAXPAYER IDENTIFICATION NO. (See "Taxpayer Identification Number" provision)
TITLE (Business title of person signing above)	STATE VENDOR NO. (Register to Obtain S.C. Vendor No. at www.procurement.sc.gov)
PRINTED NAME (Printed name of person signing above)	DATE SIGNED
STATE OF INCORPORATION (If you are a corporation, identify the state of incorporation.)	

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

AMENDMENTS TO SOLICITATION (JAN 2004): (a) The Solicitation may be amended at any time prior to opening. All actual and prospective Offerors should monitor the following web site for the issuance of Amendments: www.hgtc/purchasing (b) Offerors shall acknowledge receipt of any amendment to this solicitation (1) by signing and returning the amendment, (2) by identifying the amendment number and date in the space provided for this purpose on Page Two, (3) by letter, or (4) by submitting a bid that indicates in some way that the bidder received the amendment. (c) If this solicitation is amended, then all terms and conditions which are not modified remain unchanged. [02-2A005-1]

A Service Provider Security Assessment Questionnaire has been added to section VIII. ATTACHMENTS TO SOLICITATION. The document is attached to this Amendment #2.

DUE DATE FOR BID TO BE SUBMITTED HAS BEEN CHANGE TO JANUARY 30, 2024 AT 3:00 P.M.

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]

Questions and Answers:

1. Can you provide more detailed information on the specific features and functionalities you are looking for in the QuickBase Data Management Software System?

Answer: See Software Solution Needs in the Statement of Work/Specifications on page 11 of original solicitation document.

2. Are there any unique requirements or integrations that the system should support?

Answer: We are not looking for integration with other systems currently. We will be importing data from various systems.

3. What level of technical and operational experience do the current users have and are future users expected to have that same level of experience?

Answer: All users are knowledgeable regarding the data used and future users will be required to have the same level of knowledge.

4. What level of documentation exists for the current data and processes?

Answer: We have a variety of processes and procedures documented currently.

5. How many individuals use the current system and what is the projection for the future?

Answer: Currently 5 users and we expect the same number for the future.

6. Are any of the reports or dashboards integrated into an intranet or internet site? If so, how many? If not, is this an important feature for the future state?

Answer: We currently do not have dashboard capabilities, and YES this is an important feature for the future.

7. From the data descriptions, it appears that many updates may be infrequent, perhaps monthly at the most frequent. Is this correct? If not, how many are daily, weekly or more frequent?

Answer: We do have several reports that are run on a daily basis but most are weekly, monthly, quarterly and semester driven.

8. What are the expectations for training and support throughout the contract period?

Answer: It is expected that training and support is available throughout the contract period(s).

9. Are there specific training modules or levels of support that the college prioritizes?

Answer: That would depend upon what is provided as a solution to our needs.

10. Can you elaborate on the one-year contract with four one-year renewal options?

Answer: The contract is for 1 year with 4 optional 1 year renewals. Please see pages 1 "MAXIMUM CONTRACT PERIOD – ESTIMATED", page 23 "PRICE ADJUSTMENT – LIMITED – AFTER INITIAL TERM ONLY", page 25 "TERMINATION FOR CONVENIENCE – SHORT FORM".

11. What factors will be considered for the renewal options, and are there any conditions for extending the contract?

Answer: Same answer as #10 above.

12. What is the expected timeline for the implementation of the QuickBase Data Management Software System?

Answer: Expectation is 3 to 6 months for implementation.

13. Are there any critical milestones or deadlines that need to be met during the implementation process?

Answer: Our data and processes are continual and fluid – we will work to be as flexible as possible.

14. How scalable should the selected system be to accommodate potential growth or changes in data management needs over the contract period?

Answer: We want the ability to grow with our needs.

15. Are there anticipated changes in the college's data management requirements in the future that should be considered?

Answer: Change is always expected especially when reporting to state and federal government entities which we do quite often.

16. What criteria will be used to evaluate and compare proposals?

Answer: This solicitation is an Invitation for Bid not a Request for Proposal. There are no evaluation criteria. This contract will be awarded to the lowest responsive and responsible bidder.

17. Are there specific elements or features that the college considers particularly important in the selection process?

Answer: These elements and features are specified in the Scope of Work. The contract will be awarded to the lowest responsive and responsible bidder.

18. Is there a budget range or cost estimate that the college has allocated for this project?

Answer: No budget was specified for this software purchase.

19. Are there any specific cost breakdowns or considerations that vendors should be aware of when submitting their proposals?

Answer: No, only the Bidding Schedule should be submitted with pricing.

20. Can we integrate Business Intelligence Tools (like Power BI, AWS Quick Sight, or Tableau) to generate Dashboards?

Answer: We are open to all suggestions and solutions.

21. Do you have any other specific Tech Stack you are looking to utilize in this application?

Answer: Not at this time.

22. What is the allocated budget range or cost estimate that Horry-Georgetown Technical College has set aside for the QuickBase Data Management Software System or an approved equal?

Answer: A budget amount was not indicated.

23. Could you provide details on the budget range or cost estimate allocated by the college for the project outlined in the RFP?

Answer: No budget has been set for this project. Also, this is an Invitation for Bid and not a Request for Proposal. A Proposal is not required for this solicitation only pricing as indicated in the Bidding Schedule.

24. Could you provide specific cost breakdowns or considerations that vendors should be aware of when preparing and submitting their proposals for the project?

Answer: This does not require a Proposal. We only require the software to meet the characteristics per the Scope of Work. The Bidder would submit the Bidding Schedule with pricing if software meets requirements in the Scope of Work. Otherwise, the Bidder was required to submit a request for approval on an "approved equal" to software with similar characteristics to QuickBase.

25. Regarding training and support throughout the contract period, could you elaborate on the college's expectations and requirements?

Answer: We will require training and support to be available while using the software solution. Our hope is that with proper training little additional training and support will be needed.

26. What is the specific purpose and scope of the QuickBase Data Management Software System or an approved equal that Horry-Georgetown Technical College is seeking?

Answer: These requirements are indicated in the "Scope of Work" of the solicitation.

27. Can you elaborate on the current challenges and limitations of the College's existing data management system, particularly the use of MS ACCESS tables, and how the new system aims to address these issues?

Answer: Only 1 person can work in the database at a time, we manually enter data from paper applications. We need a solution where we can all be in the system working and we can capture data needed electronically with the ability to import files also.

28. How many users does the College anticipate using the system concurrently, and what are the specific requirements for data integration, reporting, and dashboards?

Answer: See Question #5 above.

29. Could you provide more details on the types of data sources the system needs to handle, including those from students, faculty, staff, community partners, and other organizations?

Answer: We need the ability to capture data via electronic format that will automatically be imported into the system

30. What are the key goals and objectives outlined in the statement of work for updating the outdated software, and how does the College plan to collaborate with the chosen vendor in the implementation process?

Answer: We do not need to update the old system. The old system is MS ACCESS, and we will always have access to see the old files.

31. In terms of software requirements, what specific features are essential for the new system, such as sustainability, workflow capability, accuracy, and efficiency?

Answer: Please see the SOW Software Solution Needs

32. What are the deliverables expected from the vendor, including a project plan, documentation, training, and statements of work for each phase of the project?

Answer: Please see the SOW Software Solution Needs

33. Can you provide additional information on the current applications being used, such as MS ACCESS, Excel tables, SurveyMonkey, and others, and how they are utilized in the College's data management processes?

Answer: We use various data files from all mentioned systems, i.e. CSV and Excel formats. We import CVS files into Excel tables. We enter data manually into MS ACCESS databases.

34. Are there any specific requirements or preferences regarding the new system's ability to integrate with other platforms such as DocuSign, Banner, SurveyMonkey, etc.?

Answer: We will export the files from these system for use in the new system.

35. We hope you will provide access to third parties like SurveyMonkey.

Answer: We export files from SurveyMonkey.

36. Regarding the "brand name or equal" specification, can you clarify the College's expectations for equivalent products and the criteria for determining substantial equivalence?

Answer: The due date has passed to submit an approved equal for this particular solicitation.

37. What level of training and support does the College expect from the chosen vendor throughout the contract period?

Answer: We expect the vendor to be available throughout the contract for any questions or concerns we have in using the system or training for use of the system.

38. Are you looking for a specific off-the-shelf product like QuickBase or are you open to a custom-built solution if it meets your requirements?

Answer: Yes, we need a system that we can immediately use with training. We do not want to invest in additional hardware, and we also want a self-manage system [not dependent on other departments].

39. You mentioned the system needs to integrate data from various system downloads. Can you provide more details on the specific systems and data formats (APIs, databases, flat files, etc.) that need to be integrated?

Answer: We download files from College Board, SCTCS [South Caroliina Technical college system], Banner [via ARGOS reports – CSV files], SCDEW and other systems. The file formats are in excel or CSV files.

40. You mentioned workflow capabilities - could you expand on the specific workflow needs? Approval processes, task assignments, etc.?

Answer: The ability to build our own workflows as needed.

41. For reporting and dashboards, do you have any specific visualization software preferences or requirements?

Answer: No, we would like some type of dynamic dashboard that could filter and display data and reporting consist of tables and charts/graphs.

42. Regarding the number of users - will they need concurrent access for data entry and reporting? Or primarily just for viewing reports and dashboards?

Answer: Yes concurrent access is needed

43. The RFP mentions licensing, implementation, training, and support. Can you clarify if you need the vendor to handle implementation and ongoing support services? Or are you only looking to license an off-the-shelf product that your internal team would implement and support?

Answer: We are looking for off-the-shelf and self-management. We do expect assistant to implement, and we require training and support.

44. What level of support is needed during the initial implementation and onboarding vs ongoing support? Are there any preferences on support hours and response times?

Answer: We expect complete support during implementation [i.e., all working hours for a specific time] and ongoing support would mean availability to answer questions and get assistance when needed without extra cost.

45. For customizations, integrations, or new features beyond the base platform - do you have any rough estimates on the volume or complexity you expect?

Answer: We want to build our own customizations/platforms/applications – we require the ability to expand when we need to.

46. Could you provide some example reports, dashboards, or use cases you want build on the new system? This will help assess the required functionality.

Answer: We don't currently use dashboards. We need to report on student demographics and all course related data to support student service. We collect a variety of data from surveys and assessments that we need to be able to report on.

47. What is the expected timeline for implementing the new system? Is there any flexibility or constraints on timing?

Answer: Expectation is an implementation of 3 to 6 months, and we are somewhat flexible.

48. What are the top priorities or pain points you hope to solve with the new system?

Answer: Eliminate the use of manual data entry and all paper. We require concurrent entry into the system.

49. Do you expect the vendor to be a QuickBase reseller or a consultant implementing QuickBase?

Answer: We based our specifications on QuickBase or an "approved equal". Any approved equal would need to have submitted the request for approval by January 16, 2024 @ 3:00 p.m.

50. If you are looking for a QuickBase consultant, what are your budget expectations - subscription basis or fixed price?

Answer: HGTC is seeking to purchase a software program for a possible 5-year contract. HGTC is not looking to hire a consultant. No budget was specified for this contract.

51. Will data cleaning be required and whose responsibility would that be - the College's or the vendor's?

Answer: HGTC will be responsible for cleaning the data.

52. What is the required storage size for the QuickBase data management system?

Answer: We are looking for a cloud-based system with unlimited storage capacity

53. Is there any public access data that will be included, or will all data be internal/restricted access?

Answer: All dashboard data will be public access as well as some reports.

54. Apart from the QuickBase subscription costs, do you have any budget allocated for ongoing support/maintenance on an hourly or fixed price basis?

Answer: Our budget is a fixed price to include support and maintenance.

55. What are the key evaluation criteria that will be used to assess vendor proposals?

Answer: Ability to import our various files, collect data, report on data and a self-managed system that will grow with our needs.

56. Can you provide the required section headings/format for the RFP response?

Answer: This solicitation is an Invitation for Bid. The Bidding Schedule is provided for pricing. This is not a Request for Proposal, so no proposal (headings/formats) is required. The award will be made to the lowest responsive and responsible bidder.

57. Given the tight timeframe between submissions and answer release, would you grant an extension to the submission deadline?

Answer: The due date for the bid will be extended to allow for additional time. An Amendment will be posted and an email will be sent out once the Amendment is published.

VIII. ATTACHMENTS TO SOLICITATION

- Non-Resident Taxpayer Registration Affidavit Income Tax Withholding
- Offerer's Check List
- Service Provider Security Assessment Questionnaire

SERVICE PROVIDER SECURITY ASSESSMENT QUESTIONNAIRE

Instructions: (1) Attach additional pages or documents as appropriate and make sure answers cross reference to the questions below. (2) As used in this Questionnaire, the phrase "government information" shall have the meaning defined in the clause titled "Information Security." (3) This Questionnaire must be read in conjunction with both of the following two clauses (a) Service Provider Security Assessment Questionnaire -- Required, and (b) Service Provider Security Representation.

1. Describe your policies and procedures that ensure access to government information is limited to only those of your employees and contractors who require access to perform your proposed services.
2. Describe your disaster recovery and business continuity plans.
3. What safeguards and practices do you have in place to vet your employees and contractors who will have access to government information?
4. Describe and explain your security policies and procedures as they relate to your use of your contractors and next-tier sub -contractors:
5. List any reports or certifications that you have from properly accredited third-parties that demonstrate that adequate security controls and assurance requirements are in place to adequately provide for the confidentiality, integrity, and availability of the information systems used to process, store, transmit, and access all government information. (For example, an ISO/IEC 27001 compliance certificate, an AICPA SOC 2 (Type 2) report, or perhaps an AICPA SOC 3 report (i.e., a SysTrust or WebTrust seal)). For each certification, describe the scope of the assessment performed. Will these reports / certifications remain in place for the duration of the contract? Will you provide the state with most recent and future versions of the applicable compliance certificate / audit report?
6. Describe the policies, procedures and practices you have in place to provide for the physical security of your data centers and other sites where government information will be hosted, accessed or maintained.
7. Will government information be encrypted at rest? Will government information be encrypted when transmitted? Will government information be encrypted during data backups, and on backup media? Please elaborate.

8. Describe safeguards that are in place to prevent unauthorized use, reuse, distribution, transmission, manipulation, copying, modification, access or disclosure of government information.
9. What controls are in place to detect security breaches? What system and network activity do you log? How long do you maintain these audit logs?
10. How will government information be managed after contract termination? Will government information provided to the Contractor be deleted or destroyed? When will this occur?
11. Describe your incident response policies and practices.
12. Identify any third party which will host or have access to government information.

Offeror's response to this questionnaire includes any other information submitted with its offer regarding information or data security.

SIGNATURE OF PERSON AUTHORIZED TO REPRESENT THE ACCURACY OF THIS INFORMATION ON BEHALF OF CONTRACTOR:

By: _____
(authorized signature)

Its: _____
(printed name of person signing above)

(title of person signing above)

Date: _____