DESCRIPTION: Comprehensive, enterprise-level student tracking software solution for early warning/student retention and success.

USING GOVERNMENTAL UNIT: TRI-COUNTY TECHNICAL COLLEGE

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

SUBMIT OFFER BY (Opening Date/Time): 4/30/2013 2:00 pm
See "Deadline for Submission of Offer" provision

QUESTIONS MUST BE RECEIVED BY: 4/22/2013 2:00 pm
See "Questions From Offerors" provision

NUMBER OF COPIES TO BE SUBMITTED: One (1) original and four (4) Copies

Offers must be submitted in a sealed package. Solicitation Number & Opening Date must appear on package exterior.

MAILING ADDRESS:
Tri-County Technical College
PO Box 587
Pendleton, S.C. 29670

PHYSICAL ADDRESS:
Tri-County Technical College
Ruby Hicks Building Room 114
7900 Highway 76
Pendleton, SC 29670

CONFERENCE TYPE: None Scheduled
LOCATION: Not Applicable

AWARD & AMENDMENTS
Award will be posted at http://www.tctc.edu/Content/About_TCTC/PurchasingSolicitation/Solicitation.xml on approximately 5/17/2013. The award, this solicitation, and any amendments will also be posted on the website above.

NAME OF OFFEROR
(Full legal name of business submitting the offer)

AUTHORIZED SIGNATURE
(Person signing must be authorized to submit binding offer to enter contract on behalf of Offeror named above.)

TITLE
(Business title of person signing above)

PRINTED NAME
(Printed name of person signing above)

DATE SIGNED
(See "Signing Your Offer" provision.)

Instructions regarding Offeror's name: Any award issued will be issued to, and the contract will be formed with, the entity identified as the offeror above. An offer may be submitted by only one legal entity. 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.

STATE OF INCORPORATION
(If offerer is a corporation, identify the state of Incorporation.)

TAXPAYER IDENTIFICATION NO.
(See "Taxpayer Identification Number" provision)

STATE VENDOR NO.
(Register to Obtain S.C. Vendor No. at www.procurement.sc.gov)
**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)

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<th>Area Code - Number - Extension</th>
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**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)

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**ACKNOWLEDGMENT OF AMENDMENTS**

Offerors acknowledges receipt of amendments by indicating amendment number and its date of issue. (See "Amendments to Solicitation" Provision)

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**DISCOUNT FOR PROMPT PAYMENT**

(See "Discount for Prompt Payment" clause)

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**PREFERENCES** (Please note, preferences do not apply to this procurement) - 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 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)).

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PAGE TWO (SEP 2009)  
End of PAGE TWO
This amendment provides answers to all questions received.

1. “Is SSO Supported? If so, what are your requirements for real time (non-batch upload) Single Sign On”. Can you define further the reasoning behind this question?

Answer: We want to know the technology and requirements that are needed for any single sign on solution so that it can be evaluated against our existing technology standards and security requirements. In addition, it is needed so that we can determine if other technologies or solutions are needed in order to integrate with the systems that are being requested. Please provide as much detail as possible on how your system performs single sign on and what are all the options for achieving that. Also, describe the security used to transmit data with your system.

2. Do you support the release channels for Firefox / Chrome?

Answer: If your solution is browser based we need to know which browsers are supported so that we can evaluate those requirements against the systems we provide on campus. Also, our customers will use personal systems and devices to access any interfaces so it is imperative that release channels of Firefox and Chrome be supported as many times these browsers are set to auto update by default.

3. We will be providing user manuals / IT guides / etc. that will generate a significant amount of paper. Can we provide these on 4 thumb drives vs. physical paper?

Answer: For user manuals, IT guides and those types of documents, you may submit one hard copy and 4 thumb drives.

4. “Notification of positive reinforcement/feedback preferred” - Can you explain what you would like to happen?

Answer: In addition to being able to send alerts for poor performance, we would like to have the capability of sending “kudos” to students who have done something particularly well.

5. “Provision of feedback to individuals submitting alerts” - Can you explain what you would like to occur?

Answer: Currently, if a student is referred by a faculty member to one of our resource services, there is typically no communication back to the faculty member to let them know whether or not the student actually used the service. We want the early alert system to provide a way to close this gap. We want the system to create a full circle of communication by providing feedback to the person who originated the alert.

6. In Scope of Work section 1-1 General Requirements, one of the bullet points states “card-swipe capability preferred.” Can you provide clarification on how TCTC intends to utilize card swipe technology as part of the desired early alert system?

Answer: We would use that capability to automate the job of scheduling and tracking student use of resources.

7. How many student services staff or academic support will be primary users of the system?

Answer: Approximately 20.

8. What is most important to you in retention technology?

Answer: User-friendly, intuitive, and efficient in addition to providing a robust array of capabilities.

9. What is most important to you in a partner?

Answer: The provision of dependable customer service that is responsive to requests and questions.

10. Are there any scenarios where you would be interested in coaches branded as your institution that proactively contact students and solve common issues?

Answer: Not at this time.
11. What are your current term to term persistent rates from term 1 thru 6?

Answer: From 2009 through 2012, our fall-to-spring persistence rates average about 74%. From 2008-2012, fall-to-fall retention rates have fallen from 72.6% to 63.2%.

12. Do you have numerical goals for improvement?

Answer: We would like to increase the fall-to-fall retention rate by 10% through the use of the entire academic support network, of which the early alert system will be a part.

13. Please describe what you specifically would like to see with regards to Card Swipe capability?

Answer: We currently use Doors.net and would like to not have several swipe systems. From the users end, the hope is that a card swipe system would automate the job of scheduling and tracking student use of resources.

14. What functionality do you desire for the students to access in the student portal?

Answer: We would like a student to have direct links to applicable resources, such as instructors, academic advisor, success coach, the tutoring center, etc. We would also like the student to be able to schedule appointments with each of those entities from within the portal.

15. Please clarify if a completed W9 and a Non-Resident Taxpayer Registration Affidavit are due as part of the proposal submission or if these documents will be required post-award from the winning company.

Answer: These documents are required as part of the proposal submission.

16. Please clarify, for pricing purposes, if you wish full implementation to include the 11,000 non-credit seeking students as well as your 6,700 credit seeking students.

Answer: No, we do not wish to include the 11,000 non-credit seeking students.

17. In the first section it indicates "requirements". Could you verify if these are Pass/Fail or simply affect the grade of our submission?

Answer: If you are referring to the requirements in Section 1 under the Scope of Work, those items are required unless it says “preferred” after the requirement.