



Request for Proposals – Amendment #1

Solicitation Number
Date Issued
Procurement Officer
Phone
E-Mail Address

TCTC-19-Payments
09/05/2019
Matt Whitten
(864) 646-1633
mwhitten@tctc.edu

DESCRIPTION: **Contract with third-party vendor to provide an off the shelf payment solution**

USING GOVERNMENTAL UNIT: **Tri-County Technical College**

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 Offer" provision.

SUBMIT YOUR SEALED OFFER TO EITHER OF THE FOLLOWING ADDRESSES:

MAILING ADDRESS:

Tri-County Technical College
Attn: Purchasing Dept.
PO Box 587
Pendleton, SC 29670

PHYSICAL ADDRESS:

Tri-County Technical College
Attn: Purchasing Department
7900 Hwy 76, Ruby Hicks Hall, Suite 280
Pendleton, SC 29670

SUBMIT OFFER BY (Opening Date/Time): **10/08/2019 2:00 PM** (See "Deadline For Submission Of Offer")

QUESTIONS MUST BE RECEIVED BY: **9/17/2019 2:00 PM** (See "Questions From Offerors" provision)

NUMBER OF COPIES TO BE SUBMITTED: **One (1) Original, marked "ORIGINAL" and four (4) copies**

CONFERENCE TYPE: **N/A**

(As appropriate, see "Conferences - Pre-Bid/Proposal" & "Site Visit" provisions)

LOCATION: N/A

AWARD & AMENDMENTS

Award will be posted on **10/31/2019**. The award, this solicitation, any amendments, and any related notices will be posted at: www.tctc.edu/purchasing

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. (See "Signing Your Offer" and "Electronic Signature" provisions.)

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. (if applicable)

(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.)

Sole Proprietorship Partnership Other _____

Corporate entity (not tax-exempt) Corporation (tax-exempt) Government entity (federal, state, or local)

(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 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)
_____ Payment Address same as Home Office Address	_____ Order Address same as Home Office Address
_____ Payment Address same as Notice Address (check only one)	_____ Order Address same as Notice Address (check only one)

ACKNOWLEDGMENT OF AMENDMENTS							
Offeror 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 – Do not apply to this RFP	
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Request for Proposal: TCTC-19-PAYMENTS

Amendment #1 – Questions and Answers

1. In the RFP on page 14, section 3, Payment Plan Solution describes the functionality and requirements of the institution. There are various ways that vendors can administer payment plans for the institution. One way would be to simply provide a software solution for the institution to manage the plans internally. Another method would be for the vendor to provide the software and perform many customer service functions such as plan marketing, call center support, etc. Would the institution please clarify if the preference would be for a vendor to manage the payment plans on behalf of the institution; if the institution would like the manage the plans internally leveraging the vendor’s software; or if the institution would like info on both options and associated pricing models with both?

ANSWER: While our preference is for the vendor to manage the payment plans on behalf of the College, we would like information and pricing on both options above.

2. The RFP mentions in multiple places the desire for the vendor to be flexible if the institution were to change banking partners in the future. Has the institution selected a bank to move to from the current bank or is that a placeholder in case the institution changes banks during the term of the agreement?

ANSWER: Our maximum contract period with our current banking service cannot extend past September 30th, 2021. Our banking services provider could potentially change to a different banking institution when that contract is rebid.

3. In the RFP at the bottom of page 17 and continued on the top of page 18 the RFP states that the award of this RFP may go to multiple vendors. On page 20 of the RFP the language around the award states that this RFP will be awarded to one vendor. Would the institution please clarify if the goal is for one vendor to be awarded the RFP or multiple vendors?

ANSWER: Our intent to is only award to one vendor from the RFP. We may stay with our existing vendor for payment plan administration and on-line tuition payment services and award a single vendor only the cashiering and eCommerce services from the RFP. We may award a single vendor all services under the RFP if the total solution is in the best interest of Tri-County Technical College so please price your proposal in a separate document as stated in the section titled “**Financial Proposal**”.

4. In order to assist in providing the most complete response to the College, would you please share your transactional volume, including the following:

Payments:

- a. Annual number of transactions by card type
- b. Annual credit dollar volume, along with the effective rates for each card type (if varied)
- c. Transaction volume for the College’s ACH payments including dollars processed

Payment Plan:

- a. Current participation in the payment plan
- b. Fees associated with the payment plan (enrollment fee, late fee, reinstatement fee, etc.)
- c. Total number of tuition installment plan participants by plan (for example Annual, fall, spring, summer, late plans)

ANSWER:

Payments

	#transactions	\$transactions
Visa	52,403	10,411,559.75
Master Card	18,279	3,714,923.28

Discover		1,203	311,748.72
Amex		1,301	1,444,918.78
Debit Card		16,999	325,126.78
Total		90,185	16,208,277
ACH payments	Total	4,197	5,155,773.14
	checking	4,017	4,864,819.31
	savings	180	290,953.83

Note - ACH payments have only been accepted since April 2019.

We do not have information regarding effective rates to provide.

Payment Plan

Currently there is a \$30 nonrefundable enrollment fee. Also, there is a fee for returned ACH payments of \$25. Each of these payments are maintained by the current vendor.

From FY13-14 through Spring term of FY 2018-19, the College offered twice monthly as well as monthly payment plans. For the Summer of 2019 and Fall of 2019, the College offered a monthly payment plan only. The total defaulted period for the Fall term has not been reached at the time this data was collected. See table below.

<u>Term</u>	<u>IPP</u>	<u>Plan</u>	<u>Enrolled</u>	<u>Reactivated</u>	<u>Withdrawn/Cancelled/ Defaulted</u>	<u>Average Plan Amount</u>
<u>2019 - 20</u>						
Fall 2019			1,400	0	10	\$2,083.84
201910	4MOPP	Monthly Plan	1,400	0	10	\$2,083.84
-	-	-	-	-	-	-
<u>2018 - 19</u>						
Summer 2019			782	0	123	\$1,007.63
201830	4MOPP	Monthly Plan	782	0	123	\$1,007.63
Spring 2019			1,385	3	248	\$2,157.40
201820	4MOPP	Monthly Plan	862	2	144	\$2,256.18
201820	8TMPP	Twice Monthly Plan	523	1	104	\$1,994.54
Fall 2018			1,758	0	837	\$1,955.53

201810	4MOPP	Monthly Plan	1,126	0	450	\$1,968.21
201810	8TMPP	Twice Monthly Plan	632	0	387	\$1,932.84

2017 - 18

Summer 2018 **729** **0** **190** **\$891.87**

201730	3MOPP	Monthly Plan	484	0	94	\$844.51
201730	6TMPP	Twice Monthly Plan	245	0	96	\$985.45

Spring 2018 **1,185** **2** **516** **\$1,283.96**

201720	4MOPP	Monthly Plan	722	0	261	\$1,230.29
201720	8TMPP	Twice Monthly Plan	463	2	255	\$1,367.67

Fall 2017 **1,554** **1** **784** **\$1,344.46**

201710	4MOPP	Monthly Plan	989	1	430	\$1,298.58
201710	8TMPP	Twice Monthly Plan	565	0	354	\$1,424.77

2016 - 17

Summer 2017 **849** **0** **315** **\$890.25**

201630	3MOPP	Monthly Plan	572	0	185	\$833.15
201630	6TMPP	Twice Monthly Plan	277	0	130	\$1,008.37

Spring 2017 **1,182** **0** **496** **\$1,227.85**

201620	4MOPP	Monthly Plan	760	0	264	\$1,176.99
201620	8TMPP	Twice Monthly Plan	422	0	232	\$1,319.46

Fall 2016 **1,727** **0** **870** **\$1,332.66**

201610	4MOPP	Monthly Plan	1,051	0	466	\$1,256.78
201610	8TMPP	Twice Monthly Plan	676	0	404	\$1,450.63

2015 - 16

Summer 2016 **793** **0** **231** **\$782.53**

201530	3MOPP	Monthly Plan	547	0	124	\$747.22
201530	6TMPP	Twice Monthly Plan	246	0	107	\$861.04

Spring 2016 **1,184** **0** **469** **\$1,164.51**

201520	4MOPP	Monthly Plan	740	0	224	\$1,159.56
201520	8TMPP	Twice Monthly Plan	444	0	245	\$1,172.75

Fall 2015 **1,559** **0** **685** **\$1,278.43**

201510	4MOPP	Monthly Plan	980	0	345	\$1,203.25
201510	8TMPP	Twice Monthly Plan	579	0	340	\$1,405.45

2014 - 15

Summer 2015			758	0	198	\$739.21
201430	3MOPP	Monthly Plan	510	0	113	\$693.08
201430	6TMPP	Twice Monthly Plan	248	0	85	\$834.08
Spring 2015			1,156	0	343	\$1,031.71
201420	4MOPP	Monthly Plan	814	0	184	\$1,007.60
201420	8BWPP	Twice Monthly Plan	342	0	159	\$1,089.07
Fall 2014			1,601	0	775	\$1,169.90
201410	4MOPP	Monthly Plan	1,117	0	462	\$1,134.00
201410	8BWPP	Twice Monthly Plan	484	0	313	\$1,252.75

2013 - 14

Summer 2014			789	0	229	\$721.62
201330	3MOPP	Monthly Plan	539	0	125	\$697.36
201330	6BWPP	Twice Monthly Plan	250	0	104	\$773.92
Spring 2014			1,197	0	436	\$1,037.09
201320	4MOPP	Monthly Plan	825	0	254	\$1,009.47
201320	8BWPP	Twice Monthly Plan	372	0	182	\$1,098.34
Fall 2013			1,505	4,204	764	\$1,138.77
201310	4MOPP	Monthly Plan	1,169	2,903	551	\$1,118.12
201310	8BWPP	Twice Monthly Plan	336	1,301	213	\$1,210.63