Tri-County Technical College Request for Proposal **Amendment #1 Questions and Answers**	Solicitation: Date Issued: Procurement Officer: Phone: E-Mail Address: Mailing Address:	TCTC-26-Campus Engagement Platform **10/09/2026** Beverly Franklin 864-646-1439 bfrankl3@tctc.edu Tri-County Technical College Purchasing Office – RH280 7900 Highway 76 Pendleton SC 29670-8876

DESCRIPTION: **Campus Engagement Platform**

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 Paper Offer or Modification" provision.

SUBMIT YOUR SEALED OFFER TO EITHER OF THE FOLLOWING ADDRESSES:

MAILING ADDRESS:	PHYSICAL ADDRESS:
Tri-County Technical College PO Box 587 Pendleton, SC 29630	Tri-County Technical College Suite 280 7900 Highway 76 Pendleton, SC 29670

SUBMIT OFFER BY (Opening Date/Time): **11/24/2026 / 2:00 PM EDT** (See "Deadline For Submission Of Offer" provision)

QUESTIONS MUST BE RECEIVED BY: **10/14/2026 / 2:00 PM EDT** (See "Questions From Offerors" provision)

NUMBER OF COPIES TO BE SUBMITTED: **ONE (1) Original Hardcopy for Both Technical & Price Proposal's** marked "Original", **FOUR (4) Hardcopies for the Technical Proposal** marked "Copy", **ONE (1) Electronic Media Copy of Technical & Price Proposals, and One (1) Redacted Copy** via electronic media (**marked "redacted"),** (See "Submitting Redacted Offers" provision Section IV., "Submitting Confidential Information" Section II.A., & "Electronic Copies-Required Media & Format" provision Section II.B.)

Initial here if NO redacted copy is necessary _____

CONFERENCE TYPE: **Not Applicable** (As appropriate, see "Conferences - Pre-Bid/Proposal" & "Site Visit" provisions)	LOCATION: **Not Applicable**
AWARD & AMENDMENTS	Award will be posted on **12/22/26.** The award, this solicitation, any amendments, and any related notices will be posted at the following web address: http://www.procurement.sc.gov

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 ninety (90) 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. (Register to Obtain S.C. Vendor No. at www.procurement.sc.gov)
PRINTED NAME (printed name of person signing above)	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)

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(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) ____Payment Address same as Home Office Address ____Payment Address same as Notice Address **(check only one)**	ORDER ADDRESS (Address to which purchase orders will be sent) (See "Purchase Orders and "Contract Documents" clauses) ____Order Address same as Home Office Address ____Order Address same as Notice Address **(check only one)**

ACKNOWLEDGMENT OF AMENDMENTS

Offerors acknowledge 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 (%)

PREFERENCES - A NOTICE TO VENDORS: **Preferences do not apply. See SC Consolidated Procurement Code Reference 11-35-1524**

PREFERENCES - ADDRESS AND PHONE OF IN-STATE OFFICE: **Preferences do not apply. See SC Consolidated Procurement Code Reference 11-35-1524**

____In-State Office Address same as Home Office Address ____In-State Office Address same as Notice Address **(check only one)**

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Amendment #1 – Questions and Answers

Posted 11/06/2026

Corrected Maximum Contract Period – See Below

MAXIMUM CONTRACT PERIOD - ESTIMATED (MODIFIED)

Start date: 2/1/2027 End date: 1/31/2032. Dates provided are estimates only. Any resulting contract will begin on the date specified in the notice of award. See clause entitled "Term of Contract - Effective Date/Initial Contract Period".
The maximum initial duration of the contract will be **five (5) years** from the award date of the contract to fulfill the needs of the project.

1. Could you share how you will weight scoring across parameters such as functional, technical, vendor experience, and price?

A. Evaluation Factors are listed in order of importance. See Section V. QUALIFICATIONS – EVALUATION FACTORS – PROPOSALS (MODIFIED).

2. Do you plan to replace your existing solution?

A. The intent of the solicitation is to identify and procure a long-term (up to 5 years) solution. All proposals will be considered.

3. Section V requires a US-based selected team that can complete all work without outsourcing. Its general responsibility provision also discusses identified subcontractors, and the contractor-obligation clause assigns responsibility for subcontractor performance. Does the no-outsourcing requirement prohibit every subcontracted implementation or integration service, or may an offeror include a disclosed US-based specialist as part of its proposed team? Please identify any applicable limits.

A. No. The intent is not to prohibit all subcontracting. A vendor may use a disclosed U.S.-based subcontractor or specialist as part of its implementation or integration team.

Our primary concern is protecting TCTC systems and data. Anyone who needs access to TCTC systems, environments, or data as part of the implementation or support must perform that work from within the United States.

This does not prevent a vendor from using resources outside the United States to develop or maintain its product, as long as those resources do not have access to TCTC systems or data.

The vendor remains responsible for the work and compliance of any subcontractors it uses.

4. Section I gives an estimated February 1, 2027–January 31, 2032 period and a maximum initial duration of five months from award. The initial contract clause states one year, while the financial proposal requests implementation costs plus licensing/support for an initial term and four annual options. What initial term and option periods should bidders use in Attachment A, and is the five-month provision a separate implementation deadline?

A. The initial contract is for a one-year term starting on February 1, 2027, with the option of four 1-year renewals. There was an error in the Section **MAXIMUM CONTRACT PERIOD - ESTIMATED (MODIFIED).** It has been corrected and the section has been included in this amendment with the correction.

5. Part 1- Before reviewing the full submission package, could you clarify whether the college is considering custom-developed solutions or only established, licensed student-engagement platforms?

A. All proposals would be considered.

Part 2- Also, can a Canadian-registered firm bid remotely, or do South Carolina registration, on-site resources, or existing higher-education platform references apply as mandatory conditions?

A. Per South Carolina Code, any vendor who plans to make an offer must be registered with the state and have a vendor number. Please see Section II. **INSTRUCTIONS TO OFFERORS – A. GENERAL INSTRUCTIONS – VENDOR REGISTRATION MANDATORY (MODIFIED).**

6. Section III.6.a lists "SSO-SAML or CAS," while the IT Standard Qualifier requires SAML 2.0+ via ADFS (SP-initiated). Please confirm that ADFS/SAML 2.0 is the required standard and that CAS support is not needed. Is any CAS service still in production at TCTC, for example one tied to Banner or Ellucian Ethos Identity?

A. We support both SAML 2.0 and OpenID Connect via Entra ID. Banner 8/ISIS still uses CAS, and we are not doing anything new with CAS.

7. Please also confirm whether TCTC's identity provider is on-premises ADFS or Microsoft Entra ID.

A. We use Microsoft Entra.

8. The Qualifier states that the entire product must be under SSO. Please confirm this covers the native mobile apps (via in-app browser SAML flow) and all administrative consoles.

A. Yes, it all should be under SSO with break-glass availability.

9. Section III (Project Background/Goals) notes that the calendar serves external community partners. How do these non-institutional users authenticate today: guest ADFS accounts, local platform accounts, or public, unauthenticated calendar access? Does the SSO-only requirement apply to them?

A. External partners use guest accounts.

10. The RFP says TCTC moved to its current campus engagement platform about three years ago. Please name the incumbent platform and give its contract end date, so we can plan for parallel run and cutover against the 2/1/2027 start.

A. The current provider is CampusGroups by Ready Education.

11. Should data migration from the current platform be in scope? If so, which data sets: historical events, attendance and check-in records, groups and memberships, forms and submissions, co-curricular records? How many years of history should be migrated?

A. Data migration is not listed as a requirement in Section III.

12. Which incumbent integrations need to be replicated at go-live? Examples include Banner feeds, Blackboard, Outlook calendar sync, room scheduling (such as 25Live or EMS), and Power BI connections.

A. Integrations are listed in Section III and include Ellucian Banner and Blackboard LMS.

13. What are the current approximate volumes: active students, employees, external users, registered groups and organizations, and events per year?

A. Approximately 6,000 enrolled students, approximately 2,000 active student users
Approximately 600 employee accounts, approximately 300 active
Approximately 500 events per year
Approximately 33 registered organizations

14. Does TCTC already have an institutional mobile app or student portal that this platform should integrate with or sit inside? Or is this platform expected to become the primary student-facing hub described in Section III.5?

A. It is expected to be the primary student facing hub.

15. Is Banner hosted on-premises or in Ellucian SaaS, and which version is it? Is Ellucian Ethos Integration licensed and available to third-party vendors? This determines how we meet the "Native Ellucian Banner APIs" qualifier.

A. Yes, we have Banner hosted on-premises, and we have Ethos enabled for integrations.

16. Section III (Project Background/Goals) says co-curricular achievement should be incorporated "into official student records." Does this mean writing data back to Banner, for example as a transcript notation or student attribute? Or is a real-time co-curricular transcript within the platform, exportable to the Registrar, enough?

A. The former is preferred, but the latter will be considered. Please note that a co-curricular transcript requires more than a list of events, but, instead, the ability to accommodate multiple tracks akin to a course-distribution requirement.

17. For a US-hosted, multi-tenant SaaS solution, please confirm which qualifiers do not apply. Candidates include Windows Server/RHEL, F5 load balancing, on-prem SQL/Oracle, and Podman, which appear to cover only on-premises or container deployments.

A. If this is intended to be US-hosted, multi-tenant SaaS then there is probably no point in including those qualifiers.

18. The solution will not process or store payment card data. Please confirm that the PCI P2PE qualifier does not apply or explain which use case TCTC has in mind (for example, paid event registration).

A. Payment data is not part of this solution.

19. Please provide the College's NDA so we can review it before submission.

A. Standard state templates are found at the link below.

https://procurement.sc.gov/osp/forms

20. Section I gives a contract period of 2/1/2027–1/31/2032 and also says the "maximum initial duration of the contract will be five months from the award date." Section VII gives an initial term of one year. Please clarify how these relate. Is the five-month period the implementation window?

A. The initial contract is for a one-year term starting on February 1, 2027, with the option of four 1-year renewals. There was an error in the Section **MAXIMUM CONTRACT PERIOD - ESTIMATED (MODIFIED).** It has been corrected and the section has been included in this amendment with the correction.

Implementation can start as soon as the protest period is over. The desired go live date is 2/1/2027.

21. Must the dedicated support person in Section III.9 be on-site at the Pendleton campus? Or is a named remote Customer Success Manager with scheduled on-site visits acceptable?

A. The dedicated support personnel would not be expected to be on-site at a TCTC campus.

22. The Offshore Contracting clause prohibits any offshore performance. Please confirm it applies to personnel who access TCTC data or perform contracted services, and not to general engineering of the vendor's commercial product that never accesses TCTC data.

A. Yes, that is my understanding, this is focused on those team members accessing TCTC data and the storage of the data.