SPARTANBURG COMMUNITY COLLEGE

	Solicitation:	SCC-474
	Date Issued:	11/09/2023
	Procurement Officer:	Michael Clardy
	Phone:	864-592-4670
	E-Mail Address:	clardym@sccsc.edu
	Mailing Address:	Spartanburg Community College PO Box 4386 Spartanburg SC 29305

Invitation for Bid / Amendment #1

DESCRIPTION: *Website Content Management*

USING GOVERNMENTAL UNIT: **SPARTANBURG COMMUNITY COLLEGE**

SUBMIT YOUR SEALED OFFER AT THE FOLLOWING:

MAILING ADDRESS:	PHYSICAL ADDRESS:
SPARTANBURG COMMUNITY COLLEGE PURCHASING OFFICE 131 Community College Drive SPARTANBURG SC 29303	SPARTANBURG COMMUNITY COLLEGE PURCHASING OFFICE Ledbetter Bldg. Rm 238 131 Community College Drive / Ledbetter Bld. / 238 Spartanburg SC 29303

SUBMIT OFFER BY (Opening Date/Time): 11/21/2023 **2:00 P.M.**

QUESTIONS MUST BE RECEIVED BY: 11/15/2023   **2:00 P.M**.

NUMBER OF COPIES TO BE SUBMITTED: **One (1) Original Document, Three (3) identical copies marked "copy" one (1) copy on a Flash-drive** and (1) one redacted copy (marked "redacted") initial here if No redacted copy is necessary _____

CONFERENCE TYPE: NONE DATE & TIME: (As appropriate, see "Conferences - Pre-Bid/Proposal" & "Site Visit" provisions)	LOCATION:

AWARD & AMENDMENTS	Award will be posted on 01/23/2024. The award, this solicitation, any amendments, and any related notices will be posted at the following web address: http://www.sccsc.edu/vendors

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 (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.)	DATE SIGNED
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)

COVER PAGE - ON-LINE ONLY (MAR. 2015)

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 ____Payment Address same as Notice Address **(check only one)**	____Order Address same as Home Office Address ____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 (%)

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 (modified):

(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: https://www.sccsc.edu/vendors/purchasing-solicitations.php (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]

SUBMIT YOUR SEALED OFFER TO EITHER OF THE FOLLOWING ADDRESSES:

MAILING ADDRESS:	PHYSICAL ADDRESS:
Spartanburg Community College	Spartanburg Community College
Attn: Michael Clardy	131 Community College Drive
REFERENCE BID #SCC-474	REFERENCE BID #SCC-474
131 Community College Drive	Ledbetter Room 238
Spartanburg, SC 29303	Spartanburg, SC 29303

Amendment No. 1

Questions / Answers

1. For a presentation/demonstration, could we please request 90 minutes for our product demonstration? As we will be presenting enterprise software, we want to ensure that we thoroughly cover your topics.

   Presentations will need to be limited to (1) one hour

   1(a) What is your desired/preferred agenda for the presentation?

   The content in the presentation is limited to the material presented in the proposal plus any questions the evaluation panel may ask

2. Do you have a year one development budget?

   SCC will evaluate all proposals submitted that are responsive to the RFP

3. Please advise how the cost is to be evaluated, for example, is it year one development and license & support costs or the total cost over 2, 3, or 5 years?

   Total Cost.

4. You have stated that content migration services and costs should be included. Please indicate:

   (a) What sites/domains are being migrated? SCCSC.edu (including redirects)

   (b) Are sub-domains included in the migration? Really only URLS with redirects in place to our website.

5.   Approximately how many pages/assets of content are to be migrated?

All pages can be seen at our current website (SCCSC.edu). This would be migrated in full.

(a)   What format can/will the content be provided? The current website is housed on Omni.

(b)   If we are migrating from the existing website, please estimate the approximate number of templates that are used by this content on the current website. The current site is comprised of varying templates. SCC cannot answer this question definitively. However, all current content will be migrated over.

6.   Do you have a preference for an open-source or a commercial solution?

We would be open to all solutions that benefit the college. However, we want to be assured of the secure nature of the solution and we want ease of functionality and use. We have concerns that some open – source solutions may not be secured out of the box and SCC will not accept the responsibility for securing the solution provided.

7.   What are your principal pain points with your current system?

Limited functionality & customization / not state of the art features.

8.   Can you clarify what you are looking for in terms of search functionality on the site?

Providing the best user experience for our potential students. This means including the best functionality and tools available.

9.   Do you currently pay any annual fees such as License, Support, or Hosting (application/web)?

YES / Hosting. Support is all included in our package. SCC does not pay licensing.

10.   Are you open to an annual license fee for the proposed CMS?

We currently do not pay licensing.

11.   Can you please let us know how many concurrent users you expect to have logged into the CMS at one time?

Maybe 5

12.   Please advise how many end-users require training? Are you interested in a train the trainer approach?

5-10

13.   Can you tell us more about the evaluation team members and their roles?

Marketing Team / IT Team / Leadership Team

14.   Do you have an estimated go-live date in mind for the CMS implementation?

Yes, this is explained in the RFP.

15.   What websites do you aspire to?

We want to be top of the line and the next best higher education website. We are open to various models and software.

16.   Will Spartanburg Community College consider vendors who provide "follow the sun" support offshore for the performance of any part of the solicitation if no data leaves the United States?

No

17.   Is your current web environment hosted in-house or externally? If externally, who is the provider? What is your current Setup?

Hosted externally at Databank. Costs for hosting are currently included in the total CMS costs paid.

18.   Have you received any CMS demonstrations as part of your pre-RFP process?

        Yes

19.   Both website links included in RFP (https://www.sccsc.edu/purchasing-solicitations/ & https://www.sccsc.edu/vendors) produce a 404 Server Error. Are these the correct links to check for RFP amendments?

        The corrected links appear below.

        https://www.sccsc.edu/about/vendors/purchasing-solicitations.php

        https://www.sccsc.edu/about/vendors/

20.   On page 9 of your RFP, you state "Offers and offer modifications shall be submitted in sealed envelopes or packages (unless submitted by electronic means)". Is it possible to submit our submission electronically? If so, please inform us how?

        This is a typo. Electronic submittals are not allowed for responses to this RFP

21.   On page 13 of your RFP, you state "3.2. Offeror must provide all information requested not included in section 3.1 above".

        (a) We cannot find section 3.1, which is referenced in section 3.2, page 13, of your RFP. Please clarify this point so we do not miss any vital information or formatting of the document.

        This is a Typo. The section referenced should be 3.0. The RFP does not contain a section 3.1

22.   On page 19 of your RFP, under "QUALIFICATIONS – REQUIRED INFORMATION (MAR 2015)", is it a requirement to submit answers to all questions from (a) to (f) even if we are not subcontracting?

        If it is clearly indicated in your proposal that you are not at any time subcontracting, you may omit responses to those questions.

23.   Are there any portions of the website that is being migrated that are not publicly accessible (e.g. behind authentication)? If so, please elaborate on the type of authentication and the nature of the content/tools/pages that are behind authentication.

        No

24.   You have stated that you would like a "Refresh design". Does this imply that the existing content and page structure could/would remain as-is, and that it is only the graphical layout of content that would change? Or are you expecting a radical re-think and re-organization of the type of content presented (particularly on key pages)?

        SCC is not anticipating a complete redesign of the website. However, some redesign will need to take place to accommodate new features and capabilities of the selected system.

25.   We note the requirement for integration with Calendly and Dud Solutions Calendar. Please elaborate on the use case for these integrations, and explain how these relate to the calendar at https://calendar.sccsc.edu/? Will the calendar at https://calendar.sccsc.edu/ be migrated/managed within the new CMS, or will this remain as a link to a third-party tool?

        Link

26.   We note that the courses for the site are at https://syllabus.sccsc.edu/. Will this be migrated/managed within the new CMS, or will this remain as a link to a third-party tool?

        Link

27.   We note the requirement for integration with Acalog, and that the existing Program pages pull content from Acalog. Is the intention to replicate the existing integration? If not, please elaborate on the use-case and requirements for the integration.

        Yes, to keep the pull automatic and not manual.

28.   Please clarify the requirement and/or use-case for the integration with SiteImprove.

This is for ADA requirements.

29.   Please clarify the requirement and/or use-case for the integration with TawkTo, and how this relates to the existing online chat (via ZenDesk).

SCC has discontinued the use TawkTo and this is no longer a consideration in the RFP. However, ZenDesk will apply.

30.   We note the requirement for integration with CloudPano, and the link to the virtual tour at https://app.cloudpano.com/tours/DgbGFi6mL. Is the intention for the integration that the site link to this page, as it currently does? If not, please elaborate on the use-case and requirements for the integration.

Link

31.   We note the requirement for integration with CustomViewbook, and the page at https://customviewbook.sccsc.edu/wizard . Is the intention for the integration that the site link to this page? If not, please elaborate on the use-case and requirements for the integration.

Link

32.   We note the requirement for integration with Ellucian. Please elaborate on the use-cases and requirements for each integration that is required with your Ellucian products.

The current functionality is SCC sending data from the Ellucian system to the CMS over SFTP to populate the college Continuing Education course schedule and descriptions.

33.   We note the requirement for integration with "Alerts". Do you require an integration with a third-party alert system? If so, please state the name of the system. If not, is this an "integration" for the new CMS to provide the ability to manage alerts on the website?

OMNI currently provides Alerts and the ability to mass alert. This is something that is required.

34.   We note the goal to "include blogging capabilities". Is this a future need, or should the development of a blog be considered part of the scope of the year 1 implementation project?

Year 1

35.   We note the request for "post implementation support for the period of approximately 1 (one) year beyond completion of work/purchase". How does this support differ from the standard support being requested for years 2+? Please elaborate on the type of support that will be envisaged for this "post implementation support".

The successful vendor will be responsible for building/migrating a fully functional/operational site on their CMS platform. In addition, any and all errors, breaks or functionality/operational problems will be "fixed" by the CMS vendor

36.   What are the primary business drivers for issuing this RFP?

We are looking to provide the best possible website experience to potential students and their influences. With the best user experience, we will be able to better showcase the mission and purpose of SCC. We are looking for a partner who can make this a reality.

37.   Can we please have details regarding the IT/System landscape at the Spartanburg Community College, that would be relevant to this project?

The College uses Colleague as its ERP; to support financial management, human resource management, student administration, and financial aid. The Colleague product resides in a Microsoft SQL / Windows server environment on campus. Our student recruitment system and application system are Ellucian Recruit and is cloud-based, moving to Salesforce Education and Marketing Cloud. The Windows Servers run on a VMware platform. The College maintains a single sign-on identification system for its on-campus and off-campus applications, using Microsoft Azure AD/SAML authentication. The College uses Microsoft Office 365 for employee and student email. We have another third-party hosted product called Infomacast Fusion which can be used for text/voice/email alert communications. The College's learning management system is D2L Brightspace which is cloud-based.

The college has an Alert and student retention system called Watermark (formally Aviso), moving to Salesforce. This system is used by faculty and Advisors. The faculty use Watermark to put in early alerts that engage services for students and communications tracking. Student demographic information comes from Ellucian into Watermark. Ellucian self-service is integrated into Watermark. Additionally, Watermark is used for tracking attendance which also can trigger alerts that a student is having difficulty. Also grades (numeric) are brought in from D2L Brightspace to Aviso for alerts on students struggling in their classwork.

Ad Astra is the colleges room and event scheduling system. Class information is feed from Ellucian. Stats on room usage.

38.   Can you please share the current support team structure for IT support at Spartanburg Community College?

SCC has a fully staffed I/T department. For the purposes of this project, the I/T department can provide any needed applicable access, or answer questions relative to the project, but not through "hands on" dedicated work on the project. It will be the task of the successful vendor to complete the work required to provide a "turn-key" solution.

39.   Can Spartanburg Community College provide the availability of the resources from their team that will be allocated for this project?

As mentioned in the RFP, the provider should be fully doing the leg work on this. We will be able to provide direction, but it really should be receiving updates or answering questions. We shouldn't be allocated many resources to this project (besides working with them to get them access to things they need).

40.   Please share details regarding customizations and interfaces

The question is unclear as to the specific data you are asking for. However, all applications, functionality and operational components on the SCC website will be brough forward to the new CMS. If customizations or interfaces are needed to make this operational, it will be the responsibility of the successful vendor.

41.   Are systems currently hosted on-premise or on Cloud?

We are about 70% cloud 30% on Premise. The Authentication and Active Directory is in Microsoft Azure (Cloud). All of our point solutions are in the cloud. Our ERP (Ellucian Colleague) is hosted On Premise.

42.   Is Spartanburg Community College good with remote work? Our CMS provider would have to be remote. We wouldn't have this person in-house.

SCC is agreeable with remote work, provided the performance requirements are met completely.

43.   Is this a new RFP or are there any incumbents?

This is new. SCC is currently not planning to renew with the incumbent

44.   If there are incumbents, can we have the names and if possible, a copy of their past contract with Spartanburg Community College?

N/A

45.   Do you need a complete resume or a summary only?

Complete Resume

46.   Any major projects planned in coming years that vendors should be aware of? I'm not sure what this is referring to?

Nothing currently in design related to the website.

47.   Are you looking for any 3rd party software or tool apart from those mentioned in the RFP in the future? If yes, please provide a list of tools/software's for the same.

For the purposes of the RFP, all software and/or tools are provided in the scope of work.

48.   Are you looking for multi-language support?

Not at this time.

49.   What is driving the dates of this project?

         Contract term with current CMS Provider

50.   What happens if you miss any or all of the dates of this project?

         The SCC website may cease to be visible/operational. A contract will not be awarded to a vendor that will not agree to the project timeline.

51.   In regards to content migration:
        a.   Will you require content migration services? Yes, that is the scope of the project.
        b.   Will the entire .edu domain need to be migrated? Yes.
        c.   Are there parts of the site that will not be migrated? No.
        d.   Are there additional domains that need to be migrated? Just redirects.

52.   How many developers do you have to work on templates, and other CMS-related development

         This responsibility will fall completely on the company that is awarded the contract. SCC does not plan to provide support.

53.   What systems do you have that you would like integration with? Is there a priority of system integrations? What specifically would you like to integrate within these systems.

         This is listed in the RFP.

54.   What are the shortcomings of the current website design?

         Limited functionality and features.

55.   Given your school recently went through a redesign, what were some of the struggles encountered during that process? What would you like to do differently?

         Customer support and service – fixing broken items and completing full redesign.

56.   Are you looking for initial SEO setup or an ongoing plan?

         SCC prefers an SEO setup

57.   It looks like there was a similar RFP released and awarded earlier this year. What is driving this RFP in particular?

         SCC will likely not renew with the current CMS provider as the features, functionality and performance is not what SCC needs going into the future.