



# PIEDMONT TECHNICAL COLLEGE

Request for Proposal  
**Amendment #1**

Solicitation: PTC-332  
Date Issued: **11/17/2023**  
Procurement Officer: Brian K. McKenna  
Phone: 864-941-8314  
E-Mail Address: [mckenna.b@ptc.edu](mailto:mckenna.b@ptc.edu)  
Mailing Address: Piedmont Technical College  
Procurement Office – 195A  
PO Box 1467  
Greenwood, SC 29648

**DESCRIPTION: Contract with third-party vendor to provide a student online payment plan, electronic payments, departmental e-commerce payments and card processing all to be hosted on the vendor's servers.**

**USING GOVERNMENTAL UNIT: PIEDMONT 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:**  
**PIEDMONT TECHNICAL COLLEGE**  
**PROCUREMENT OFFICE – 195A**  
**PO Box 1467**  
**Greenwood, SC 29648**

**PHYSICAL ADDRESS:**  
**PIEDMONT TECHNICAL COLLEGE**  
**PROCUREMENT OFFICE – 195A**  
**620 N. Emerald Road**  
**Greenwood, SC 29648**

**SUBMIT OFFER BY (Opening Date/Time): 12/14/2023 2:00 PM** (See "Deadline for Submission of Offer" provision)

~~QUESTIONS MUST BE RECEIVED BY: 11/14/2023~~ (See "Questions from Offerors" provision)

**NUMBER OF COPIES TO BE SUBMITTED: FOUR ORIGINAL**

**CONFERENCE TYPE: N/A**

**DATE & TIME:**

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

**LOCATION: N/A**

**AWARD &  
AMENDMENTS**

Award is scheduled to be posted on **01/22/2024**. The award, this solicitation, any amendments, and any related notices will be posted at the following web address: <https://www.ptc.edu/about/administrative-offices/procurement>

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 sixty (60) 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](http://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)

**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)
	<div style="border-bottom: 1px solid black; margin-bottom: 5px;"></div> <div style="display: flex; justify-content: space-between;"> <span>Area Code - Number - Extension</span> <span>Facsimile</span> </div> <div style="border-bottom: 1px solid black; margin-bottom: 5px;"></div> <div>E-mail Address</div>

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)
<div style="border-bottom: 1px solid black; margin-bottom: 5px;"></div> <div> <input type="checkbox"/> Payment Address same as Home Office Address         </div> <div> <input type="checkbox"/> Payment Address same as Notice Address <b>(check only one)</b> </div>	<div style="border-bottom: 1px solid black; margin-bottom: 5px;"></div> <div> <input type="checkbox"/> Order Address same as Home Office Address         </div> <div> <input type="checkbox"/> Order Address same as Notice Address <b>(check only one)</b> </div>

<b>ACKNOWLEDGMENT OF AMENDMENTS</b> 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 (%)	<div style="border-bottom: 1px solid black; margin-bottom: 5px;"></div> Calendar Days (%)
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<b>PREFERENCES - A NOTICE TO VENDORS : Preferences do not apply. See SC Consolidated Procurement Code Reference 11-35-1524 (E) (2)</b>
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<b>PREFERENCES - ADDRESS AND PHONE OF IN-STATE OFFICE: Preferences do not apply. See SC Consolidated Procurement Code Reference 11-35-1524 (E) (2)</b>
<div style="border-bottom: 1px solid black; margin-bottom: 5px;"></div> <div> <input type="checkbox"/> In-State Office Address same as Home Office Address         <input type="checkbox"/> In-State Office Address same as Notice Address <b>(check only one)</b> </div>

## AMENDMENTS TO SOLICITATION (JAN 2004)

The Solicitation may be amended at any time prior to opening. (a) All actual and prospective Offerors should monitor the following web site for the issuance of Amendments: <https://www.ptc.edu/about/administrative-offices/procurement> (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]

## 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 & ANSWERS

SOLICITATION#: PTC-332

Responses are in RED.

1. Regarding Section V Qualifications of Offeror - “(3) Corporate subsidiaries are cautioned that the financial capability of an affiliated or parent company will not be considered in determining financial capability;”  
Our company is a subsidiary of a publicly traded company which issues consolidated financial statements. For Qualifications - Required Information (b) financial information, will the College accept our parent company financial statements in response to this question? **No, as stated in the RFP the parent company financials will not be accepted.**
2. We wish to submit our most competitive and considered proposal to the College. Accordingly, and having reviewed the RFP response requirements, would the College be willing to extend the submission deadline by one week to December 11, 2023? We greatly appreciate your consideration of this request and hope this will be possible. **Yes, we will extend this to December 14, 2023, by 2:00 PM.**
3. What is your yearly payment plan enrollment by term? **This will vary depending on the amount of scholarships that are being offered by the college and how much state aid the college receives to award the students.**
4. What is your yearly payment volume for both credit card and ACH?

<b>Nov-22</b>	<b>51</b>
<b>Dec-22</b>	<b>53</b>
<b>Jan-23</b>	<b>293</b>
<b>Feb-23</b>	<b>98</b>
<b>Mar-23</b>	<b>75</b>
<b>Apr-23</b>	<b>120</b>

May-23	380
Jun-23	85
Jul-23	77
Aug-23	116
Sep-23	63
Oct-23	31

5. Do you utilize Banner's proxy feature for authorized users? **No**
6. Do you utilize Ethos? **Yes**
7. Do you currently offer a departmental ecommerce solution? **Yes**
8. Regarding Question 7h, what is the use case for this question? **It is used for payment plans and online payments.**
9. Regarding Question 2e, please clarify when you would like the system to be live. **Any resulting contract will begin on the date specified in the "Notice of Award." This product must already be developed, and workflows built. It will need to be ready immediately.**
10. Do you intend to hold demonstrations for finalists? If so, when? **Yes, please refer to page 10 of the bid document under "Demonstration."**
11. Our response to the RFP will include information that our company considers confidential and commercially sensitive. In such circumstances we typically ask clients if they are willing to sign a Non-Disclosure Agreement before the submission deadline. Would the College be agreeable to signing an NDA prior to the submission deadline? We would be pleased to provide our Mutual NDA if required. **No. Please mark any Confidential and Commercially Sensitive documents as such. Please refer to Pages 8 and 18 of the document.**
12. Regarding the submission requirements would the College be willing to accept proposals in electronic format submitted by email instead of paper copy submissions. **No.**
13. Are we able to provide exceptions to the school's proposed terms? **No.**
14. As a provider of regulated payment services there are certain terms specific to our services that we typically request clients to incorporate in a final contract. We generally find that generic vendor service agreements do not work well for our services. We would propose to use our standard contract and attach any specific terms that the College wants to include. Would the College be willing to receive a copy of our standard contract for its consideration? **No.**
15. May we use electronic signatures for required documents? **Yes.**
16. Should vendors submit any applicable exceptions to the stated Terms and Conditions along with the RFP submission, or will these be discussed upon contract award? **If applicable, these should be submitted with the bid package/solicitation submission.**

17. Regarding Section 7 and eCommerce:
- How many eStores does PTC have in place today? **2**
  - Does PTC work with any third party software vendors that require a connection to an eStore for online payment processing? If so, can you please provide a list of those software vendors? **No.**
  - Does PTC have any requirements or need for in-person or card present payments that would require hardware to be connected to the platform? If yes, may vendor submit pricing and information on the hardware? **No.**
18. Is PTC accepting of receiving information and pricing on additional modules available from the vendor that are available in their online student portal such as 1098t, Cashiering, refunding, billing, etc.? **No.**
19. Is pricing structure submittal on page 42 the required format or may vendor submit pricing with additional optional modules that are also available from the vendor that PTC may be interested in adding during the RFP or in the future? **PTC is not accepting pricing on additional services currently.**
20. Is PTC on-prem or hosted Banner 9? Are there any plans to move to Banner SaaS or another environment within the 5-year period of the contract? **We are on Prem and have no plans to move to Saas within the next five (5) years.**
21. What is the average number of payment plan enrollments in a given term? **This will vary depending on the number of scholarships that are being offered by the college and how much state aid the college receives to award the students.**
22. Page 12, item c4, what do you mean by "move funds from the cardholder's account to the College's bank account?" Does this question refer to settlement times? Or the ability for students to schedule payments? **This refers to settlement times.**
23. Would Piedmont consider extending the deadline to at least December 11<sup>th</sup>? **Yes, we will extend this to December 14, 2023, by 2:00 PM.**
24. Would Piedmont consider electronic submission, given the holidays and the timeframe for obtaining signatures and shipping? **No.**
25. Credit/Debit Card Annual volume?
- |        |     |
|--------|-----|
| Nov-22 | 51  |
| Dec-22 | 53  |
| Jan-23 | 293 |
| Feb-23 | 98  |
| Mar-23 | 75  |
| Apr-23 | 120 |
| May-23 | 380 |
| Jun-23 | 85  |
| Jul-23 | 77  |
| Aug-23 | 116 |
| Sep-23 | 63  |
| Oct-23 | 31  |

26. ACH annual Volume?  
Payment Plan Transactions are included in the price of the monthly hosting fee.
27. Is this going to be accepted or you want something which is out of the box and ready immediately ?  
The product must already be developed, and workflows built. It will need to be ready immediately.
28. What is the monthly processing volume? The monthly processing volume is seasonal with the start of each part of term of each semester.
29. Is it possible to obtain merchant statements for the Best Proposal? These are confidential.
30. Are you open to passing the processing fee to the cardholder, to eliminate your processing fees altogether? No, the college pays the processing fee as a courtesy to our students.
31. Do you prefer any particular Gateway over another? The company is the Gateway.

ALL OTHER TERMS, CONDITIONS, BIDDING INSTRUCTIONS, AND SPECIFICATIONS REMAIN UNCHANGED. IF THERE ARE ANY QUESTIONS OR IF ANY CONFUSION OR UNCERTAINTY ARISES AS A RESULT OF THIS AMENDMENT, IT IS THE SOLE RESPONSIBILITY OF THE OFFEROR TO CONTACT THE PROCUREMENT OFFICER FOR CLARIFICATION. CONTACT INFORMATION CAN BE FOUND IN THE TOP RIGHT HAND CORNER OF THE COVER PAGE OF THIS AMENDMENT. REFERENCE THE “DUTY TO INQUIRE” CLAUSE IN THE ORIGINAL INVITATION FOR BID.