



Greenville Technical College
Request for Written Quotes
Amendment 1 – Questions and Answers

Solicitation Number: GTC-24-10-307RFQ
Date Issued: November 7, 2024
Procurement Officer: Kristal Doherty
Phone: (864) 250-8417
E-Mail Address: Kristal.Doherty@gvltec.edu
Mailing Address: PO Box 5616 Greenville, SC 29606

DESCRIPTION: Payment Gateway and Processor

The Term "Offer" Means Your "Bid" or "Proposal". Solicitation Number must appear on your quote.

SUBMIT YOUR OFFER TO: Kristal.Doherty@gvltec.edu

SUBMIT QUOTE BY (Opening Date/Time): 11/12/2024 @ 10:00 AM

QUESTIONS MUST BE RECEIVED BY: **11/6/2024 @ 2:00 PM**

NUMBER OF COPIES TO BE SUBMITTED: **One (1) copy to be emailed to Kristal.doherty@gvltec.edu**

By submitting a quote, 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.

AMENDMENTS TO SOLICITATION (JAN 2004)

All actual and prospective Offerors should monitor the following web site for the issuance of Amendments:
www.gvltec.edu/purchasing/

- (a) The Solicitation may be amended at any time prior to opening.*
- (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]*

Following are the Questions received and Answers:

1. Can you provide the desired go-live date for the payment gateway and processing functionality? **We are scheduled to take the Modern Campus W&C product live in March 2025. It will have an online shopping cart, and in the business office, they will have to be able to have students use credit cards to make payments, as well. We will then be taking our other product, Anthology Student, live in June 2025. It will have to be able to have students use credit cards to make payments in the business office.**
2. Can you please provide clarity around what functionality and features are required to be delivered via integration with Modern Campus's Workforce & Community? **We require the solution to be a validated P2PE and to post the payment to the account/invoice in the system. We must be able to initiate the refund in Modern Campus and then post it back to the card.**
3. Please provide the number of tuition transactions processed in 2023, broken down by volume and total dollar amount for ACH and Credit Card transactions. **ACH: 3,508 Transactions totaling \$2,501,273.58; CC: 11,091 Transactions totaling \$4,300,263.01**
4. Please provide the number of non-tuition transactions processed in 2023, broken down by volume and total dollar amount for ACH and Credit Card transactions. **ACH: 0 Transactions; CC: 4,859 Transactions totaling \$1,283,755.49**

5. Please provide the number of payment plans (deferment plans) students enrolled in the 2023 academic year, broken down by term. **This is not in the scope of this contract**
6. Is the College interested in offering a Refund Solution specific to Title IV refunds, or simply a refund of payments? **No, this is not in the scope of this contract.**
 - If the College is interested in a Title IV Refund Solution, how many refunds do you disburse annually and what is the count for both ACH refunds and Checks?
7. On Section 11. Refund Management, does this pertain to Title IV student refund disbursements, or does it pertain to only a refund of a payment that was made to the college? **This section pertains to refunds of payments made to the college, it doesn't include Title IV refunds.**
8. Where is the section "Signing Your Offer" and "Electronic Signature Provision"? It is mentioned on page 1 of the RFP, but not listed in the last few pages. **Please disregard these statements mentioned on page 1, the sections are not included in the Request for Written Quotes document.**
9. Would it be acceptable to Greenville Technical College for the vendor to add summary information on the vendor's additional student account software modules that may be of need and interest to the College in the future? **Bidders should not include additional information with their response/quote that is not specifically requested in the Request for Written Quotes document.**
10. The "Signing Your Offer", "Electronic Signature" and "Deadline for Submission of Offer" provisions do not appear to be included in the Request for Written Quotes document. Can you please advise where we can find these provisions? **Please disregard these statements on the front page, those sections are not included in this Request for Written Quotes.**
11. In order to provide our PCI DSS Attestation of Compliance we typically require a Non-Disclosure Agreement. Would the College be willing to review our Mutual NDA so it can be executed before the submission deadline? **You can reference this requirement in your Quote/response and if you are the lowest bidder, we will review your NDA to determine if we can sign it. You must be prepared to provide the PCI DSS Attestation of Compliance before you are awarded a contract.**
12. Please can you confirm that this is a price-only submission and you do not also require responses to technical questions? **By submitting a quote, you are attesting that you meet all technical requirements specified in the Request for Written Quotes document, so you do not need to respond to technical requirements unless the document specifically asks you to respond.**
13. What is the College's target date for contract award? **The College intends to award this contract as quickly as possible after the deadline for submission of quotes.**
14. We note this is a 1 year contract with no renewals. Will the College consider an initial contract term with an option to renew? **This contract will only be a one year contract so that we can implement Modern Campus and Anthology Student Services in our intended timeframe. The College will work with the State's Division of Procurement Services to issue a more comprehensive solicitation after this contract is awarded that will have a longer duration and will begin when the 1 year contract ends.**
15. Would the College be willing to extend the submission deadline to give additional time for quotes to be prepared? **Due to the urgency of implementing Modern Campus and Anthology Student Services, the submission deadline will not be extended.**
16. Would you be able to provide: **The data listed below is for FY24 (7/1/23 – 6/30/24)**
 - a. The annual \$ volume of card payments accepted **\$7,871,078.29**
 - b. The annual count of card payments accepted **18,004**
 - c. The annual count of ACH payments accepted **5186 (annual volume of ACH is \$221,917,037)**