

	Spartanburg Community College Request for Proposal Amendment 1 (changes indicated in red)	<table border="0"> <tr> <td>Solicitation:</td> <td>5400028959</td> </tr> <tr> <td>Date Issued:</td> <td>11/26/2025</td> </tr> <tr> <td>Procurement Officer:</td> <td>Tami Steed</td> </tr> <tr> <td>Phone:</td> <td>864-592-4671</td> </tr> <tr> <td>E-Mail Address:</td> <td>steedt@sccsc.edu</td> </tr> <tr> <td>Mailing Address:</td> <td>SPARTANBURG COMMUNITY COLLEGE PURCHASING OFFICE 131 Community College Drive Spartanburg SC 29303-4759</td> </tr> </table>	Solicitation:	5400028959	Date Issued:	11/26/2025	Procurement Officer:	Tami Steed	Phone:	864-592-4671	E-Mail Address:	steedt@sccsc.edu	Mailing Address:	SPARTANBURG COMMUNITY COLLEGE PURCHASING OFFICE 131 Community College Drive Spartanburg SC 29303-4759
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DESCRIPTION: **Training & Consultation for Ellucian Colleague**

USING GOVERNMENTAL UNIT: **Spartanburg Community College**

SUBMIT YOUR OFFER ON-LINE AT THE FOLLOWING URL: <http://www.procurement.sc.gov>

SUBMIT OFFER BY (Opening Date/Time): **12/15/2025 2:00 PM (EST)** (See "Deadline for Submission of Offer" provision)

QUESTIONS MUST BE RECEIVED BY: **11/17/2025 2:00 PM (EST)** (See "Questions from Offerors" provision)

NUMBER OF COPIES TO BE SUBMITTED: **ONLINE BIDDING PREFERRED:** If submitting Online in SCEIS please See Online Bidding Instructions in Section II. B. If submitting Hardcopy, submit One (1) Original Hardcopy marked "Original", and One (1) Electronic (digital) Media Copy marked "Copy" (See "Electronic Copies-Required Media & Format" provision Section II.B.) **Initial here if NO redacted copy is necessary** _____

CONFERENCE TYPE: DATE & TIME: (As appropriate, see "Conferences - Pre-Bid/Proposal" & "Site Visit" provisions)	LOCATION:
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AWARD & AMENDMENTS	Award will be posted on 01/13/2026. The award, this solicitation, any amendments, and any related notices will be posted at the following web address: http://www.procurement.sc.gov & https://www.sccsc.edu/about/vendors/purchasing-awards/
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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 ninety (90) 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)

(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 - E-mail
	Number - Extension Facsimile 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)
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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 (%)
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PREFERENCES - A NOTICE TO VENDORS (SEP. 2009): Preferences do not apply. See SC Consolidated Procurement Code Reference 11-35-1524 (E) (2)

PREFERENCES - ADDRESS AND PHONE OF IN-STATE OFFICE: Preferences do not apply. See SC Consolidated Procurement Code Reference 11-35-1524 (E) (2)

AMENDMENT #1

Solicitation #5400028959

AMENDMENTS TO SOLICITATION (JAN 2004)

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: www.procurement.sc.gov (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]

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.

Due date extended. Award date is extended. See cover page for extension.

Solicitation: 5400028959

Training & Consultation for Ellucian Colleague

Vendor Q&A

1. When was Colleague implemented at SCC?

SCC's Response: Colleague was implemented in the fiscal year 2001 which spans July 2000 – June 2001.

2. Per College Navigator, Fall 2023, there were 150 full-time and 261 part-time instructional faculty. What other subsets of employees would factor into human resources and payroll (e.g., Federal Work Study, contractors), and what is their headcount?

SCC's Response:

FT Faculty	179
FT Staff	244
Part-time Faculty	179
Part-time staff	172
FWS	19

3. List any third-party systems or integrations SCC uses for HR/payroll (e.g., ADP, Paylocity, Paycom, Softdocs, TimeClock Plus, etc.)

SCC's Response: No 3rd party applications related to HR/Payroll are integrated into Colleague.

4. Has there been a recent chart of accounts redesign (or has there been a redesign since it was first implemented)? When was the last redesign?

SCC's Response: There has not been a recent chart of accounts redesign. The current chart of accounts has been utilized since implementation.

5. Is SCC utilizing Projects Accounting?

SCC's Response: No.

6. How many different AR types are currently in use? 7 types Please list.

SCC's Response:

01	Student Receivables
02	Third Party (Companies)
03	Student – Continuing Education
05	CE Third Party
06	Spark Center Rentals
07	Spark Center Client Usage
08	Bad Debt Write-Offs

7. What business challenges or pain points are driving this request for optimization and training for each department (HR/Payroll, Finance, Procurement, Accounts Receivable)?

SCC's Response: There are numerous new staff in the Business Office, Procurement, Human Resources and IT. Requesting review and training on our EPR Ellucian – Colleague. The process is to include the review of practices/procedures, review/implement process improvements and provide training on Finance, Human Resources/Payroll, Accounts Receivable modules/functions in Colleague so staff can better understand and use the functionality in Colleague.

8. What measurable outcomes or success criteria does SCC want to achieve in each functional area at the end of the engagement (e.g., time savings, improved reporting, compliance targets)?

SCC's Response: SCC is looking to expand staff knowledge in operating Colleague so that we can better utilize our ERP. Outcomes should include time savings, improved reporting, and process enhancements.

9. Can SCC elaborate on the relative prioritization of departments and modules—are there strict deadlines for any area, such as the budget module rollout date?

SCC's Response: HR/Payroll and the budget module would be the highest priority areas. All other areas are flexible.

10. What is the preferred project timeline, and are there dependencies or blackout periods (e.g., payroll runs, budget deadlines) that may impact scheduling?

SCC's Response: Would like to begin the project in February.

Blackout periods may impact certain teams, but as a whole, different operational areas would be available.

Blackout periods for payroll and HR would include payroll cycles that run 2 and 3 days prior to the 15th and last day of the month.

11. Are there stakeholders outside the listed departments who should be included in discovery or training (IT, Institutional Research, regulatory compliance, etc.)?

SCC's Response: IT would need to be included/invited to all sessions.

12. Can SCC provide an overview of existing customizations, integrations (e.g., third-party products, reporting tools), and pain points in Colleague?

SCC's Response: Payroll uses some "X" (custom) reports that were developed by a 3rd party.

These reports are used for federal, state, and supplemental benefits reporting. Some of the "X" report generate benefit extracts that are submitted to benefit providers.

Pain points include reporting out of Colleague, where some reports are PDF extract only (no excel download options), incomplete or lack of understanding of module setups (example ad hoc payroll can only be processed by manual check, ACH is not currently an option for us), unused existing modules (example budget module).

13. Are there data conversion, migration, or archival needs associated with module setup or optimization (especially for modules moving from 'not used' to 'in use')?

SCC's Response: If we archive any data we would want to keep 2020 forward AR and PR. No data conversions, migrations, archival needed for training. We would be interested in archival as part of training.

14. Does SCC have a preference on training delivery (on-site, remote, hands-on labs, asynchronous materials, etc.), and can test environments be set up with sample data for realistic training?

SCC's Response: Remote is preferred. Yes, a test environment will be able for training.

15. Will SCC require assistance with workflow configuration, automation, or reporting beyond the baseline module setup? Are there specific reports, dashboards, or compliance items expected as deliverables?

SCC's Response: Yes. SCC would have the discretion to redeploy projects hours on configuration, automation, etc. For items that exceed projected project hours, those may get tabled and picked up at a later time.

16. What are the expectations and parameters for reallocation of hours across topics—should hours be tracked by deliverable, department, or activity?

SCC's Response: Initially, project hours can be assigned by the department. SCC would have the discretion to spend less time or skip topics in order to reallocate time to an area needing more attention.

17. What tools or platforms does SCC prefer for the project dashboard and collaboration space? Does SCC require integration with its current systems?

SCC's Response: SCC prefers Microsoft Teams, but is willing to use another project management tool, if the tool is provided by the vendor.

18. Are there preferred formats for documentation, deliverable reports, and instructional materials?

SCC's Response: Soft copy in either word or excel so that we can maintain documentation after training. Video and/or transcribed training sessions.

19. Can SCC clarify expectations for vendor project management (e.g., frequency of status updates, escalation protocol, reporting format)?

SCC's Response: Stakeholders should be updated at least monthly on progress and deliverables. There should be a schedule developed indicating deliverables from the awardee and SCC and project outcomes tracked on a dashboard/project site.

20. Can SCC specify if vendor experience with similar community/technical college environments or specific Ellucian Colleague versions/modules is required?

SCC's Response: Vendor should have extensive knowledge of all Ellucian/Colleague modules. Vendor should have prior experience with training and implementation of Colleague modules/functionality.

21. Are references from past clients, case studies, or sample project plans relevant to comparable work required as part of the proposal?

SCC's Response: Yes, evidence of comparable review, training, and setup would be factored into the scoring.

22. What budget range or constraints does SCC have for this consulting engagement?

SCC's Response: SCC did not list budget information in the RFP please submit your best proposal for consideration.

23. How long has Spartanburg Community College been using Ellucian Colleague in these HR, Finance, and Procurement business areas? What version of Colleague is Spartanburg Community College using? When was this version of Colleague deployed?

SCC's Response: See question one above. SCC keeps up with general releases from Ellucian on a quarterly basis. The current version of Colleague UI is 6.8. As of November 24th, 2025, Colleague is up to date on the most recent release.

24. Are there any other in process or planned enterprise initiatives that will coincide with this planned work? Are there any in process or planned Student Information System improvements?

SCC's Response: SCC has started working on deploying the budget module, no other enterprise initiatives are known as this time.

25. Our understanding is that Spartanburg Community College has five unique campuses. Will this scope of work include all Spartanburg Community College campuses' operations? From which of those campuses will HR, Finance, and Procurement staff be likely to participate in this scope of work?

SCC's Response: All related areas are housed at the main Giles campus.

26. What are the Spartanburg Community College staff roles and number of employees that could be engaged in the assessment and analysis phases of this statement of work for:

SCC's Response:

- a. Human Resources and Payroll: HR 10, Payroll 3
- b. Finance and Procurement: Finance 3, Procurement 4
- c. Budget: 2-3
- d. Accounts Receivable: 3

27. How many Spartanburg Community College employees will start or continue to use the following Colleague modules to be deployed or improved, and therefore need to be engaged in the training workshop phases of this statement of work:

SCC's Response:

See above question 26.

- a. Human Resources and Payroll
- b. Finance and Procurement

- c. Budget
- d. Accounts Receivable

28. Will Spartanburg Community College be able to accommodate:

- a. Remote work in fulfillment of the statement of work requirements?

SCC's Response: Yes

- b. A hybrid delivery model, incorporating both remote and on-site work, in fulfillment of the statement of work requirements?

SCC's Response: Remote is preferred

29. Has there been a recent assessment of organizational needs that prompted this request for additional review of Spartanburg Community College's use of Colleague?

SCC's Response: See above number 7.

30. Is there a current organizational chart with defined roles and responsibilities available for consultants to review as part of the current-state assessment, or will the selected firm be responsible for creating these?

SCC's Response: Yes, Org chart and responsibilities can be made available to the awarded entity.

31. Does Spartanburg Community College have and will it be able to provide current and accurate policy and procedure documents for the business functions included in this statement of work? If applicable, which business functions do not have current and accurate policy and procedure documents and therefore would likely require more work in assessment and analysis phases of this statement of work?

SCC's Response: The various functional areas at SCC are working on operating procedures, but they are not completed end to end and do not reflect all tasks.

32. Is there a suggested or preferred timeline for completing this scope of work? Are there any specific milestones that Spartanburg Community College must or intends to meet?

SCC's Response: We prefer to start in February, but there is no target end date as we recognize there are multiple departments involved, and their availability will vary.

33. What is the anticipated budget for this engagement?

SCC's Response: See response to answer 22

34. Has Spartanburg Community College engaged other professional services on this or similar projects before? If so, are the results of that work available?

SCC's Response: SCC has engaged in professional services in previous years with previous SCC Staff. It is our desire that an up-to-date business analysis of current capacity and functionality is undertaken.

35. Does Spartanburg Community College currently use any platforms for organizational learning, training, and professional development? Will Spartanburg Community College prefer to use those platforms to execute the training in this scope?

SCC's Response:

SCC uses Percipio/Bloom for annual training assignments for all employees.

SCC uses KnowBe4 for annual IT training assignments for all employees.

Since this Colleague training is so specialized, there is no preference for how the ongoing training for the department (e.g., HR/Payroll) is delivered. However, any training must be replicated for new employees in specific departments.

36. Are there any other software platforms, tools, etc., that Spartanburg Community College staff use alongside Ellucian Colleague for these functional areas (e.g., HR, Payroll, Procurement, AR)?

SCC's Response:

Finance/AR uses TouchNet to process electronic payments and student refunds. Additionally, Etrieve is used to archive forms (paper and dynamic forms).

SCC's Response:

HR – n/a at this time. We do have additional software tools to manage HR tasks (org chart, personnel files (Etrieve Document Imaging, etc.) but they are not tied directly to Colleague.

Procurement - Etrieve Document Imaging and Self-Service

Dynamic Forms is used across functional areas to reduce paper forms with electronic forms. Dynamic forms does not write back to Colleague.

37. What software platforms, tools, etc., does Spartanburg Community College staff currently use for budget planning and forecasting?

SCC's Response: Currently budgeting is done in Excel.

38. Does Spartanburg Community College have any intent or plans for eventually moving to a cloud-based or SaaS solution for these business areas? If so, what is the notional timeline for that migration?

SCC's Response: There are no currently no enterprise plans to change our ERP. We are open to exploring Colleague Insights and Experience as addons to our current ERP. Implementation would not be apart of this deliverable.

39. Questions regarding proposal submission:

a. Please confirm that for offeror's Technical Proposal, respondents must follow the instructions on RFP page 14 and only include those sections on RFP pages 11 and 12 where applicable to this Statement of Work.

SCC's Response: Please follow the directions outlined in the RFP. All required sections will need to be included in the bidder's proposal to be accepted.

b. The statement of work statement that "the offeror must only charge for project hours used" denotes a preference for a time and material (T&M) contract, with other fixed and variable (e.g., travel) costs separate. Please confirm that is the Preference.

SCC's Response: This contract will only cover the purchase of items listed in the solicitation. SCC will not reimburse or be charged for additional items such as travel.

c. The RFP asks for vendors to separate cost by HR, Finance, and Procurement departments (page 19). Is it acceptable to break costs down in alignment with how the statement of work is structured, i.e., costs for HR and Payroll activities under HR, Finance, Procurement, and Accounts Receivable under Finance, and a third category for general project management costs across all areas?

SCC's Response:

Please provide quoted hours by the following groups:

Human Resources/Payroll

Finance/Procurement

Accounts Receivable

Project Management Cost

d. Is the Business Proposal sections described on Page 30 required for this RFP?

SCC's Response: The Business Proposal is required for this RFP.

e. Please confirm submission of proposal online through the SC online portal (www.procurement.sc.gov).

SCC's Response: SCEIS will automatically confirm receipt of bidder's submission.

f. Are additional electronic copies submitted on a USB drive needed?

SCC's Response: If bidder submits an electronic proposal with all required documentation attached, there is no need to send an additional USB drive.