

	State of South Carolina Request for Quote Amendment One	Solicitation:	5400010754
		Date Issued:	02/22/2016
		Procurement Officer:	AMBER KERR
		Phone:	(803) 898-3484
		Fax:	(803) 898-3505
		E-Mail Address:	KERRAL@dhec.sc.gov

DESCRIPTION: **Telephone Answering Service**

USING GOVERNMENTAL UNIT: **SC Dept of Health & Environmental Control**

The Term "Offer" Means Your "Bid" or "Proposal". See "Submitting Your Paper Offer or Modification" provision.

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

(See Pages 3 and 4 for instructions)

BY E-MAIL TO kerral@dhec.sc.gov (procurement officer listed above)

PAPER COPY TO EITHER OF THE FOLLOWING ADDRESSES:

MAILING ADDRESS:

SC DHEC – Division of Procurement Services
Bureau of Business Management
Columbia Mills Building, 301 Gervais Street
Columbia, S.C. 29201

MAILING ADDRESS:

SCDHEC - Division of Procurement Services - Bureau of Business Management
Columbia Mills Building – 4th Floor
301 Gervais Street
Columbia, S.C. 29201

Please call the procurement officer listed above or call information at (803) 898-3501 prior to delivery of a bid.

SUBMIT OFFER BY (Opening Date/Time): **02/25/2016 2:30 PM ET** (See "Deadline For Submission Of Offer" provision)

QUESTIONS MUST BE RECEIVED BY: **CLOSED** (See "Questions From Offerors" provision)

NUMBER OF COPIES TO BE SUBMITTED: **Online submission is requested, one (1) copy if submitting a paper bid**

CONFERENCE TYPE: Not Applicable DATE & TIME: (As appropriate, see "Conferences - Pre-Bid/Proposal" & "Site Visit" provisions)	LOCATION: Not Applicable
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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 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) <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Partnership <input type="checkbox"/> Other _____ <input type="checkbox"/> Corporate entity (not tax-exempt) <input type="checkbox"/> Corporation (tax-exempt) <input type="checkbox"/> Government entity (federal, state, or local)	(See "Signing Your Offer" provision.)
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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;">Area Code - Number - Extension</div> <div style="border-bottom: 1px solid black; margin-bottom: 5px; text-align: right;">Facsimile</div> <div style="border-bottom: 1px solid black; margin-bottom: 5px; text-align: right;">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;">Payment Address same as Home Office Address</div> <div style="border-bottom: 1px solid black; margin-bottom: 5px;">Payment Address same as Notice Address (check only one)</div>	<div style="border-bottom: 1px solid black; margin-bottom: 5px;">Order Address same as Home Office Address</div> <div style="border-bottom: 1px solid black; margin-bottom: 5px;">Order Address same as Notice Address (check only one)</div>

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): 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)

Amendment No. One
Invitation For Bid 5400010852

Description: Telephone Answering Service

AMENDMENTS TO SOLICITATION (JAN 2004)

(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: 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]

CHANGE TO SPECIFICATIONS:

Clause added:

OFFSHORE CONTRACTING PROHIBITED (FEB 2015)

No part of the resulting contract from this solicitation may be performed offshore of the United States by persons located offshore of the United States or by means, methods, or communications that, in whole or in part, take place offshore of the United States. [07-7B122-1]

The following prospective offeror questions and agency response is hereby incorporated into the solicitation.

Question 1: How long are your calls?

Response: It depends on the nature of the call. Most calls are approximately (2) two to (5) minutes.

Question 2: Whether companies from Outside USA can apply for this?

Response: See above Specification Change.

Question 3: Whether we need to come over there for meetings?

Response: This will be determined after the award.

Question 4: Can we perform the tasks (related to RFP) outside the USA?

Response: See above Specification.

Question 5: Can we submit our proposals via email?

Response: Yes, proposals can be emailed to kerral@dhec.sc.gov

Question 6: What is the expected average speed to answer the calls?

Response: See Section III Scope of Work/Specifications Contractor's Standard of Responsibility:

3.1.5. Operational Protocol:

3.1.5.1. The telephone operator must answer telephones promptly and professionally.

3.1.5.2. Calls will be handled by live operators.

3.1.5.3. No more than four (4) rings should be allowed per call.

3.1.5.4. Contractor must ensure no busy signals are experienced by callers.

Question 7: What is the preferred location to deliver the requested services? Can the contact center be located offshore?

Response: See above Specification change.



END AMENDMENT NO. ONE