# Audit Management Software Solution

## Scope of Work

I.     **Scope of Solicitation**

II.    **Instructions to Offerors**

III.   **Scope of Work / Specifications**

IV.   **Terms and Conditions - Special**

V.    **Appendices to Scope of Work (if required)**

VI.  **Bidding Schedule (if required to breakout or compare pricing details)**

## I. SCOPE OF SOLICITATION

Clemson University is seeking a vendor to provide an Audit Management Software Solution with implementation services for the Internal Audit Office, which currently consists of eight staff members.  Audits are conducted to evaluate policy compliance, operational efficiency and controls, cost savings, information technology, security, and other areas as needed to minimize risks.  The audit universe consists of five colleges and six non-academic divisions with over one hundred departments.

The Internal Audit Office requires a fully functional solution.  The vendor will be required to provide training on the proposed system as well as on-going support and service including system upgrades, fixes, and enhancements.  The proposal will encompass all requirements to automate the audit process including electronic work papers, reporting, issue tracking, project scheduling, timekeeping, risk assessment, and a documentation library.

**AWARD**

Award will be made to one Offeror. Award will be made to the highest ranked, responsive and responsible Offeror whose offer is determined to be the most advantageous to the University. The contract will be based on the initial product license, annual maintenance fee, and professional services for training and implementation.

**MAXIMUM CONTRACT PERIOD - ESTIMATED**

**Software Product to include License and Maintenance**

Start date: 01/01/2013 End date: 01/01/2018**.**  Dates provided are estimates only.  Any resulting contract will begin on the date specified in the notice of award.

**Deadline for Receipt of Questions:**  All questions must be emailed to Tammy Crooks at duncant@clemson.edu prior to 12/06/2012, 12:00 Noon ET.

## II. INSTRUCTIONS TO OFFERORS

**DESCRIPTIVE LITERATURE – LABELLING**: Include Offeror's name on the cover of any specifications or descriptive literature submitted with your proposal.

**SUBMITTING YOUR PROPOSAL**: Regardless of specific requirements below or in this document, Offerors are required to submit their proposal electronically through the Clemson University online bidding system.  To do so you must login (registering first) at **https://sciquest.ionwave.net/prod/default.aspx?company=clemson**, and follow specific instructions for this solicitation.  Do NOT simply email or mail in proposals based on this scope of work document.  You must attach your complete proposal response as two separate .pdf files in the online bidding system - one file as a technical only (i.e. no cost information) and one file as a cost proposal. Submit any additional files if required as redacted proposals. These attachments must address all the specific requirements outlined in Section II, Instructions to Offerors, as well as Section III, Scope of Work/Specifications.

**REQUIRED PROPOSAL CONTENT**:   Qualified Offerors are encouraged to submit a proposal for the Audit Management Software Solution outlined within this solicitation specification.   Each proposal must meet the minimum requirements contained within this solicitation to be considered for a contract award.

**INFORMATION FOR OFFERORS TO SUBMIT** - In addition to information requested elsewhere in this solicitation, Offerors should submit the following information for purposes of evaluation:

1.  **Cover Letter**
    Offeror shall provide a cover letter that contains a commitment to provide the product/services described in this solicitation.  The cover letter must include the name and signature of a representative of the Offeror who is authorized to negotiate a contract with the University and should summarize the overall benefits to selecting your company and what your company considers to be the most important factors involved in the selection of an Audit Management Software System.

2.  **Table of Exceptions**
    A summary must state whether your proposal does or does not fully comply with the requirements defined in this solicitation and shall provide a detailed list of exceptions to the Scope of Work or other solicitation requirements including all attachments.  This list must be in table form and must identify the page, section number, provision and specific exception, non-conformance and/or substitute language proposed.  Failure to identify any specific items of non-compliance will result in the University assuming compliance.  The University, at its sole discretion, may modify or reject any exception or proposed change, and an exception may also make a proposal non-responsive.

3.  **Executive Summary**
    The Executive Summary shall condense and highlight the contents of the solution being proposed by the Offeror in such a way as to provide the Evaluation Committee with a broad understanding of the Offeror's Technical Proposal.  Offerors must present their understanding of the problems being

addressed by implementing a new system, the objectives and intended results of the project, and the scope of work.  Offerors shall summarize how their Technical Proposal meets the requirements of the Request for Proposal, and why they are best qualified to perform the work required herein.

4.  **Corporate Overview**
    The Corporate Overview section of the Technical Proposal must consist of the following subparts:

    a.  Offeror Identification and Information
        The Offeror must provide the full company or corporate name, address of the company's headquarters, entity organization (corporation, partnership, proprietorship), state in which the Offeror is incorporated or otherwise organized to do business, year in which the Offeror first organized to do business, whether the name and form of organization has changed since first organized, and Federal Employer Identification Number.

    b.  The Offeror must disclose any and all judgments, pending or expected litigation, or other real or potential financial reversals, which might materially affect the viability or stability of the organization, or state that no such condition is known to exist.

    c.  Change of Ownership
        If any change in ownership or control of the company is anticipated during the twelve (12) months following the proposal due date, the Offeror must describe the circumstances of such change and indicate when the change will likely occur.  Any change of ownership to an awarded vendor(s) will require notification to Clemson.

    d.  Office Location
        The Offeror's office location responsible for performance pursuant to an award of a contract with Clemson University must be identified.

    e.  Contract Documents
        The Offeror shall provide copies of all contract documents.  Contract documents may include, but not be limited to: software license agreements, professional services agreements, master services agreements, maintenance agreements, support and service level agreements, etc.

5.  **References**
    The Offeror shall provide a minimum of 3 references from higher education with contact information including email addresses.  Clemson reserves the right to check any reference(s), regardless of the source of the reference information, including but not limited to, those that are identified by the company in the proposal, those indicated through the explicitly specified contacts, those that are identified during the review of the proposal, or those that result from communication with other entities involved with similar projects.

132
133    Information to be requested and evaluated from references may include, but is
134    not limited to, some or all of the following: project description and background,
135    job performed, functional and technical abilities, communication skills and
136    timeliness, cost and schedule estimates and accuracy, problems (poor quality
137    deliverables, contract disputes, work stoppages, etc), overall performance, and
138    whether or not the reference would rehire the firm or individual.  Only top
139    scoring Offerors may receive reference checks and negative references may
140    eliminate Offerors from consideration for award.

141

142    **6.  Qualifications:**

143

144    A. **Summary of Offeror's Corporate Experience:**  The Offeror shall provide a
145    summary matrix listing previous projects similar to this Request for Proposal
146    in size, scope and complexity.  The Evaluation Committee will use no more
147    than three (3) narrative project descriptions submitted by the Offeror during
148    its evaluation of the proposal.

149

150    The Offeror must provide narrative descriptions to highlight the similarities
151    between their experience and this Request for Proposal.  These descriptions
152    must include:

153

154    1)  The time period of the project;
155    2)  The scheduled and actual completion dates;
156    3)  Staff-months expended;
157    4)  The offeror's responsibilities;
158    5)  For reference purposes, a customer name (including the name of a contact
159         person, a current telephone number, a facsimile number and e-mail
160         address);
161    6)  Each project description shall identify whether the work was performed as
162         the prime contractor or as a subcontractor.  If an Offeror performed as the
163         prime contractor, the description must provide the originally scheduled
164         completion date and budget, as well as the actual (or currently planned)
165         completion date and actual (or currently planned) budget.

166

167    B. **Offeror Key Staff:**  The Offeror is expected to propose sufficient staff with
168    the requisite skills and abilities to meet all requirements in this RFP.  The
169    Offeror must identify the personnel and provide resumes and references for
170    the identified key staff.  If the Offeror's methodology deems other staff as
171    key, the Offeror must identify the positions, provide representative job
172    descriptions, identify the personnel and provide resumes and references.  In
173    addition, the Offeror must provide representative job descriptions for any
174    other positions identified in the Offeror's proposed staffing plan.

175

176 The Offeror's proposal must describe policies, plans and intentions with
177 regard to maintaining continuity of key staff assigned to the project and
178 avoiding and minimizing the impact of necessary staff changes.
179

180 **7. Installation/Implementation Plan/Timeline**
181 The successful Offeror, as part of the Cost Proposal price, will be responsible
182 for installation, configuration, and implementation of the proposed product as
183 may be requested by Clemson University. Such assistance shall include
184 telephone, e-mail and on-site support, if requested by Clemson University. All
185 other work required to complete the implementation must be included in the
186 fixed price cost, this should include a detailed implementation timeline. Cost
187 must include travel, meals, lodging and all expenses. As part of the
188 implementation the Offeror will keep Clemson University personnel informed
189 of the steps required to implement and maintain the solution through a formal
190 knowledge transfer. Offeror must provide detailed information on the
191 installation requirements as well as detailed information on the schedule.
192

193 Provide a detailed implementation plan that includes a timeline with dates of
194 initiation and completion. Include all requirements, if any, for university
195 resources that must be used for each step of the implementation.

196 Along with the implementation plan, timeline, provide a detailed work plan.
197 The detailed work plan should include a complete work breakdown structure
198 with all tasks having work forecasts, clear deliverables, and appropriate
199 dependencies (predecessors, successors). The plan should prove that the target
200 dates are achievable and support is provided. Any on-site visits required to
201 perform the services herein must be included in the cost of the base solution.
202 This must include all travel, meals, lodging and expenses.
203

204 **8. Insurance**
205 The successful Offeror shall provide satisfactory evidence of all required
206 insurance coverage and licenses prior to performance or as part of the technical
207 proposal.
208

209 **9. Maintenance/Support Agreement**
210 Maintenance/Support Agreement must include, but not limited to, any upgrades,
211 updates, enhancements, new releases, etc. to the product released during the
212 term of the contract. Offerors must detail what is contained in their
213 maintenance/support agreement, to include descriptions of service level
214 offerings and licensing considerations.
215

216 **10. Training Plan**
217 The Offeror must develop and submit a Training Plan that supports all
218 responsibilities of this RFP. The Offeror must supply initial technical training
219 on the proper use of any software solution. The training must be sufficient to
220 enable technical individuals designated by Clemson to fully understand, test,

221  validate, use tools for, and operate and instruct others as to the features,
222  functions, capabilities and maintenance (e.g., trouble identification) of the
223  software so as to perform all functions effectively and without error.  The
224  Offeror shall also identify user groups and additional training resources that
225  might be beneficial to Clemson University's implementation.

**11. Quality Assurance Plan**
The Offeror must develop and submit a Quality Assurance Plan that supports all
core responsibilities of this RFP. The plan must describe how the Offeror will
ensure the quality of services being provided, how it will identify inappropriate
service, how it will correct identified problems, and how it will respond to
issues of service and quality identified by Clemson.

**12. Third Party Use**
Identify any use or reliance on third-parties related to product development,
implementation, on-going use, and/or technical support.

**13. Documentation of Product**
Provide on-line materials that document the product.

**14. Appended Software**
Identify and describe in detail any appended software needed for data
validation, data conversion, migration, and training.

**15. Conversion/Migration/Integration**
Identify and describe in detail plan for conversion/migration of data and
integration with existing systems.

**16. Agreements**
Include any forms or agreements (i.e. Service Level Agreements) to include
performance commitments.

**17. Shipping/Handling**
The Cost Proposal price must include all costs associated with shipping,
handling, and delivery of the proposed Product to Clemson University,
Clemson, SC.  The successful Offeror will be responsible for insurance of
software during shipping and installation, and until acceptance by Clemson
University.  As such, Clemson University assumes no ownership or
responsibility for the software until it has been installed and accepted by
Clemson University.

**18.  Additional Functionality/Services**
Additional enhancements that may benefit the application, i.e. any
specifications for future expansion, or for features or capabilities that will likely
be needed by Clemson University at some time in the future may be submitted.

266 Products under development to meet these future needs should be referenced
267 with anticipated release dates.
268
269

270 **19. Consulting/Development/Customization/Programming Services**
271 Detail plan for future consulting, development, customization and programming
272 services based on fixed hourly rate to include travel, meals, lodging and all
273 expenses.  This cost will not be used in evaluation but may be negotiated.
274

275 **20. Technical Proposal**
276 Provide a technical proposal with a detailed description of how your
277 product/service meets the requirements documented in this section as well as
278 Section III/Scope of Work/Specifications.  Offeror's proposed solution must
279 describe and identify all products/services to fulfill the scope of this RFP
280 document which must be identified as Offeror's "base solution".  It is the intent
281 of Clemson University to acquire the best base solution possible and for
282 evaluation purposes, it is imperative that Offerors completely and carefully
283 word and convey all of the information requested.  Offers should be prepared
284 simply and economically, providing a straightforward, concise description of
285 Offeror's capabilities to satisfy the requirements of the RFP. Emphasis should
286 be on completeness and clarity of content.  Offerors must demonstrate a
287 thorough understanding of the project purpose, scope, activities, requirements
288 and responsibilities.  Technical Proposal responses must be complete and
289 detailed, must address each section using identical section titles, and must
290 follow the order and use the numbering scheme contained in the RFP Purpose
291 and Scope of Work. Offerors must discuss their approach and methodology for
292 each of the activities and deliverables in the proposal and identify key dates.
293

294 Again, the base solution **must** describe/identify/include all products/services to
295 fulfill the scope of this RFP document.  However, there may be additional
296 products/services/enhancements/add-ons that have **not** been requested in the
297 scope of the RFP document but **will be required** for Offeror's product/service
298 to fulfill the scope of the RFP document.  If this is the case, Offerors **must**
299 identify/describe/include these additional products/services in their technical
300 proposal as the "base solution".  Any additional products/services/
301 enhancements/ add-ons Offeror **requires** in the base solution to fulfill the scope
302 of the RFP **must** also be identified/included in the Offeror's Cost Proposal as
303 the cost of the "base solution".  If your offer includes any additional
304 enhancements and/or add-on components or services that is **not required** to
305 fulfill the scope of the RFP, these products/services **must** be identified and
306 described in your Technical Proposal as well as your Cost Proposal documents
307 and labeled in each proposal as Appendix A so that Clemson University can
308 easily and clearly identify what is included in your technical base solution and
309 what is included in your cost base solution.  Including a separate appendix for
310 products/services **not** included in the base solution will aide in our evaluation
311 process along with providing a complete understanding of your offer contents.

312    Offers which include either modifications to any of the solicitation's contractual
313    requirements or an offeror's standard terms and conditions may be deemed non-
314    responsive and not considered for award.
315

316    **21. Cost Proposal**
317    The cost of the proposed products/services must be itemized by Offeror in the
318    Cost Proposal, addressing requirements listed throughout the proposal
319    document.  Offeror's proposed solution must describe and identify all
320    products/services to fulfill the scope of this RFP document which must be
321    identified as Offeror's "base solution".  It is the intent of Clemson University to
322    acquire the best base solution possible and for evaluation purposes, it is
323    imperative that Offerors completely and carefully word and convey all of the
324    information requested.  For each requirement, the Offeror's response to the item
325    must be presented, along with which product/ service addresses the requirement.
326    At the end of the document in the Cost Proposal, the Offeror must present all
327    products/services identified as necessary to fulfill the requirements of the RFP
328    document and the cost of each must be listed separately as the "base solution".
329    Again, the base solution **must** describe/identify/include all products/services to
330    fulfill the scope of this RFP document.  However, there may be additional
331    products/services/enhancements/ add-ons that have **not** been requested in the
332    scope of the RFP document but **will be required** for Offeror's product to fulfill
333    the scope of the RFP document.  If this is the case, Offeror **must**
334    identify/describe/include these additional products/services in their Cost
335    Proposal as the "base solution".  If your offer includes any additional
336    enhancements and/or add-on components or services that is **not required** to
337    fulfill the scope of the RFP, these products/services **must** be identified and
338    described in your Cost Proposal and labeled as Appendix A so that Clemson
339    University can easily and clearly identify what is included in your cost base
340    solution.  Including a separate appendix for products **not** included in the base
341    solution will aide in our evaluation process along with providing a complete
342    understanding of your offer contents.  All costs must be included in the Cost
343    Proposal.  Cost Proposal must be separate from the Technical Proposal as stated
344    above in RFP Submittal section.  **Do not include cost in Technical Proposal.**
345    **These should be submitted as two separate documents via .PDF**
346    **attachments in the online bidding system.  Total cost to fulfill requirements**
347    **specified herein must also be indicated in Bid Line Item Pricing in online**
348    **bidding system.**  Your separate cost proposal may go into more detail in terms
349    of cost breakdown, options, etc…, but it must also clearly indicate the cost you
350    enter into the online system.  This is the cost that will be used for evaluation
351    purposes and should reflect the cost for the base technical proposal you are
352    offering in response to this solicitation.  If there are conflicts in the costs you
353    propose or Clemson cannot clearly determine a total cost for your proposal,
354    your response may be deemed non-responsive.
355

356    Cost must be all inclusive including travel, lodging, and other expenses.
357

*Please provide the following in the separate cost proposal:*

*In the submitted proposals please list the initial cost of software services, license renewal and/or maintenance and support for years 1-5, additional costs for appended software needed for data validation, data conversion, migration, and training. The software will need to accommodate a minimum of 8 users. Please include if applicable the hourly rate for future consulting services, or needed assistance once installation and training has occurred.*

### 22. Hardware
Clemson University will host the Audit Management system on equipment provided by the University's IT organization in a local data center. We are requesting, however, that Offeror specify all software and hardware required for the system to function in the manner described.

## III. SCOPE OF WORK / SPECIFICATIONS

The Clemson University Office of Internal Audit requires the Audit Management System provide all functions described in this RFP as a fully integrated solution and may not consider proposals suggesting a combination of various modules that individually address the requirements.

## REQUIREMENTS

1. **System Configuration**
   a) Utilize an enterprise database such as Oracle or Microsoft SQL Server
   b) Compatibility with Microsoft Office products: Word, Excel, and PowerPoint
   c) Support Microsoft Windows XP and Windows 7 client operating systems
   d) Provide multiple security levels in the application that allow for a separation of duties
   e) Provide setup for the database including backup/maintenance scripts
   f) Include recommendations for optimal server configuration (including VMWare)
   g) Identify any single sign-on offerings for the application

2. **Audit Planning**
   a) Ability to create an Audit Universe and develop an annual operational plan based on risk assessments or other criteria
   b) Provide budgeting support for audit plans that will report on deviations from projected to actual project time
   c) Create a draft plan of the yearly audit schedule

3. **Electronic Workpapers**
   a) Ability to record the following information associated with each audit project:

401         • System / Process description
402         • Objectives
403         • Risks & mitigating controls
404         • Tests to examine effectiveness of controls
405         • Evidence obtained in performing the tests
406         • Results from tests (i.e. finding information)
407         • Recommendations
408         • Management responses and agreed action plans for issues reported
409         • Review notes and other correspondence
410         • Audit sign-off
411     b) Ability to assign specific audit step to individual auditor
412     c) Must provide two-way cross referencing between documents, and support point-
413         to-point hyperlinks for Word, Excel, PowerPoint and PDF files.
414     d) Ability to print completed workpapers, review notes, audit programs, and other
415         electronic documentation created within the system
416     e) Provide flexibility to add/delete/modify audit steps in standard audit programs
417     f) Allow for search capabilities within audit findings, projects, and the document
418         library
419     g) Ability to create severity ratings and assign them to findings
420     h) Ability to write review notes with links to targeted work papers
421     i) Must be able to attach scanned documents and annotate documents (Word, Excel,
422         PowerPoint, and PDF) with standard tick marks/comments from within the
423         application (without additional software license requirements).
424

425  **4. Audit Reporting**
426     a) Provide standard reports for common inquires such as audit planning, project
427         tracking, outstanding issues, and timesheet reports
428     b) Ability to easily customize the standard audit report and other ad-hoc reports
429     c) Allow for  custom reports to be saved in Word, Excel, or PDF formats
430     d) Allow for distribution of reports via email.
431

432  **5. Audit Response & Tracking**
433     a) Must provide on-line portal or reporting option that allows management responses
434         to be automatically populated in the system
435     b) Allow for customer surveys to be generated and feedback recorded
436     c) Ability to track and report on issues in a variety of ways including audit project,
437         audit manager, or departmental area.
438

**6. Time Reporting**

    a) Ability to track time for audit projects, training, other chargeable (e.g. committee meetings) and non-chargeable activities (e.g. annual leave).  Allow for comments to be included with the non-chargeable activities.

    b) Capture time by project with the ability to report on actual versus budgeted time

    c) Track planned and unplanned hours for an audit assignment

    d) Ability to generate administrative reports by auditor, completed projects and projects in-progress.

**7. Document Library**

    a) Must provide indexed and searchable repository for:

- Standard audit programs and notifications
- Policies and procedures
- Tests, controls, and associated risks
- Common findings

    b) Include standard audit programs from COBIT, COSO, IIA, and AuditNet or allow them to be imported.

## IV. TERMS AND CONDITIONS – SPECIAL

**1. <u>PRODUCT DEMONSTRATION:</u>**
The apparent successful vendor may be requested to demonstrate its product so that Clemson University may verify the claims made in the vendor's proposal.  This is a pass/fail evaluation.  Due to that fact that demonstrations are not part of the initial evaluation, it is critical that proposals contain detailed and complete responses. Do not rely on providing a response as part of a demonstration.

**2. <u>AWARD CRITERIA:</u>**  Offers will be evaluated using only the factors stated below. Evaluation factors are stated in the relative order of importance, with the first factor being the most important.  Once evaluation is complete, all responsive offers will be ranked from most advantageous to least advantageous.

    **A.** Technical Proposal: The degree, completeness, and suitability of the Offeror's proposed technical solutions to meet or exceed the requirements of this RFP. **60%**

    **B.** Offeror's Qualifications: The Offeror's experience, references and key staff must provide evidence of its depth and breadth of experience, and evidence of successful past performance with projects of this similar size and scope. **20%**

    **C.** Cost Proposal: The total cost of ownership for the base solution for the potential five year contract period. **20%**

**VI. COST PROPOSAL**

PRICE PROPOSAL: Notwithstanding any other instructions herein, you shall submit the following price information as a separate document:

**Vendor Name:** _____          **Fax #:** _____

**Contact Person:** _____          **Telephone #:** _____

**Delivery Time:** _____

| Cost Component | Cost | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 | Total Cost |
| Initial Cost of Software (year 1 only) for 8 users, includes production and test environment. | | | | | | |
| Software Maintenance & Support (years 2- 5) | | | | | | |
| Training Costs | | | | | | |
| Implementation Costs | | | | | | |
| Costs for Additional Professional Services | | | | | | |
| TOTAL | | | | | | |

**Total for years 1-5 above will be used for evaluation purposes and considered to be the "Base Solution" costs as referenced throughout the RFP document.**

**Offeror should clearly list optional items and any other charges associated with any item in their cost proposal.  Breakdown of this cost may be included in separate Cost Proposal by attaching .pdf file as indicated in Scope of Work above.**

**The offeror should not include any technical information in the cost proposal.**