

Scope of Work

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I. SCOPE OF SOLICITATION

Clemson University is currently seeking Oracle Database Administration services for Facilities Maintenance Management Software. The focus is primarily around nightly backups and any necessary restores but also includes additional services such as application of patches or custom scripting on a billed-time basis.

Award will be made to one Offeror. The contract will be a one year contract for services with four one-year renewals.

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.

MAXIMUM CONTRACT PERIOD - ESTIMATED

Start date: 08/10/2012 End date: 08/09/2017. 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@clemsun.edu prior to May 10, 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 Database Administration Services 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, Offeror's must include the following information for purposes of evaluation:

1. Cover Letter

Offeror's 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 Database Administration Services.

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. Proven Success/Qualifications and Experience

3.1 Positive experience in academic institutions of similar size or larger to Clemson University – You should include at least three (3) references for each product or services you desire to provide. References should be similar size and scope. The reference information should include:

3.1.1 Name of the reference.

3.1.2 Reference's address

3.1.3 The name of a contact that is knowledgeable of the products or services provided.

3.1.4 Telephone number

- 3.1.5 Email address
 - 3.1.6 A brief summary of the project
 - 3.1.7 Please provide a complete list of your customers for whom you provide the same products or services that you desire to provide under this contract. Please indicate which products or services you provide to each customer.
- 3.2 Indicate the number of years you have been in business providing Oracle Database Administration Services. Include the following information:
- 3.2.1 The total number of people employed by your company.
 - 3.2.2 The number of employees working in South Carolina.
 - 3.2.3 The year your business was started.
 - 3.2.4 The type of business. (i.e. sole proprietorship, partnership, corporation, etc.)
 - 3.2.5 Where your company is resident. (i.e. state of incorporation)
 - 3.2.6 Location of your company's headquarters.
 - 3.2.7 Location of office that would serve this contract.
 - 3.2.8 Please provide evidence of your company's financial stability for the most recent three (3) years. This might include annual reports for corporations, financial statements, income tax returns, etc. It is very important that Clemson University be able to verify a contractor's financial stability.
 - 3.2.9 Please provide any information regarding any pending or current debarments or suspensions.
 - 3.2.10 Please provide any information regarding failed projects and explanation of any litigation in which the company has been involved or is currently involved.
 - 3.2.11 Must provide evidence of Oracle DBA Certification as well as CMMS Experience.
 - 3.2.12 Feel free to provide any additional information about your company, the products or services requested under this contract (i.e. authentic certificates or licenses as they pertain to the Proven Success/Qualifications and Experience Section).
 - 3.2.13 Clemson University may make such investigation as it deems necessary of the contractors premises to determine the ability of the contractor to perform such work and reserves the right to reject any proposal if evidence indicates the contractor is not qualified to perform the contract. Failure to supply any such additional information or to make the plant and facilities available for inspection upon request shall be cause for rejection of your proposal.

3.3 Contractor Key Staff

3.3.1 The Contractor is expected to propose sufficient staff with the requisite skills and abilities to meet all requirements in this RFP. The Contractor must identify the personnel and provide resumes and references for the identified key staff. If the Contractor's methodology deems other staff as key, the Contractor must identify the positions, provide representative job descriptions, identify the personnel and provide resumes and references. In addition, the Contractor must provide representative job descriptions for any other positions identified in the Contractor's proposed staffing plan.

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

4. **Insurance**

The successful Offeror shall provide satisfactory evidence of all required insurance coverage and licenses PRIOR TO PERFORMANCE or AS PART OF TECHNICAL PROPOSAL.

5. **Agreements**

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

6. **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.

7. **Technical Proposal**

Provide a technical proposal with a detailed description of how your product/service meets the requirements documented in this section as well as Section III/Scope of Work/Specifications. Offeror's proposed solution must describe and identify all products/services to fulfill the scope of this RFP document which must be identified as Offeror's "base solution". It is the intent of Clemson University to acquire the best base solution possible and for evaluation purposes, it is imperative that Offeror's completely and carefully word and convey all of the information requested. Offers should be prepared simply and economically, providing a straightforward, concise description of Offeror's capabilities to satisfy the requirements of the RFP. Emphasis should be on completeness and clarity of content. Offeror's must demonstrate a thorough understanding of the project purpose, scope, activities, requirements and responsibilities. Technical Proposal responses must be complete and detailed, must

address each section using identical section titles, and must follow the order and use the numbering scheme contained in the RFP Purpose and Scope of Work. Offeror's must discuss their approach and methodology for each of the activities and deliverables in the proposal and identify key dates.

Again, the base solution **must** describe/identify/include all products/services to fulfill the scope of this RFP document. However, there may be additional products/services/enhancements/add-ons that have **not** been requested in the scope of the RFP document but **will be required** for Offeror's product/service to fulfill the scope of the RFP document. If this is the case, Offeror's **must** identify/describe/include these additional products/services in their technical proposal as the "base solution". Any additional products/services/enhancements/add-ons Offeror **requires** in the base solution to fulfill the scope of the RFP **must** also be identified/included in the Offeror's Cost Proposal as the cost of the "base solution". If your offer includes any additional enhancements and/or add-on components or services that is **not required** to fulfill the scope of the RFP, these products/services **must** be identified and described in your Technical Proposal as well as your Cost Proposal documents and labeled in each proposal as Appendix A so that Clemson University can easily and clearly identify what is included in your technical base solution and what is included in your cost base solution. Including a separate appendix for products/services **not** included in the base solution will aide in our evaluation process along with providing a complete understanding of your offer contents. Offers which include either modifications to any of the solicitation's contractual requirements or an offeror's standard terms and conditions may be deemed non-responsive and not considered for award.

8. Cost Proposal

The cost of the proposed products/services must be itemized by Offeror in the Technical Proposal as well as the Cost Proposal, addressing the requirements listed throughout proposal document. Offeror's proposed solution must describe and identify all products/services to fulfill the scope of this RFP document which must be identified as Offeror's "base solution". It is the intent of Clemson University to acquire the best base solution possible and for evaluation purposes, it is imperative that Offeror's completely and carefully word and convey all of the information requested. For each requirement, the Offeror's response to the item must be presented, along with which product/service addresses the requirement. At the end of the document in the Cost Proposal, the Offeror must present all products/services identified as necessary to fulfill the requirements of the RFP document and the cost of each must be listed separately as the "base solution". Again, the base solution **must** describe/identify/include all products/services to fulfill the scope of this RFP document. However, there may be additional products/services/enhancements/add-ons that have **not** been requested in the scope of the RFP document but **will be required** for Offeror's product to fulfill the scope of the RFP document. If this is the case, Offeror's **must** identify/describe/include these additional products/services in

their Cost Proposal as the “base solution”. If your offer includes any additional enhancements and/or add-on components or services that is **not required** to fulfill the scope of the RFP, these products/services **must** be identified and described in your Cost Proposal and labeled as Appendix A so that Clemson University can easily and clearly identify what is included in your cost base solution. Including a separate appendix for products **not** included in the base solution will aid in our evaluation process along with providing a complete understanding of your offer contents. All costs must be included in the Cost Proposal. Cost Proposal must be separate from the Technical Proposal as stated above in RFP Submittal section. **Do not include cost in Technical Proposal. These should be submitted as two separate documents via .PDF attachments in the online bidding system. Total cost to fulfill requirements specified herein must also be indicated in Bid Line Item Pricing in online bidding system.** Your separate cost proposal may go into more detail in terms of cost breakdown, options, etc..., but it must also clearly indicate the cost you enter into the online system. This is the cost that will be used for evaluation purposes and should reflect the cost for the base technical proposal you are offering in response to this solicitation. If there are conflicts in the costs you propose or Clemson cannot clearly determine a total cost for your proposal, your response may be deemed non-responsive.

III. SCOPE OF WORK / SPECIFICATIONS

1.1 Background

Clemson University is a land grant university. The Facilities department includes Custodial Services, Utility Services, Maintenance Services, Support Services, Landscape Services, Campus Planning, and Minor and Major Construction Management. University Facilities uses AiM from AssetWorks to manage its operations. University Facilities is currently seeking contracted support for Oracle Database administration. AiM uses Oracle databases to store and retrieve data which requires constant support and supervision to ensure perpetual uptime for end-users. The current database is Oracle 10g. Users access the data through a web client. The data consists of transactional as well as historical data related to facilities management.

1.2 Current Hardware and Operating Systems

1.2.1 Database Server 1

Sun Microsystems Sun Fire V440

(4) Sun UltraSPARC® IIIi 1.062 GHz, 1 MB cache per

8 GB RAM

3310 Sun Disk Array (200 GB)

Solaris 9

Oracle 10g

1.2.2 Database Servers 2,3

Quad Core Xeon E5440 Processor 2x6MB Cache, 2.83GHz, 1333MHz
FSB

8GB 667MHz (2x4GB), Dual Ranked DIMMs

73GB 15K RPM Serial-Attach SCSI 3Gbps 3.5-in HotPlug HardDrive
(quantity of 5)

RHEL 5

Oracle 10g

1.3 Minimum Requirements for Oracle Database Administration

Offeror's contractual obligations must meet the following requirements for Oracle Database Administration as well as Unix/Linux Support and Administration:

1.3.1 Oracle Database Administration Requirements:

- 1.3.1a Perform database performance evaluations and archive performance statistics
- 1.3.1b Pro-actively monitor and re-size database objects to avoid application errors
- 1.3.1c Perform database tuning and required modifications to Oracle initialization scripts and parameters on an as-needed basis
- 1.3.1d Perform database usage analysis of concurrent connections, peak usage time, after hour usage, and database availability
- 1.3.1e Provide hardware configuration and upgrade recommendations for all supported platforms on an as-needed basis
- 1.3.1f Perform user configuration analysis and provide security reports for all new and modified user accounts
- 1.3.1g Perform database object analysis and provide change

- reports for all modified or problematic objects
- 1.3.1h Provide assistance with Oracle product requirements and provide notifications of any new releases and patch requirements
- 1.3.1i Ensure OS level and patch levels are consistent with Oracle prior to Oracle installation
- 1.3.1j Troubleshoot Oracle error codes in alert logs and trace files and correct or evaluate errors indicated
- 1.3.1k Monitor backup procedures, correct problems and ensure recovery options are viable
- 1.3.1l Provide advice on general database and Oracle application server setup and configuration, ensuring OS level and patch levels are consistent with Oracle recommendations

1.3.2 Unix/Linux Support and Administration Requirements:

- 1.3.2a Provide hardware configuration and upgrade recommendations for all supported servers on an as-needed basis
- 1.3.2b Performs OS analysis of CPU, memory, and disk IO
- 1.3.2c Monitor server backups and troubleshoot backup failures
- 1.3.2d Monitor disk space, memory, virtual memory, and CPU utilization on all supported servers
- 1.3.2e Monitor server for total system outages
- 1.3.2f Assist customer's systems administrators with general systems administration issues

1.4 Clemson University Facilities' Responsibilities

Clemson University and University Facilities will provide the following:

An on-call contact to assist the DBA in the event of an outage after hours or on weekends.

1.5 OFFEROR'S Responsibilities

1.5.1 Offeror will provide details for their Oracle Database Administration solution, including, but not limited to:

- 1.5.1a Terms for daily, weekly and monthly monitoring and maintenance.

1.5.1b Fixed hourly fees for additional services (ex. custom triggers, data dumps, etc.)

1.6 Installation

1.6.1 The successful Offeror, as part of the Cost Proposal, will provide assistance in the installation or upgrade of future Oracle releases as may be requested by Clemson University. Such assistance will include telephone, e-mail, and/or on-site support, if requested by Clemson University.

1.7 Support Availability

1.7.1 The successful Offeror shall provide Clemson University with telephone support during Clemson University's business hours, regardless of standard operating hours or time zone differences of Offeror.

1.8 Support and Maintenance

1.8.1 Start date for support will begin 8/10/2012.

1.9 Additional Services

1.9.1 Additional enhancements or upgrades that may benefit the quality of Oracle Database Administration, i.e. any specifications for future expansion, major software version upgrades, or any additional capabilities that will likely be needed by the Agency at some point in the future may be submitted.

1.10 Travel Expenses

1.10.1 As provided in this paragraph, state will reimburse contractor for travel expenses contractor actually incurs. Travel expenses include only lodging, food, and transportation expenses reasonably incurred and necessary for performance of this contract. Reimbursement is contingent upon submittal of paid receipts on a monthly basis. Contractor will endeavor to minimize travel expenses and to use the most economical mode of transportation. Travel expenses exceeding \$5,000 in one month must be pre-approved by state. Reimbursements are allowed only in accordance with the travel regulations established for State employees. (see <http://www.clemson.edu/cfo/procurement/travel/employeeguidelines.html>.)

1.11 Agreements

- 1.11.1 Include any forms or agreements i.e. Service Level Agreements (SLA) to include performance commitments.

IV. TERMS AND CONDITIONS – SPECIAL

EVALUATION FACTORS -- PROPOSALS

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 Offerors will be ranked from most advantageous to least advantageous.

1. Technical Requirements and System Specifications – The degree, completeness and suitability of the Offeror’s proposal to meet the technical requirements and system specifications as outlined in the proposal - **50%**
2. Qualifications and Experience - The Offeror’s experience, references and key staff must provide evidence of its depth and breadth of experience, and evidence of successful past performance e with projects of this similar size and scope - **30%**
3. Cost - **20%**

VI. COST PROPOSAL

See following page

VI. Cost Proposal

1.1 Fees for Services - Associated Cost should include, but not limited to, the following:

- The Offeror’s Total Cost of Ownership per year including maintenance/support/monitoring

Examples of costs for Offerors to consider in their response:

- Maintenance fees
- Support Services (help-desk/technical, toll-free line, possible on-site, etc.)
- Options and alternatives
- Other one-time costs
- Installation/Upgrade fees
- Additional Services/Enhancements

1.2 Cost should include, but not limited to, the following:

1.2.1 Monthly Support Services
(technical, help-desk, toll-free, etc):

1.2.1A	12 mo. @ \$_____ /mo. =	\$_____	Yr 1
1.2.1B	12 mo. @ \$_____ /mo. =	\$_____	Yr 2
1.2.1C	12 mo. @ \$_____ /mo. =	\$_____	Yr 3
1.2.1D	12 mo. @ \$_____ /mo. =	\$_____	Yr 4
1.2.1E	12 mo. @ \$_____ /mo. =	\$_____	Yr 5

1.2.1F (transfer amt to next page) **Sub-Total** \$_____

1.2.2 Hourly Rate for Request outside of Monthly Support
(Hourly rate will be based on 40 hours per year for evaluation purposes only. Actual number of hours needed annually will vary based on existing projects, new projects and budget.)

1.2.2A	40 hrs. @ \$_____ /hr. =	\$_____	Yr 1
1.2.2 B	40 hrs. @ \$_____ /hr. =	\$_____	Yr 2
1.2.2C	40 hrs. @ \$_____ /hr. =	\$_____	Yr 3
1.2.2D	40 hrs. @ \$_____ /hr. =	\$_____	Yr 4
1.2.2E	40 hrs. @ \$_____ /hr. =	\$_____	Yr 5

1.2.2F (transfer amt to next page) **Subtotal** \$_____

1.2.3 Other Costs:

1.2.3A Other one-time costs
(Identify: _____) \$_____

1.2.3B Other costs
(Identify: _____) \$ _____

1.2.3C (transfer amt to next page) **Subtotal** \$ _____

Total Cost (5-year contract) \$ _____

*All associated cost should be included in the Subtotals in Sections 1.2.1, 1.2.2 and 1.2.3 above.

Cost Proposal Summary

NOTE: Please complete the following summary by transferring subtotals from Sections 1.2.1, 1.2.2 and 1.2.3, applying weighted values as assigned below, calculating and placing Total in appropriate column. The weights shown below will be used for evaluation purposes.

Category	Subtotal		*Weighted Value	Total
1.2.1F Monthly Support Services – Subtotal of Yrs. 1 - 5	\$	X	80%	\$
1.2.2F Hourly Rate for Request Outside of Monthly Support – Subtotal of Yrs. 1 – 5 based on 40 hours per year	\$	X	15%	\$
1.2.3C Other Costs	\$	X	5%	\$
TOTAL <i>(for evaluation purposes only.)</i> <i>This total must be transferred to Line Item 1 in online bid document for evaluation purposes.</i>				\$

*the weights shown above will be applied by Clemson University in the evaluation of cost proposals.

Offeror should clearly list optional items or additional services as stated in Section 1.9 as an attachment to their Cost Proposal.

The OFFEROR should not include any technical information in the Cost Proposal.