

Scope of Work

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I. Scope of Solicitation

Clemson University is seeking integrated audio video systems and equipment for the Clemson Greenville One project. The AV systems for the facility will be used for conference support, synchronous and asynchronous classroom instruction, distance education, and collaboration. These systems will appear ubiquitous throughout the facility allowing staff to move comfortably from one presentation setting to another. The AV systems designed for this facility will include front projection as well as large format flat panel display systems. Source devices (e.g. computers, document cameras, Blu-Ray players, etc.) will generally be located in a presentation console for teaching spaces and in a credenza or casework for conferencing spaces. Rooms with sound reinforcement will also include an Americans with Disabilities Act (ADA) compliant assistive listening system and speech reinforcement system.

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

Estimated schedule: Award by September 15, 2013. Installation of equipment to begin on December 2, 2013 and complete by January 2, 2014.

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@clermson.edu prior to August 26, 2013, 12:00 Noon ET.

Non-Mandatory Pre-Proposal Conference: A non-mandatory pre-proposal conference will be held on August 22, 2013, 3:30 PM ET in Procurement Services, Clemson University, Administrative Services Building, 108 Perimeter Road, Clemson, SC 29634, Room 102.

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43 **II. Instructions to Offerors**

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

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

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59 **REQUIRED PROPOSAL CONTENT:** Qualified Offerors are encouraged to submit a
60 proposal for the Integrated Audio Video Systems and Equipment outlined within this solicitation
61 specification. Each proposal must meet the minimum requirements contained within this
62 solicitation to be considered for a contract award.

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64 **INFORMATION FOR OFFERORS TO SUBMIT** - In addition to information requested
65 elsewhere in this solicitation, Offerors must include the following information for purposes of
66 evaluation:

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68 **1. Cover Letter**

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70 Offerors shall provide a cover letter that contains a commitment to provide the product/services
71 described in this solicitation. The cover letter must include the name and signature of a
72 representative of the Offeror who is authorized to negotiate a contract with the University and
73 should summarize the overall benefits to selecting your company and what your company
74 considers to be the most important factors involved in the selection of the Integrated Audio
75 Video Systems and Equipment.

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2. Executive Summary

The Executive Summary shall condense and highlight the contents of the solution being proposed by the Contractor in such a way as to provide the Evaluation Committee with a broad understanding of the Contractor's Technical Proposal. Contractors 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. Contractors 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.

3. Corporate Overview

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

a. Contractor Identification and Information

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

b. 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 Contractor 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.

c. Office Location

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

d. Contract Documents

The Contractor 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.

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4. Qualifications and Experience:

5.1 Complete Attachment 3 under “Bid Attachments” tab in online bidding system, AV Integrator Statement of Qualifications Form.

5.2 Clemson University may make such investigation as it deems necessary of the contractor’s 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.

5.3 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 Qualifications section).

5. Insurance

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

6. Risk Management Plan

The Contractor must develop a Risk Management Plan that includes risk identification and risk mitigation strategies. The Contractor must periodically update the risk management plan to reflect any changes in risk or at the request of CLEMSON.

7. Quality Assurance Plan

The Contractor must develop and submit a *Quality Assurance Plan* that supports all core responsibilities of this RFP, including but not limited to, the practices of reviewing products and/or services before delivery, installation, utilization, testing, and corrective action practices. The plan must describe how the Contractor 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.

8. Third Party Use

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

9. Documentation of Product

Provide both on-line and printed materials that document the product.

10. Agreements

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

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11. Shipping/Handling

167 The Cost Proposal price must include all costs associated with shipping, handling, and
168 delivery. The successful Offeror will be responsible for insurance of hardware/software during
169 shipping and installation. As such, Clemson University assumes no ownership or responsibility
170 for the hardware or software.

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12. Location

173 Identify location of office to jobsite along with details of the ability of project team to respond to
174 project needs during installation.

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13. Maintenance Service

177 Identify ability to provide ongoing maintenance services for the project along with details as
178 specified in Attachment 1 – Scope of Work/Specifications, Section 1.11, Warranty. In addition
179 to the warranty period, identify ability to provide ongoing maintenance services for the project
180 along with details for extended maintenance contract for years 2 and 3 to include the following:

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13.1 Extended Maintenance Contract for Years 2 and 3

183 A. Provide repair or replacement for years two and three on all products
184 provided by the Integrator (including products having a manufacturer's
185 warranty of less than one year) and all Integrator workmanship at no
186 additional cost, except in case of obvious abuse. Consumable items such as
187 lamps, batteries, tapes, etc. are not covered.

188 B. During the extended maintenance period the Integrator shall:

- 189 1) Provide telephone support within 4 hours of a call requesting service.
- 190 2) Provide onsite support within 24 hours of a call requesting service that
191 was not corrected by telephone support.
- 192 3) Repair or replace faulty items within 72 hours of on-site service or
193 within manufacturers' specific repair program whichever is quicker.

194 C. Integrator shall not involve the Owner with removing, re-installing
195 equipment, shipping or receiving equipment being repaired under extended
196 maintenance contract, nor shall the Owner or Using Agency be responsible
197 for any shipping or freight charges associated with any item under extended
198 maintenance contract.

199 D. Both the Consultant and the Owner shall be copied with all paperwork related
200 to any/all extended maintenance work during the Extended Maintenance
201 period.

202 E. The Extended Maintenance Period will commence after the warranty period
203 for up to two years.

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14. Preliminary Schedule

206 Submitting firms shall present with their proposal a preliminary schedule with the following
207 milestones at a minimum (the more detail they can provide the better): The schedule should
208 reflect the estimated schedule outlined in the Scope of Solicitation.

- 209 • Full project submittal
- 210 • Equipment procurement
- 211 • Control system software due
- 212 • Shop staging(s)
- 213 • On-site installation
- 214 • Full project verification
- 215 • Final project verification
- 216 • User training

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218 15. Performance Bond – Required

219 As a condition of the execution of the contract, the contractor shall supply a performance bond;
220 certificate of deposit; cash; an unconditional, irrevocable, standby letters of credit; or marketable
221 securities, or provide other financial arrangements whereby funds are pledged to the benefit of
222 Clemson University, are not under the control of the contractor, are payable to Clemson
223 University upon written demand to the holder of the security, and are subject to the direction of
224 Clemson University if any of the circumstances set forth in sub-sections below occur. This
225 security will protect, indemnify, and save harmless Clemson University from all costs and
226 damages by reason of the contractor's default, breach, or failure to satisfactorily complete any of
227 the following terms:

228 Payment to all entities, individuals, and the like furnishing of labor or materials in connection
229 with this contract; and/or

230 The successful execution of the final implementation plan, including satisfactorily meeting the
231 performance or test requirements on the dates specified in the final implementation plan and the
232 acceptance requirements and/or

233 Full and satisfactory performance of the ongoing obligations contained in this RFP, any
234 amendments and any subsequent contract between Clemson University and the contractor.

235 In the event of any condition of breach or other circumstance, such as those set forth above,
236 attributable to the contractor, Clemson University shall have the right to draw against the
237 security such sums as are necessary to make Clemson University whole, to secure and
238 compensate Clemson University for substituted services or other forms of relief made necessary
239 by the breach. Nothing herein shall be construed to mean that the security provided for herein is
240 exclusive or constitutes any limitation or restriction on any remedies to which Clemson
241 University may be entitled.

242 The security shall be for the benefit of Clemson University, payable only to Clemson University
243 at its discretion pursuant to the terms of this section, shall be in the face amount of the contract
244 and shall be non-exclusive and in addition to all other remedies available to Clemson University
245 under this RFP or the contract, or by law.

246 The contractor shall establish the security not later than ten (10) days after execution of the
247 contract, and failure to satisfy this requirement will void the contract.

248 Any interest or other income resulting from the security shall become and remain the property
249 and possession of the contractor and shall be payable to the contractor.

250 The contractor may request a reduction in the security on an annual basis, no earlier than twelve
251 (12) months after the first anniversary date of acceptance of the service, and Clemson
252 University's consideration of such request shall take into account performance, and likelihood of
253 the need for future protection provided by the security to Clemson University.

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16. Technical Proposal

257 Provide a technical proposal with a detailed description of how your product/service meets the
258 requirements documented in this section as well as Section III/Scope of
259 Work/Specifications. Offeror's proposed solution must describe and identify all
260 products/services to fulfill the scope of this RFP document which must be identified as Offeror's
261 "base solution". It is the intent of Clemson University to acquire the best base solution possible
262 and for evaluation purposes it is imperative that Offerors completely and carefully word and
263 convey all of the information requested. Offers should be prepared simply and economically
264 providing a straightforward, concise description of Offeror's capabilities to satisfy the
265 requirements of the RFP. Emphasis should be on completeness and clarity of content. Offerors
266 must demonstrate a thorough understanding of the project purpose, scope, activities,
267 requirements and responsibilities. Technical Proposal responses must be complete and detailed,
268 must address each section using identical section titles, and must follow the order and use the
269 numbering scheme contained in the RFP Purpose and Scope of Work. Offerors must discuss
270 their approach and methodology for each of the activities and deliverables in the proposal and
271 identify key dates.

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

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17. Cost Proposal

291 The cost of the proposed products/services must be itemized by Offeror in the Technical
292 Proposal as well as the Cost Proposal, addressing the requirements listed throughout proposal
293 document. Offeror's proposed solution must describe and identify all products/services to fulfill
294 the scope of this RFP document which must be identified as Offeror's "base solution". It is the
295 intent of Clemson University to acquire the best base solution possible and for evaluation
296 purposes, it is imperative that Offerors completely and carefully word and convey all of the
297 information requested. For each requirement, the Offeror's response to the item must be
298 presented, along with which product/service addresses the requirement. At the end of the
299 document in the Cost Proposal the Offeror must present all products/services identified as
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301 necessary to fulfill the requirements of the RFP document and the cost of each must be listed
302 separately as the “base solution”. Again, the base solution **must** describe/identify/include all
303 products/services to fulfill the scope of this RFP document. However, there may be additional
304 products/services/enhancements/add-ons that have **not** been requested in the scope of the RFP
305 document but **will be required** for Offeror’s product to fulfill the scope of the RFP document. If
306 this is the case, Offerors **must** identify/describe/include these additional products/services in
307 their Cost Proposal as the “base solution”. If your offer includes any additional enhancements
308 and/or add-on components or services that is **not required** to fulfill the scope of the RFP, these
309 products/services **must** be identified and described in your Cost Proposal and labeled as
310 Appendix I so that Clemson University can easily and clearly identify what is included in your
311 cost base solution. Including a separate appendix for products **not** included in the base solution
312 will aide in our evaluation process along with providing a complete understanding of your offer
313 contents. All costs must be included in the Cost Proposal. Cost Proposal must be separate from
314 the Technical Proposal as stated above in RFP Submittal section. **Do not include cost in**
315 **Technical Proposal. These should be submitted as two separate documents via PDF**
316 **attachments in the online bidding system. Total cost to fulfill requirements specified herein**
317 **must also be indicated in Bid Line Item Pricing in online bidding system.** Your separate cost
318 proposal may go into more detail in terms of cost breakdown, options, etc..., but it must also
319 clearly indicate the cost you enter into the online system. This is the cost that will be used for
320 evaluation purposes and should reflect the cost for the base technical proposal you are offering in
321 response to this solicitation. If there are conflicts in the costs you propose or Clemson cannot
322 clearly determine a total cost for your proposal, your response may be deemed non-responsive.

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324 *Cost Proposal/Bidding Schedule is attached in online bidding system under “Bid*
325 *Attachments” tab as Appendix G which **must** be completed and re-attached to online bidding*
326 *system for evaluation purposes.*

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329 **III. Scope of Work / Specifications**

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331 See Attachment 1 under “Bid Attachments” tab of online bidding system for complete scope of
332 work/specifications.

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334 **IV. Terms and Conditions – Special**

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336 **EVALUATION FACTORS -- PROPOSALS**

337 Offers will be evaluated using only the factors stated below. Evaluation factors are stated in the
338 relative order of importance, with the first factor being the most important. Once evaluation is
339 complete, all responsive Offerors will be ranked from most advantageous to least advantageous.

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341 **Evaluation will be conducted by an Evaluation Panel on the basis of the following criteria,**
342 **which are listed in order of importance:**

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344 **Evaluation Criteria:**

- 345 1. **Offeror's Qualifications:** The Offeror's experience, references and key staff must
346 provide evidence of its depth and breadth of experience and evidence of successful past
347 performance with projects of this similar size and scope. (40%)
- 348 2. **Cost Proposal:** The total cost of ownership for the base solution. (25%)
- 349 3. **Certified Personnel:** Offeror's percentage of industry certified personnel. (15%)
- 350 4. **Location:** Location of office to jobsite: ability of project team to respond to project
351 needs during installation. (10%)
- 352 5. **Maintenance Services:** Offeror's ability to provide ongoing maintenance services for
353 the project. (10%)

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355 **V. APPENDICES TO SCOPE OF WORK**

- 356 • Attachment 1 – Detailed Scope of Work/Specifications which includes
357 Appendices A- F
- 358 • Appendix G
- 359 • Attachment 2 – Drawings
- 360 • Attachment 3 – Statement of Qualifications Form

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362 **VI. COST PROPOSAL**

363 See Appendix G under "Bid Attachments" tab of online bidding system – Cost
364 Proposal/Bidding Schedule. Please transfer total cost of solution to line item 001 in
365 online bidding system for evaluation purposes. Appendix G must be completed and re-
366 attached to online bidding system for evaluation purposes.