Scope of Work

I.   Scope of Solicitation
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I. Scope of Solicitation

CCIT (Clemson Computing & Information Technology) is seeking a vendor to provide an Online Test Proctoring solution for a pilot for 20 classes and/or up to 1000 students. We require a solution that will allow online students to take proctored exams from their home or workplace. Students may be accessing their tests from International locations such as Saudi Arabia, China, Europe, etc.

Data integrity and confirmation of identity is a crucial part of the process, as is secure transmission of data and timely report generation.

The vendor will be required to provide training and support on the solution for Clemson support staff, faculty and students.

Proposals should specify all software and hardware requirements such as the computing graphics, RAM and storage capacity. Existing campus applications with which the system must integrate or be compatible are listed within this document.

Clemson University prefers that the Solution 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 described in this RFP. The University will entertain solutions listed below; however, Offerors must propose only one of the two solutions based on what the Offeror feels to be the best solution for Clemson University. Again, Offerors must only propose one of the two solutions listed below for evaluation purposes.

> a)   Server(s) located in our data center on equipment provided by the university (Clemson Hosted), or that integrates with a current system (i.e. Blackboard

> b)   Server(s) hosted at a site provided by the vendor (Vendor Offsite). These solutions would have no dependencies on current systems or hardware, etc.

Award will be made to one Offeror. The contract will be a one-time purchase of the solution with an option to extend the solution within one year of the initial pilot**.** The

44 option to extend the solution will not exceed a two-year period and will be based on
45 availability of funding.
46

47 **AWARD**
48 Award will be made to one Offeror. Award will be made to the highest ranked,
49 responsive and responsible Offeror whose offer is determined to be the most
50 advantageous to the University. The contract will be based on the initial product
51 license, annual maintenance fee, and professional services for training and
52 implementation.
53
54 **MAXIMUM CONTRACT PERIOD - ESTIMATED**
55
56 **Software Product**
57 Start date: 06/01/2013 End date: 08/09/2013; with yearly license renewals. Dates
58 provided are estimates only. Any resulting contract will begin on the date specified in
59 the notice of award.
60
61 **Timeline for Project Implementation**
62 Installation should take place in late May, early June 2013 with testing, integration, and
63 training following right after and finished by the start of Summer Session II on 24th of
64 June 2013.
65
66 **Deadline for Receipt of Questions:** All questions must be emailed to Tammy Crooks
67 at duncant@clemson.edu prior to April 11, 2013, 12:00 Noon ET.
68

69 **II. Instructions To Offerors**
70 **DESCRIPTIVE LITERATURE – LABELLING**: Include Offeror's name on the cover of
71 any specifications or descriptive literature submitted with your proposal.
72

73 **SUBMITTING YOUR PROPOSAL**: Regardless of specific requirements below or in this
74 document, Offerors are required to submit their proposal electronically through the
75 Clemson University online bidding system. To do so you must login (registering first) at
76 https://sciquest.ionwave.net/prod/default.aspx?company=clemson, and follow specific
77 instructions for this solicitation. Do NOT simply email or mail in proposals based on this
78 scope of work document. You must attach your complete proposal response as two
79 separate .pdf files in the online bidding system - one file as a technical only (i.e. no cost
80 information) and one file as a cost proposal. Submit any additional files if required as
81 redacted proposals. These attachments must address all the specific requirements
82 outlined in Section II, Instructions to Offerors, as well as Section III, Scope of
83 Work/Specifications.
84

85 **REQUIRED PROPOSAL CONTENT**: Qualified Offerors are encouraged to submit a
86 proposal for the Online Test Proctoring solution outlined within this solicitation
87 specification. Each proposal must meet the minimum requirements contained within
88 this solicitation to be considered for a contract award.

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

1. Cover Letter

Offerors 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 Online Test Proctoring solution.

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 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.

4. 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.

5. References
The Contractor shall provide a minimum of 4 references 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. Information to be requested and evaluated from references may include, but is not limited to, some or all of the following: project description and background, job performed, functional and technical abilities, communication skills and timeliness, cost and schedule estimates and accuracy, problems (poor quality deliverables, contract disputes, work stoppages, etc), overall performance, and whether or not the reference would rehire the firm or individual. Only top scoring Contractors may receive reference checks and negative references may eliminate Contractors from consideration for award.

6. Qualifications:
A.   **Summary of Contractor's Corporate Experience:** The Contractor shall provide a summary matrix listing the Contractor's previous projects similar to this Request for Proposal in size, scope and complexity. The Evaluation Committee will use no more than three (3) narrative project descriptions submitted by the Contractor during its evaluation of the proposal.
The Contractor must provide narrative descriptions to highlight the similarities between their experience and this Request for Proposal. These descriptions must include:

	1)	The time period of the project;
	2)	The scheduled and actual completion dates;
	3)	Staff-months expended;
	4)	The contractor's responsibilities;
	5)	For reference purposes, a customer name (including the name of a contact person, a current telephone number, a facsimile number and e-mail address);

Each project description shall identify whether the work was performed as the prime contractor or as a subcontractor. If a Contractor performed as the prime contractor, the description must provide the originally scheduled completion date and budget, as well as the actual (or currently planned) completion date and actual (or currently planned) budget.
Contractor and subcontractor(s) experience must be listed separately. Narrative descriptions submitted for subcontractors must be specifically identified as subcontractor projects.

B.   **Contractor Key Staff:** 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.
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.

7. Installation/Implementation Plan/Timeline
The successful Offeror, as part of the Cost Proposal price, will be responsible for installation, configuration, and implementation of the proposed product as may be requested by Clemson University. Such assistance shall include telephone, e-mail and on-site support, if requested by Clemson University. Clemson University will provide the hardware infrastructure and personnel to administer the hardware as required. All other work required to complete the implementation must be included in the fixed price cost, this should include a detailed implementation timeline. Cost must include travel, meals, lodging as required under South Carolina Travel Regulations and Guidelines.   As part of the implementation the offeror will keep Clemson University personnel informed of the steps required to implement and maintain the solution through a formal knowledge transfer. Offeror must provide detailed information on the installation requirements as well as detailed information on the schedule.

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

229 Along with the implementation plan, timeline, provide a detailed work plan. The detailed
230 work plan should include a complete work breakdown structure with all tasks having
231 work forecasts, clear deliverables, and appropriate dependencies (predecessors,
232 successors). The plan should prove that the target dates are achievable and support is
233 provided. Any on-site visits required to perform the services herein must be included in
234 the cost of the base solution. This must include all travel, meals, lodging and expenses.
235
236 **8. Insurance**
237 The successful Offeror shall provide satisfactory evidence of all required insurance
238 coverage and licenses PRIOR TO PERFORMANCE or AS PART OF TECHNICAL
239 PROPOSAL.
240
241 **9. Maintenance/Support Agreement**
242 Maintenance/Support Agreement must include, but is not limited to, any upgrades,
243 updates, enhancements, new releases, etc. to the product released during the term of
244 the contract. Offerors must detail what is contained in their maintenance/support
245 agreement.
246
247 **10. Training Plan**
248 The Contractor must develop and submit a *Training Plan* that supports all requirements
249 of this RFP. The Contractor must supply initial technical training on the proper use of
250 any software installed as a solution. The training must be sufficient to enable technical
251 individuals designated by CLEMSON to fully understand, test, validate, use tools for,
252 and operate and instruct others as to the features, functions, capabilities and
253 maintenance (e.g., trouble identification) of the solution so as to perform all functions
254 effectively and without error. The successful vendor must plan to conduct one (1) initial
255 comprehensive training session for all users with online support and additional training
256 sessions when necessary. The first session must be performed on-site at Clemson
257 University, with subsequent sessions conducted via Skype and/or webinars. All travel,
258 meals, lodging and expenses must be included in Cost Proposal as base
259 solution. Training sessions must be recorded and made available electronically as a
260 means of follow-up for users and as a point of reference for future new users. The
261 Offeror shall also identify user groups and additional training resources that might be
262 beneficial to Clemson University's implementation.
263
264 **11. Risk Management Plan**
265 The Contractor must develop a Risk Management Plan that includes risk identification
266 and risk mitigation strategies. The Contractor must periodically update the risk
267 management plan to reflect any changes in risk or at the request of CLEMSON.
268
269 **12. Quality Assurance Plan**
270 The Contractor must develop and submit a *Quality Assurance Plan* that supports all
271 core responsibilities of this RFP, including but not limited to, the practices of reviewing
272 products and/or services before delivery, installation, utilization, testing, and corrective
273 action practices. The plan must describe how the Contractor will ensure the quality of
274 services being provided, how it will identify inappropriate service, how it will correct

275 identified problems, and how it will respond to issues of service and quality identified by
276 CLEMSON.
277
278 **13. Third Party Use**
279 Identify any use or reliance on third-parties related to product development,
280 implementation, on-going use, and/or technical support.
281
282 **14. Documentation of Product**
283 Provide both on-line and printed materials that document the product.
284
285 **15. Conversion/Migration/Integration**
286 Identify and describe, in detail, the plan for conversion/migration of data and integration
287 with existing systems.
288
289 **16. Appended Software**
290 Identify and describe in detail any appended software needed for data validation, data
291 conversion, migration, cost, and training.
292
293 **17. Appended Hardware**
294 Identify and describe in detail any additional hardware required for Online Test
295 Proctoring. Contractors willing to provide all additional required equipment during the
296 trial and at a discounted rate after the trial will be preferred. If a fee is required for any
297 additional equipment during the trial the cost estimate should be included for the
298 duration of the pilot as part of the cost provided.
299

300 **18. Intellectual Property Rights**
301 Describe intellectual property rights ownership for all components of the product
302 including any designed or developed by Clemson University IT staff/engineers required
303 for integration.
304
305 **19. Agreements**
306 Include any forms or agreements i.e. Service Level Agreements (SLA) to include
307 performance commitments.
308
309 **20. Shipping/Handling**
310 The Cost Proposal price must include all costs associated with shipping, handling, and
311 delivery of any additional equipment to Clemson employees and/or students as needed
312 for the pilot. The successful Offeror will be responsible for insurance of
313 software/hardware during shipping and installation. As such, Clemson University
314 assumes no ownership or responsibility for the software or hardware. The cost
315 proposal will also include any return postage/shipping and handling for all equipment
316 loaned during the pilot.
317
318 **21. Additional Functionality/Services**
319 Additional enhancements that may benefit the application, i.e. any specifications for
320 future expansion, or for features or capabilities that will likely be needed by Clemson

321 University at some time in the future may be submitted. Products under development to
322 meet these future needs should be referenced with anticipated release dates.
323
324 **22. Consulting/Programming Services**
325 Detail plan for future consulting and programming services based on fixed hourly rate to
326 include travel, meals, lodging and all expenses. This cost will not be used in evaluation,
327 but may be negotiated.
328
329 **23. Security**
330   A.   Must comply with all applicable laws and regulations commonly found in a
331   higher education environment as well as timely implementation of
332   compliance with future changes to laws and regulations. Current laws and
333   regulations include, but are not limited to: FERPA, Clery Act, ADA 508
334   compliance.
335   B.   Offerors should also include documentation of how Clemson University
336   data is kept secure and confidential.
337
338 **24. Hardware**
339   A.   The contractor will specify all software and hardware required for the
340   system to function in the manner described. Be specific if any particular
341   software versions are required. Identify and describe in detail any
342   additional hardware required for Online Test Proctoring. Contractors
343   willing to provide all additional required equipment during the trial and at a
344   discounted rate after the trial will be preferred. If a fee is required for any
345   additional equipment during the trial the cost estimate should be included
346   for the duration of the pilot as part of the cost provided.

347   B.   Please describe and include any additional equipment needed after the
348   pilot such as cameras and biometrics. Any costs associated with this
349   equipment must be included in your Cost Proposal as well.

350   C.   Describe any equipment rental/leasing plan on a per test basis for the
351   student population. Any associated costs must be included in your Cost
352   Proposal as   an optional item.

353

354   D.   Describe any discount plans available for student purchases.

355
356
357 **25. Technical Proposal**
358 Provide a technical proposal with a detailed description of how your product/service
359 meets the requirements documented in this section as well as Section III/Scope of
360 Work/Specifications. Offeror's proposed solution must describe and identify all
361 products/services to fulfill the scope of this RFP document which must be identified as
362 Offeror's "base solution". It is the intent of Clemson University to acquire the best base

363 solution possible and for evaluation purposes it is imperative that Offerors completely
364 and carefully word and convey all of the information requested. Offers should be
365 prepared simply and economically providing a straightforward, concise description of
366 Offeror's capabilities to satisfy the requirements of the RFP. Emphasis should be on
367 completeness and clarity of content. Offerors must demonstrate a thorough
368 understanding of the project purpose, scope, activities, requirements and
369 responsibilities. Technical Proposal responses must be complete and detailed, must
370 address each section using identical section titles, and must follow the order and use
371 the numbering scheme contained in the RFP Purpose and Scope of Work. Offerors
372 must discuss their approach and methodology for each of the activities and deliverables
373 in the proposal and identify key dates.
374 Again, the base solution **must** describe/identify/include all products/services to fulfill the
375 scope of this RFP document. However, there may be additional
376 products/services/enhancements/add-ons that have **not** been requested in the scope of
377 the RFP document but **will be required** for Offeror's product/service to fulfill the scope
378 of the RFP document. If this is the case, Offerors **must** identify/describe/include these
379 additional products/services in their technical proposal as the "base solution". Any
380 additional products/services/enhancements/add-ons Offeror **requires** in the base
381 solution to fulfill the scope of the RFP **must** also be identified/included in the Offeror's
382 Cost Proposal as the cost of the "base solution". If your offer includes any additional
383 enhancements and/or add-on components or services that are **not required** to fulfill the
384 scope of the RFP, these products/services **must** be identified and described in your
385 Technical Proposal as well as your Cost Proposal documents and labeled in each
386 proposal as Appendix A so that Clemson University can easily and clearly identify what
387 is included in your technical base solution and what is included in your cost base
388 solution. Including a separate appendix for products/services **not** included in the base
389 solution will aide in our evaluation process along with providing a complete
390 understanding of your offer contents. Offers which include either modifications to any of
391 the solicitation's contractual requirements or an offeror's standard terms and conditions
392 may be deemed non-responsive and not considered for award.
393
394 **26. Cost Proposal**
395 The cost of the proposed products/services must be itemized by Offeror in the Technical
396 Proposal as well as the Cost Proposal, addressing the requirements listed throughout
397 proposal document. Offeror's proposed solution must describe and identify all
398 products/services to fulfill the scope of this RFP document which must be identified as
399 Offeror's "base solution". It is the intent of Clemson University to acquire the best base
400 solution possible and for evaluation purposes, it is imperative that Offerors completely
401 and carefully word and convey all of the information requested. For each requirement,
402 the Offeror's response to the item must be presented, along with which product/service
403 addresses the requirement. At the end of the document in the Cost Proposal the
404 Offeror must present all products/services identified as necessary to fulfill the
405 requirements of the RFP document and the cost of each must be listed separately as
406 the "base solution". Again, the base solution **must** describe/identify/include all
407 products/services to fulfill the scope of this RFP document. However, there may be
408 additional products/services/enhancements/add-ons that have **not** been requested in
409 the scope of the RFP document but **will be required** for Offeror's product to fulfill the

410   scope of the RFP document. If this is the case, Offerors **must** identify/describe/include
411   these additional products/services in their Cost Proposal as the "base solution". If your
412   offer includes any additional enhancements and/or add-on components or services that
413   is **not required** to fulfill the scope of the RFP, these products/services **must** be
414   identified and described in your Cost Proposal and labeled as Appendix A so that
415   Clemson University can easily and clearly identify what is included in your cost base
416   solution. Including a separate appendix for products **not** included in the base solution
417   will aide in our evaluation process along with providing a complete understanding of
418   your offer contents. All costs must be included in the Cost Proposal. Cost Proposal
419   must be separate from the Technical Proposal as stated above in RFP Submittal
420   section. **Do not include cost in Technical Proposal. These should be submitted**
421   **as two separate documents via PDF attachments in the online bidding**
422   **system. Total cost to fulfill requirements specified herein must also be indicated**
423   **in Bid Line Item Pricing in online bidding system.** Your separate cost proposal may
424   go into more detail in terms of cost breakdown, options, etc…, but it must also clearly
425   indicate the cost you enter into the online system. This is the cost that will be used for
426   evaluation purposes and should reflect the cost for the base technical proposal you are
427   offering in response to this solicitation. If there are conflicts in the costs you propose or
428   Clemson cannot clearly determine a total cost for your proposal, your response may be
429   deemed non-responsive.
430
431   *Cost must be all inclusive of all to include any travel, lodging, and other expenses*
432   *expenses as required under South Carolina Travel Regulations and Guidelines.*
433
434   *Costs identified in Cost Proposal section must accommodate a minimum of 8*
435   *admin users and a minimum of 20 classes including involved faculty and up to*
436   *1,000 students for the pilot program,*
437
438   *The Extended solution must accommodate a minimum of 200 faculty and 5,000*
439   *students for evaluation purposes. Use will be limited to distance education*
440   *classes.*
441

442   **Hardware**
443   A.   The contractor will specify all software and hardware required for the
444   system to function in the manner described. Be specific if any particular
445   software versions are required. Identify and describe in detail any
446   additional hardware required for Online Test Proctoring. Contractors
447   willing to provide all additional required equipment during the trial and at a
448   discounted rate after the trial will be preferred. If a fee is required for any
449   additional equipment during the trial the cost estimate should be included
450   for the duration of the pilot as part of the cost provided.
451
452   B.   Please describe and include any additional equipment needed after the
453   pilot such as cameras and biometrics. Any costs associated with this
454   equipment must be included in your Cost Proposal as well.
455

456   C.   Describe any equipment rental/leasing plan on a per test basis for the
457   student population. Any associated costs must be included in your Cost
458   Proposal as   an optional item.
459
460   D.   Describe any discount plans available for student purchases.
461
462 ***Please provide the following in the separate cost proposal:***
463 ***In the submitted proposals please list the initial cost of software, software license***
464 ***renewal and/or maintenance and support for years 1-2, additional costs for***
465 ***appended software needed for data validation, data conversion, migration, and***
466 ***training. Please include if applicable the hourly rate for future consulting***
467 ***services, or needed assistance once installation and training has occurred.***
468
469 ***Costs must include a production and test environment. Please include if***
470 ***applicable the hourly rate for future consulting services, or needed assistance***
471 ***once installation and training has occurred.***
472
473 **III. Scope of Work / Specifications**
474
475 **A. Overview and Background**
476 CCIT (Clemson Computing & Information Technology) is seeking a vendor to provide an
477 Online Test Proctoring solution for a pilot for 20 classes and/or up to 1000
478 students. We require a solution that will allow online students to take proctored exams
479 from their home or workplace. Students may be accessing their tests from International
480 locations such as Saudi Arabia, China, Europe, etc.
481
482 Data integrity and confirmation of identity is a crucial part of the process, as is secure
483 transmission of data and timely report generation.
484

485 **B. Requirements**
486 CCIT seeks qualified and experienced vendors to provide an Online Test Proctoring
487 solution for a pilot that meets the following requirements:
488
489 1.   Hardware and Software products must support Windows (Vista/7 or higher) and
490   MacOS (10.6 or higher) computers as defined by Clemson Student
491   Recommended Laptop Specifications
492   (http://www.clemson.edu/ccit/hardware/purchasing/). Support for LINIX or Unix
493   computers is preferred but not required. Support for Legacy Windows or
494   MacOS computers is preferred but not required.
495
496 2.   Must offer on-line test submission that is accessible with secure login.
497
498 3.   Allows the creation of reports that can be exportable to other formats such as
499   Excel and must be easily customizable to conform to industry/national reporting
500   requirements and standards. Reports must be user specific and have the
501   capability to be shared with a larger audience.

4.   Interface and transfer student information from Blackboard.

5.   Allow for different levels of access to information in the system by different parties (administration, faculty view, students, faculty assessors, faculty supervisors, peer reviewers)

6.   Integrate with the Clemson Identity Management System for authentication and authorization via either Shibboleth/SAML2 (preferred) or Secure LDAP (LDAPS).

7.   A system hosted in Clemson's datacenter must run on one of the following server operating systems: RHEL 6.x or above, Microsoft Windows Server 2008R2 or above.

8.   A system hosted in Clemson's datacenter must be supported on virtualized hardware.

9.   The system must be compatible with and accessible via the IPV6 networking standard.

10.   If the system relies on a database management system, it must support one of the following technologies in order of preference: Oracle 11g, MSSQL, MySQL.

11.   The system must provide an API for provisioning of user accounts.

12.   The system should provide for disaster recovery and business continuity either through vendor hosted solution or integration with Clemson's DR/BC architecture.

13.   There will need to be a way to limit the test proctoring site to only students and classes chosen to be included in the pilot.

14.   A camera that allows for video monitoring of the area where the student is taking the test.

15.   Some sort screen capture functionality that allows for the students screen to be captured and recorded.

16.   Confirmation of the student's identity through some sort of biometrics and/or a 3rd party database.

17.   A lockdown browser is required. However the lockdown browser must be supported by the vendor along with all the other required equipment and software for online testing proctoring. That way if a student needs assistance they can come to one place for support of all.

18.   Live online test proctoring and recorded proctoring should both be available.

549
550 19.   As part of the live online test proctoring, monitoring should be in place to notify
551   the instructor of students that may be cheating. If possible, test proctor should
552   have the ability to stop the test if cheating has occurred.
553
554 20.   Provide a mechanism for a faculty member to share any video evidence of
555   cheating, either by downloading clips, streaming online, or some other similar
556   mechanism should they need to take a student before the review board and need
557   a copy of it.
558
559 21.   Recorded sessions should be available for 5 years unless available for
560   download.
561
562 22.   A report or study by a 3rd party not the vendor confirming the
563   effectiveness/efficacy of online test proctoring and whether they were able to
564   maintain the identity of the student throughout the exam.
565
566 23.   Scalability for large classes (800+) is preferred
567
568   •   Describe any tools to monitor this large of a class or multiple large classes
569   simultaneously.
570
571 **C. Timeline**
572 Implementation should take place in summer 2013.
573

574 **D. Hardware and Hosting Options**
575 1.   Proposals should specify all software and hardware requirements such as the
576   computing graphics, RAM and storage capacity. Existing campus applications
577   with which the system must integrate or be compatible are listed within this
578   document.
579 2.   Clemson University prefers that the Solution provide all functions described in this
580   RFP as a fully integrated solution and may not consider proposals suggesting a
581   combination of various modules that individually address the requirements
582   described in this RFP.
583 3.   The University will entertain solutions listed below; however, Offerors must
584   propose only one of the two solutions based on what the Offeror feels to be the
585   best solution for Clemson University. Again, Offerors must only propose one of
586   the two solutions listed below for evaluation purposes.
587   a)   Server(s) located in our data center on equipment provided by
588   the university (Clemson Hosted), or that integrates with a current
589   system (i.e. Blackboard
590   b)   Server(s) hosted at a site provided by the vendor (Vendor
591   Offsite). These solutions would have no dependencies on current
592   systems or hardware, etc.
593
594

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.

Offerors responding to this RFP will be evaluated based on the information provided in the Offeror's proposal (Phase I) and Demonstration (Phase II). Evaluation will be conducted by an Evaluation Panel on the basis of the following criteria, which are listed in order of importance:

PHASE I - Evaluation Criteria:
1.   **Technical Proposal:** The degree, completeness, and suitability of the Offeror's proposed technical solutions to meet or exceed the requirements of this RFP. **40%**
2.   **Cost Proposal:** The total cost of ownership for the base solution for the potential two- year contract period. **40%**
3.   **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%**

PHASE II - DEMONSTRATIONS

After the evaluation of Phase I criterion, all Offeror's proposals ranked close enough to the highest scoring Offeror where the award of points allowed for a demonstration could shift the final ranking, will be asked to provide a demonstration and to be evaluated in Phase II.

If multiple Offerors are invited to demonstrate, their proposal will be evaluated in Phase II as presented below.

If after the evaluation of Phase I, the point spread is too wide to be bridged by a second ranking during a demonstration phase, then only the top ranked Offeror will be asked to provide a demonstration which will be evaluated on a pass/fail basis only.

If only one Offeror is invited to demonstrate, its demonstration will be evaluated according to Phase II criterion and if the Offeror passes, then negotiations may take place with the offeror. If the demonstration "fails", then the next offeror in line along with any other Offerors(s) within a 10 point range from the next highest ranked offeror will be invited to demonstrations.

Demonstrations are tentatively set for the week of May 6 - 8, 2013. Each offeror(s) invited to demonstrate will be required to furnish all equipment, items, and services they need to present their demonstration. Only power and Internet access will be made

available to the Offeror. Further instructions and directions will be provided to those
Offeror(s) invited to provide a demonstration.

The following specifications should apply to all live demos on-Site or web based given
by the Offeror. Whether live demo on-site at Clemson University or web based demo,
all demos will be provided at vendor's expense.

1) The demo should not last more than 2 hours for demo and questions.
2) A brief outline of the components to be covered in the demo must be provided at least 1 day before the Offeror's   demo.
3) All components covered in the demo must be components necessary to fulfill the requirements of the scope of the RFP document. It is understood that any components covered in the demonstration phase are included in the Offeror's Technical and Cost Proposal as the base solution with no additional costs incurred. Any Offeror's including add-ons or additional enhancements that are not part of the base solution must clearly point this out during the demonstration phase so that the evaluation team understands that the components are not part of the base solution and may incur additional costs. These components would be considered additional enhancements as outlined in Section II, Instructions to Offerors, which requires these components to be included as a separate appendix labeled "Appendix A". Although it is strictly prohibited to discuss costs in the demonstration phase, Offeror's must clearly identify any components covered in the demo that are part of this separate appendix.

NOTE: Offeror(s) will be totally re-evaluated for Phase II. The highest Total scorer in Phase II will be the apparent winner, subject to negotiations and validation by Clemson University Procurement Services Procurement Officer.

Based on the above, the top ranked offeror(s) will be scheduled for an on-site or web based demonstration. The criterion upon which Phase II evaluation will be made is listed below in order of importance:

Phase II - Evaluation Criteria:
1.   Technical Proposal: The degree, completeness, and suitability of the Offeror's proposed technical solutions to meet or exceed the requirements of this RFP. **30%**
2.   On-Site or Web Based Demonstration: The offeror's demonstrated functionality and ease of use to meet or exceed the functions identified in   this RFP. **30%**

687 **3.**   **Cost Proposal:** The total cost of ownership for the base solution for the
688   potential two-year contract period. **30 %**
689 **4.**   **Offeror's Qualifications:** The Offeror's experience, references, and key staff
690   must provide evidence of its depth and breadth of experience, and evidence of
691   successful past performance with projects of this similar size and scope. **10%**
692
693 **V. APPENDICES TO SCOPE OF WORK**
694   **N/A**
695
696 **VI. COST PROPOSAL**
697   See following page.
698

699
700

VI. Cost Proposal

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

704

	Cost			
Cost Component	Pilot Program	*Year 1*	*Year 2*	*Total*
Initial Cost of Software				
Software Maintenance & Support				
Appended Software (if applicable)				
Hardware costs (if applicable)				
Training Costs				
Implementation Costs				
Data Conversion & Integration				
Documentation & Training Materials				
Costs for Additional Professional Services				
TOTAL				

705

Total for years 1-2 above will be used for evaluation purposes and considered to be the "Base
Solution" costs as referenced throughout the RFP document. This Base Solution Cost (years 1-2)
must be transferred to Total Price in Online Bidding document as well.
Offeror should clearly list optional items and any other charges associated with any item in their
cost proposal.
The offeror should not include any technical information in the cost proposal.

712

Optional Items:

(*This cost will not be used in the evaluation but may be negotiated.*)

715

001   1   Day   Optional Item - This item will not $_____/day
                      be used for evaluation purposes
                      but is an optional item to handle
                      any additional off-site training
                      needed beyond what is included

721				in initial software training as
722				specified in table above.
723				Please indicate daily rate for off-site training.
724				
725				
726	002	1	Day	Optional Item - This item will not	$_____/day
727				be used for evaluation purposes but is
728				an optional item to handle any additional
729				on-site training at Clemson University
730				needed beyond what is included in initial
731				software training as specified in table above.
732				Please indicate daily rate for on-site training
733				to include travel, meals, lodging and all expenses.
734				
735				
736	003	1	HR	Optional Item – This item will not	$_____/hr
737				be used for evaluation purposes but is
738				an optional item to handle any future
739				programming/development/customization/
740				consulting services.
741				Cost for future programming/development/
742				customization/consulting services based on
743				hourly rate as outlined in Scope of Work above.
744				Rate must be all inclusive of travel, meals, lodging
745				and all expenses.
746				
747				
748				
749				
750				