

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

The Office of International Affairs (OIA) therefore seeks proposals for a student application/information management and database solution for the study abroad office that will provide a comprehensive study abroad database which tracks students from the initial application until they return from their study abroad experience and will provide for complex information sharing across campus. The solution must also provide the ability to enter and track all Clemson University international travelers.

Award will be made to one Offeror. The contract will be a one-time purchase of the product and all external components, a one year contract for maintenance with four one-year renewals, and professional services for implementation.

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

Software Product

Start date: 01/28/2013 End date: 01/27/2014. Dates provided are estimates only. Any resulting contract will begin on the date specified in the notice of award.

License and Maintenance

Start date: 01/28/2013 End date: 01/27/2018. Dates provided are estimates only. Any resulting contract will begin on the date specified in the notice of award.

Timeline for Project Implementation

Installation should take place in summer or early fall 2013 with testing and integration with Banner to follow--dependent on the Banner timeline.

43 **Deadline for Receipt of Questions:** All questions must be emailed to Tammy Crooks at
44 duncant@clemsun.edu prior to December 13, 2012, 12:00 Noon ET.

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47 **II. INSTRUCTIONS TO OFFERORS**

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

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

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63 **REQUIRED PROPOSAL CONTENT:** Qualified Offerors are encouraged to submit a
64 proposal for the Study Abroad Management System outlined within this solicitation
65 specification. Each proposal must meet the minimum requirements contained within this
66 solicitation to be considered for a contract award.

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69 **INFORMATION FOR OFFERORS TO SUBMIT** - In addition to information requested
70 elsewhere in this solicitation, Offeror’s must include the following information for purposes of
71 evaluation:

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73 **1. Cover Letter**

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75 Offeror’s shall provide a cover letter that contains a commitment to provide the
76 product/services described in this solicitation. The cover letter must include the name
77 and signature of a representative of the Offeror who is authorized to negotiate a contract
78 with the University and should summarize the overall benefits to selecting your company
79 and what your company considers to be the most important factors involved in the
80 selection of a Study Abroad Management System.

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82 **2. Table of Exceptions**

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84 A summary must state whether your proposal does or does not fully comply with the
85 requirements defined in this solicitation and shall provide a detailed list of exceptions to
86 the Scope of Work or other solicitation requirements including all attachments. This list
87 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

88 University, at its sole discretion, may modify or reject any exception or proposed change,
89 and an exception may also make a proposal non-responsive.
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91 3. Executive Summary

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100 4. Corporate Overview

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

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103 a. Contractor Identification and Information

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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.

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115 b. Change of Ownership

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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.

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121 c. Office Location

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

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124 d. Contract Documents

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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.

129 **5. References**

130 The Contractor shall provide a minimum of 4 references with contact information
131 including email addresses. Clemson reserves the right to check any reference(s),
132 regardless of the source of the reference information, including but not limited to,
133 those that are identified by the company in the proposal, those indicated through the
134 explicitly specified contacts, those that are identified during the review of the
135 proposal, or those that result from communication with other entities involved with
136 similar projects.

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

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147 **6. Qualifications:**

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

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155 The Contractor must provide narrative descriptions to highlight the similarities
156 between their experience and this Request for Proposal. These descriptions must
157 include:

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

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171 Contractor and subcontractor(s) experience must be listed separately. Narrative
172 descriptions submitted for subcontractors must be specifically identified as
173 subcontractor projects.

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175 B. **Contractor Key Staff:** The Contractor is expected to propose sufficient staff
176 with the requisite skills and abilities to meet all requirements in this RFP. The
177 Contractor must identify the personnel and provide resumes and references for the
178 identified key staff. If the Contractor’s methodology deems other staff as key, the
179 Contractor must identify the positions, provide representative job descriptions,
180 identify the personnel and provide resumes and references. In addition, the
181 Contractor must provide representative job descriptions for any other positions
182 identified in the Contractor’s proposed staffing plan.

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184 The Contractor’s proposal must describe policies, plans and intentions with regard
185 to maintaining continuity of key staff assigned to the project and avoiding and
186 minimizing the impact of necessary staff changes.
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188 7. **Installation/Implementation Plan/Timeline**

189 The successful Offeror, as part of the Cost Proposal price, will be responsible for
190 installation, configuration, and implementation of the proposed product as may be
191 requested by Clemson University. Such assistance shall include telephone, e-mail and
192 minimum of three (3) days on-site support, if requested by Clemson University.
193 Clemson University will provide the hardware infrastructure and personnel to
194 administer the hardware as required. All other work required to complete the
195 implementation must be included in the fixed price cost, this should include a detailed
196 implementation timeline. Cost must include travel, meals, lodging and all expenses.
197 As part of the implementation the offeror will keep Clemson University personnel
198 informed of the steps required to implement and maintain the solution through a
199 formal knowledge transfer. Offeror must provide detailed information on the
200 installation requirements as well as detailed information on the schedule.
201

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

205 Along with the implementation plan, timeline, provide a detailed work plan. The
206 detailed work plan should include a complete work breakdown structure with all tasks
207 having work forecasts, clear deliverables, and appropriate dependencies
208 (predecessors, successors). The plan should prove that the target dates are achievable
209 and support is provided. Any on-site visits required to perform the services herein
210 must be included in the cost of the base solution. This must include all travel, meals,
211 lodging and expenses.
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213 8. **Insurance**

214 The successful Offeror shall provide satisfactory evidence of all required insurance
215 coverage and licenses **PRIOR TO PERFORMANCE** or **AS PART OF TECHNICAL**
216 **PROPOSAL**.
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218 9. **Maintenance/Support Agreement**

219 Maintenance/Support Agreement must include, but not limited to, any upgrades,
220 updates, enhancements, new releases, etc. to the product released during the term of

221 the contract. Offeror's must detail what is contained in their maintenance/support
222 agreement.
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224 **10. Training Plan**

225 The Contractor must develop and submit a *Training Plan* that supports all
226 responsibilities of this RFP. The Contractor must supply initial technical training on
227 the proper use of any software installed as a solution. The training must be sufficient
228 to enable technical individuals designated by CLEMSON to fully understand, test,
229 validate, use tools for, and operate and instruct others as to the features, functions,
230 capabilities and maintenance (e.g., trouble identification) of the software so as to
231 perform all functions effectively and without error. For technical training, the
232 successful vendor must plan to conduct one (1) initial comprehensive training session
233 for all users and 7 sessions of hands-on, classroom lab training occurring on multiple
234 days. These sessions must be performed on-site at Clemson University, and all travel,
235 meals, lodging and expenses must be included in Cost Proposal as base solution.
236 Training sessions must be recorded and made available electronically as a means of
237 follow-up for users and as a point of reference for future new users. For functional
238 training, the successful vendor must plan to conduct one (1) initial comprehensive
239 training session for all users and 7 sessions of hands-on, classroom lab training
240 occurring on multiple days. These sessions must be performed on-site at Clemson
241 University, and all travel, meals, lodging and expenses must be included in Cost
242 Proposal as base solution. Training sessions must be recorded and made available
243 electronically as a means of follow-up for users and as a point of reference for future
244 new users.
245

246 **11. Risk Management Plan**

247 The Contractor must develop a Risk Management Plan that includes risk
248 identification and risk mitigation strategies. The Contractor must periodically update
249 the risk management plan to reflect any changes in risk or at the request of
250 CLEMSON.
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252 **12. Quality Assurance Plan**

253 The Contractor must develop and submit a *Quality Assurance Plan* that supports all
254 core responsibilities of this RFP, including but not limited to, the practices of
255 reviewing products and/or services before delivery, installation, utilization, testing,
256 and corrective action practices. The plan must describe how the Contractor will
257 ensure the quality of services being provided, how it will identify inappropriate
258 service, how it will correct identified problems, and how it will respond to issues of
259 service and quality identified by CLEMSON.
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261 **13. Third Party Use**

262 Identify any use or reliance on third-parties related to product development,
263 implementation, on-going use, and/or technical support.
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14. Intellectual Property Rights

Describe intellectual property rights ownership for all components of the product including any designed or developed by Clemson University IT staff/engineers required for integration.

15. Documentation of Product

Online or electronic materials.

16. Appended Software

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

17. Conversion/Migration/Integration

Identify and describe in detail plan for conversion/migration of data and integration with existing systems.

18. Agreements

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

19. 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.

20. 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. Products under development to meet these future needs should be referenced with anticipated release dates.

21. Consulting/Programming Services

Detail plan for future consulting and programming services based on fixed hourly rate to include travel, meals, lodging and all expenses. This cost will not be used in evaluation but may be negotiated.

22. Security

A. Must comply with all applicable laws and regulations commonly found in a higher education environment as well as timely implementation of compliance with future changes to laws and regulations. Current laws and regulations include, but are not limited to: FERPA, Clery Act, ADA 508 compliance.

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311 **FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA):** (a)
312 Vendor warrants that it will not make available or distribute any student
313 education records it receives from Clemson University in violation of the federal
314 Family Educational Rights and Privacy Act (FERPA) 20 U.S.C. section
315 1232g. Vendor agrees to limit access to records provided by Clemson University
316 to its employees with a legitimate need to know in order for Vendor to
317 fulfill its obligations under this agreement. Vendor warrants that it has
318 procedures in place to prevent unauthorized access to data provided by Clemson
319 University, and the procedures will be documented and available to Clemson
320 University upon request. Vendor will notify Clemson University
321 immediately in the event of a security breach that could or does impact Clemson
322 University records or data. (b) Vendor agrees that Clemson University
323 data will not be shared or sold to third parties without prior written authorization
324 from Clemson University. Vendor agrees to notify Clemson University
325 immediately if it receives a subpoena, court order or other request for Clemson
326 University data so Clemson University can take appropriate action if
327 needed.
328

- 329 B. Offerors should also include documentation of how Clemson University data is
330 kept secure and confidential.
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332 **23. Technical Proposal**

333 Provide a technical proposal with a detailed description of how your product/service
334 meets the requirements documented in this section as well as Section III/Scope of
335 Work/Specifications. Offeror's proposed solution must describe and identify all
336 products/services to fulfill the scope of this RFP document which must be identified as
337 Offeror's "base solution". It is the intent of Clemson University to acquire the best base
338 solution possible and for evaluation purposes, it is imperative that Offeror's completely
339 and carefully word and convey all of the information requested. Offers should be
340 prepared simply and economically, providing a straightforward, concise description of
341 Offeror's capabilities to satisfy the requirements of the RFP. Emphasis should be on
342 completeness and clarity of content. Offeror's must demonstrate a thorough
343 understanding of the project purpose, scope, activities, requirements and responsibilities.
344 Technical Proposal responses must be complete and detailed, must address each section
345 using identical section titles, and must follow the order and use the numbering scheme
346 contained in the RFP Purpose and Scope of Work. Offeror's must discuss their approach
347 and methodology for each of the activities and deliverables in the proposal and identify
348 key dates.
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350 Again, the base solution **must** describe/identify/include all products/services to fulfill the
351 scope of this RFP document. However, there may be additional
352 products/services/enhancements/add-ons that have **not** been requested in the scope of the
353 RFP document but **will be required** for Offeror's product/service to fulfill the scope of
354 the RFP document. If this is the case, Offeror's **must** identify/describe/include these
355 additional products/services in their technical proposal as the "base solution". Any

356 additional products/services/enhancements/add-ons Offeror **requires** in the base solution
357 to fulfill the scope of the RFP **must** also be identified/included in the Offeror’s Cost
358 Proposal as the cost of the “base solution”. If your offer includes any additional
359 enhancements and/or add-on components or services that is **not required** to fulfill the
360 scope of the RFP, these products/services **must** be identified and described in your
361 Technical Proposal as well as your Cost Proposal documents and labeled in each proposal
362 as Appendix A so that Clemson University can easily and clearly identify what is
363 included in your technical base solution and what is included in your cost base solution.
364 Including a separate appendix for products/services **not** included in the base solution will
365 aide in our evaluation process along with providing a complete understanding of your
366 offer contents. Offers which include either modifications to any of the solicitation's
367 contractual requirements or an offeror's standard terms and conditions may be deemed
368 non-responsive and not considered for award.

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370 **24. Cost Proposal**

371 The cost of the proposed products/services must be itemized by Offeror in the Technical
372 Proposal as well as the Cost Proposal, addressing the requirements listed throughout
373 proposal document. Offeror’s proposed solution must describe and identify all
374 products/services to fulfill the scope of this RFP document which must be identified as
375 Offeror’s “base solution”. It is the intent of Clemson University to acquire the best base
376 solution possible and for evaluation purposes, it is imperative that Offeror’s completely
377 and carefully word and convey all of the information requested. For each requirement,
378 the Offeror’s response to the item must be presented, along with which product/service
379 addresses the requirement. At the end of the document in the Cost Proposal, the Offeror
380 must present all products/services identified as necessary to fulfill the requirements of the
381 RFP document and the cost of each must be listed separately as the “base solution”.
382 Again, the base solution **must** describe/identify/include all products/services to fulfill the
383 scope of this RFP document. However, there may be additional
384 products/services/enhancements/add-ons that have **not** been requested in the scope of the
385 RFP document but **will be required** for Offeror’s product to fulfill the scope of the RFP
386 document. If this is the case, Offeror’s **must** identify/describe/include these additional
387 products/services in their Cost Proposal as the “base solution”. If your offer includes any
388 additional enhancements and/or add-on components or services that is **not required** to
389 fulfill the scope of the RFP, these products/services **must** be identified and described in
390 your Cost Proposal and labeled as Appendix A so that Clemson University can easily and
391 clearly identify what is included in your cost base solution. Including a separate
392 appendix for products **not** included in the base solution will aide in our evaluation
393 process along with providing a complete understanding of your offer contents. All costs
394 must be included in the Cost Proposal. Cost Proposal must be separate from the
395 Technical Proposal as stated above in RFP Submittal section. **Do not include cost in**
396 **Technical Proposal. These should be submitted as two separate documents via .PDF**
397 **attachments in the online bidding system. Total cost to fulfill requirements specified**

398 **herein must also be indicated in Bid Line Item Pricing in online bidding system.**

399 Your separate cost proposal may go into more detail in terms of cost breakdown, options,
400 etc..., but it must also clearly indicate the cost you enter into the online system. This is
401 the cost that will be used for evaluation purposes and should reflect the cost for the base
402 technical proposal you are offering in response to this solicitation. If there are conflicts
403 in the costs you propose or Clemson cannot clearly determine a total cost for your
404 proposal, your response may be deemed non-responsive.

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406 *Cost must be all inclusive of all to include any travel, lodging, and other expenses.*
407 *Costs identified in Cost Proposal section must accommodate a minimum of 10*
408 *admin users and a minimum of 25,000 students.*

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

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412 *In the submitted proposals please list the initial cost of software, software license*
413 *renewal and/or maintenance and support for years 1-5, additional costs for appended*
414 *software needed for data validation, data conversion, migration, and training. Please*
415 *include if applicable the hourly rate for future consulting services, or needed*
416 *assistance once installation and training has occurred.*

418 419 **III. SCOPE OF WORK / SPECIFICATIONS**

420 421 **A. Overview and Background**

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423 Clemson University (CU) sends over 1,000 students abroad annually and anticipates
424 increasing this number each academic year. Study abroad student record management is
425 a complex process that includes confidential personal information (e.g. identification
426 numbers, passport/visa information, recommendations, health history, academic
427 information, etc.). Data integrity is a crucial part of the process, as is secure transmission
428 of data and timely report generation. In addition, the study abroad process is one that
429 involves multiple campus offices and entities (academic departments, individual faculty
430 members, registrar, financial aid, risk management, etc.) and information sharing across
431 these offices is a complex and often time-consuming procedure. The Office of
432 International Affairs (OIA) therefore seeks proposals for a student
433 application/information management and database solution for the study abroad office
434 that will provide a comprehensive study abroad database which tracks students from the
435 initial application until they return from their study abroad experience and will provide
436 for complex information sharing across campus. The solution must also provide the
437 ability to enter and track all Clemson University international travelers.

B. Requirements

OIA seeks qualified and experienced vendors to provide a Study Abroad Management System with the following requirements:

1. Software system that allows for Clemson University and OIA branding presence.
2. Store records for prospective students traveling abroad, current students abroad, study abroad alumni, and faculty and staff going abroad for university purposes.
3. Must have functionality and proven success integrating/interfacing with Banner Student Systems.
4. The completed product must have a validated interface to TouchNet's commerce management application and by the date of award, the successful offeror must be a validated TouchNet Ready Partner with proven success integrating/interfacing with the TouchNet Commerce T-Link process, providing a secure, unified payment environment for variable payment types, as well as a clear transaction identification between the study abroad program application and the payment transaction.
5. Must be compatible with all commonly used operating systems and internet browsers.
6. Must offer on-line application and document submission accessible with secure login.
 - i. Must have the ability to create targeted applications built specific to the student, program, and timeframe/term to accommodate all applicants.
7. Allow for the collection and review of application and post-application information, multiple types of letters of recommendation, etc. within the system – by multiple users.
8. Must provide an electronic signature feature for required forms.
9. Must maintain a permanent record of admission decisions, course approvals and advising notes that can be accessed by multiple staff members using a secure login.
10. Contain or allow for the creation of a dedicated incident reporting page.
11. Contain a database that holds student information including the following:
 - Name
 - Contact information
 - Year in school
 - GPA
 - Study abroad term
 - Application status, etc.

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Study abroad program information should include:

- Program name
- Country, city, school abroad
- Available study terms
- Fields of study
- Language of study
- Program eligibility
- Dates
- Costs
- Special program features
- Housing options
- Application deadlines
- Type of program (ie. exchange, program provider)
- Pertinent links to university or program websites.

12. A search and reporting function that allows students and designated faculty/staff users to search by desired parameters contained in the database. Reports must be exportable to other formats such as Excel and must be easily customizable to conform to industry/national reporting requirements and standards. Reports must have the ability to be user specific or shared to a larger audience.
13. Students must be able to view program/site-specific informational pages.
14. All forms and database information must be easily updatable by university study abroad staff and, in some instances, by individual faculty members/program leaders.
15. The software must contain a function for third party study abroad program providers to input or send program information for upload. This information should then be available by the software provider to universities who choose to display selected program information within their system and the university should be automatically notified of any changes to program information.
16. Contain a function to create a cost of attendance for each study abroad site/program.
17. Contain an on-line course articulation function that allows for course articulations to be requested by faculty then approved by other appropriate offices on-campus. This function should also allow for setting an expiration date for each course articulated.
18. Contain the ability for advisors to store student advising notes and emails that would be viewable by other approved users. Ability to record user usage on the system.
19. Allow for different levels of access to information in the system by different parties (study abroad staff, faculty study abroad leaders, program providers, risk management, financial aid, and student accounts staff, etc.)

- 534 20. Contain an automatic email function that sends previously composed emails to
535 students/travelers/others at different stages of the study abroad process.
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- 537 21. Provide for registration of trips by students and faculty.
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- 539 22. Track exchange balances.
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- 541 23. Ability to store alumni files as images.
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- 543 24. Ability to store PDFs within student records on the system and upload in batch format to
544 attach to a group of users' applications.
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- 546 25. Integrate with Open Doors reporting through the Institute of International Education.
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- 548 26. Accessibility and interface for mobile devices.
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- 550 27. Integration with Google Maps
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- 552 28. Integration with Microsoft Outlook
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- 554 29. Allow specified users (study abroad staff, risk management) to track all student, staff, and
555 faculty travel and utilize a locator search to instantly find the current location of any
556 traveler in the system.
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- 558 30. Ability to post videos, surveys, quizzes, etc. to disseminate important risk management
559 and pre-departure information.
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- 561 31. Integration with study abroad insurance providers.
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563 **C. Timeline**

564 Installation should take place in summer or early fall 2013 with testing and integration
565 with Banner to follow--dependent on the Banner timeline.
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567 **D. Hardware**

568 Clemson University will host the software in our data center on equipment provided by
569 the university (Clemson Hosted). However, we are requesting that all offerors specify all
570 software and hardware required for the system to function in the manner described.

571 Existing campus applications with which the system must integrate or be compatible are
572 listed within this document. Offeror's must specify all hardware
573 requirements/specifications that Clemson University will need for our equipment to
574 house the proposed software.
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IV. TERMS AND CONDITIONS – SPECIAL

EVALUATION FACTORS -- PROPOSALS

588 Offers will be evaluated using only the factors stated below. Evaluation factors are stated in the
589 relative order of importance, with the first factor being the most important. Once evaluation is
590 complete, all responsive Offerors will be ranked from most advantageous to least advantageous.
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1. Technical Proposal: The degree, completeness, and suitability of the Offeror's proposed technical solutions to meet or exceed the requirements of this RFP. **60%**
2. 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%**
3. Cost Proposal: The total cost of ownership for the base solution for the potential five year contract period. **20%**

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DEMONSTRATION

605 The apparent successful vendor may be requested to demonstrate its product so that Clemson
606 University may verify the claims made in the vendor's proposal. This is a pass/fail evaluation.
607 Due to that fact that demonstrations are not part of the initial evaluation, it is critical that
608 proposals contain detailed and complete responses. Do not rely on providing a response as part
609 of a demonstration.
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V. APPENDICES TO SCOPE OF WORK

N/A

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VI. COST PROPOSAL

617 See following page.
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VI. COST PROPOSAL

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

Cost Component	Cost					Total
	Year 1	Year 2	Year 3	Year 4	Year 5	
Initial Cost of Software (year 1 only)						
Software Maintenance & Support (years 1-5)						
Appended Software (if applicable)						
Training Costs						
Implementation Costs						
Data Conversion & Integration						
Documentation & Training Materials						
Costs for Additional Professional Services						
TOTAL						

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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. This Base Solution Cost (years 1-5) 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.

Optional Items:

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

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001	1	Day	Optional Item - This item will not be used for evaluation purposes but is an optional item to handle any additional off-site training needed beyond what is included in initial software training as specified in table above. Please indicate daily rate for off-site training.	\$_____/day
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648	002	1	Day	Optional Item - This item will not	\$_____/day
649				be used for evaluation purposes but is	
650				an optional item to handle any additional	
651				on-site training at Clemson University	
652				needed beyond what is included in initial	
653				software training as specified in table above.	
654				Please indicate daily rate for on-site training	
655				to include travel, meals, lodging and all expenses.	
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657	003	1	HR	Optional Item – This item will not	\$_____/hr
658				be used for evaluation purposes but is	
659				an optional item to handle any future	
660				programming/development/customization/	
661				consulting services.	
662				Cost for future programming/development/	
663				customization/consulting	
664				services based on hourly rate as outlined in	
665				Scope of Work above. Rate must be all inclusive	
666				of travel, meals, lodging and all expenses.	