Audit Management Software Solution

Rev 0

Bid #33301915

Scope of Work

I. Scope of Solicitation

II. Instructions to Offerors

III. Scope of Work / Specifications

IV. Terms and Conditions - Special

V. Appendices to Scope of Work (if required)

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

I. SCOPE OF SOLICITATION

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

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

AWARD

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

MAXIMUM CONTRACT PERIOD - ESTIMATED

Software Product to include License and Maintenance

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

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

II. INSTRUCTIONS TO OFFERORS

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

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

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

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

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

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

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

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

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

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

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

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

5. **References**

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

6. Qualifications:

A. **Summary of Offeror’s Corporate Experience:** The Offeror shall provide a summary matrix listing 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 Offeror during its evaluation of the proposal.

The Offeror 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 offeror’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);
6) Each project description shall identify whether the work was performed as the prime contractor or as a subcontractor. If an Offeror 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.

B. **Offeror Key Staff:** The Offeror is expected to propose sufficient staff with the requisite skills and abilities to meet all requirements in this RFP. The Offeror must identify the personnel and provide resumes and references for the identified key staff. If the Offeror’s methodology deems other staff as key, the Offeror must identify the positions, provide representative job descriptions, identify the personnel and provide resumes and references. In addition, the Offeror must provide representative job descriptions for any other positions identified in the Offeror’s proposed staffing plan.
Audit Management Software Solution

Rev 0  
Bid #33301915

The Offeror’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. 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 and all expenses. 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.

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

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

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

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

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

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

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

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

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

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

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

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

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

Rev 0                     Bid #33301915

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

19. Consulting/Development/Customization/Programming Services
Detail plan for future consulting, development, customization 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.

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

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

21. Cost Proposal
The cost of the proposed products/services must be itemized by Offeror in the Cost Proposal, addressing requirements listed throughout the proposal document. Offeror’s proposed solution must describe and identify all products/services to fulfill the scope of this RFP document which must be identified as Offeror’s “base solution”. It is the intent of Clemson University to acquire the best base solution possible and for evaluation purposes, it is imperative that Offerors completely and carefully word and convey all of the information requested. For each requirement, the Offeror’s response to the item must be presented, along with which product/service addresses the requirement.

At the end of the document in the Cost Proposal, the Offeror must present all products/services identified as necessary to fulfill the requirements of the RFP document and the cost of each must be listed separately as the “base solution”.

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

Cost must be all inclusive including travel, lodging, and other expenses.
Audit Management Software Solution

Please provide the following in the separate cost proposal:

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

22. Hardware

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

III. SCOPE OF WORK / SPECIFICATIONS

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

REQUIREMENTS

1. System Configuration

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

2. Audit Planning

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

3. Electronic Workpapers

a) Ability to record the following information associated with each audit project:
Audit Management Software Solution

- System / Process description
- Objectives
- Risks & mitigating controls
- Tests to examine effectiveness of controls
- Evidence obtained in performing the tests
- Results from tests (i.e. finding information)
- Recommendations
- Management responses and agreed action plans for issues reported
- Review notes and other correspondence
- Audit sign-off

b) Ability to assign specific audit step to individual auditor
c) Must provide two-way cross referencing between documents, and support point-to-point hyperlinks for Word, Excel, PowerPoint and PDF files.
d) Ability to print completed workpapers, review notes, audit programs, and other electronic documentation created within the system
e) Provide flexibility to add/delete/modify audit steps in standard audit programs
f) Allow for search capabilities within audit findings, projects, and the document library
g) Ability to create severity ratings and assign them to findings
h) Ability to write review notes with links to targeted work papers
i) Must be able to attach scanned documents and annotate documents (Word, Excel, PowerPoint, and PDF) with standard tick marks/comments from within the application (without additional software license requirements).

4. Audit Reporting

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

5. Audit Response & Tracking

a) Must provide on-line portal or reporting option that allows management responses to be automatically populated in the system
b) Allow for customer surveys to be generated and feedback recorded
c) Ability to track and report on issues in a variety of ways including audit project, audit manager, or departmental area.
6. Time Reporting
   a) Ability to track time for audit projects, training, other chargeable (e.g. committee meetings) and non-chargeable activities (e.g. annual leave). Allow for comments to be included with the non-chargeable activities.
   b) Capture time by project with the ability to report on actual versus budgeted time.
   c) Track planned and unplanned hours for an audit assignment.
   d) Ability to generate administrative reports by auditor, completed projects and projects in-progress.

7. Document Library
   a) Must provide indexed and searchable repository for:
      - Standard audit programs and notifications
      - Policies and procedures
      - Tests, controls, and associated risks
      - Common findings
   b) Include standard audit programs from COBIT, COSO, IIA, and AuditNet or allow them to be imported.

IV. TERMS AND CONDITIONS – SPECIAL

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

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

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

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

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

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

Vendor Name: ___________________________  Fax #: ___________________________
Contact Person: ___________________________  Telephone #: ______________________
Delivery Time: ____________________________

<table>
<thead>
<tr>
<th>Cost Component</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
<th>Year 4</th>
<th>Year 5</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Cost of Software (year 1 only) for 8 users, includes production and test environment.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Software Maintenance &amp; Support (years 2-5)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Training Costs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Implementation Costs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Costs for Additional Professional Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

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

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