

## Scope of Work

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- 4 **I. Scope of Solicitation**
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- 9 **pricing details)**

### I. SCOPE OF SOLICITATION

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14 Clemson University is seeking a vendor to provide an automated and cost effective recruitment  
15 employee referral system. This system will be used to request and track referrals of individuals  
16 seeking employment at Clemson University.

#### Award

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

#### Contract Period

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25 Any resulting contract will begin on the date specified in the notice of award. Configuration,  
26 installation and service will begin as soon as possible after the award is made. Timelines for  
27 configuration, installation and service need to be specified in the submitted proposal.

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29 The effective date of this contract is the first day of the Maximum Contract Period as specified in  
30 the final statement of award. For bids where award statement is not required, the effective date  
31 of the contract will be the issue date on the Purchase Order. For continuing contracts the initial  
32 term of this agreement is one (1) year from the effective date as stated on the award document.  
33 At the end of the initial term, and at the end of each renewal term, this contract shall  
34 automatically renew for a period of one year, unless contractor receives notice that the  
35 University elects not to renew the contract at least thirty (30) days prior to the date of renewal.  
36 Said renewals may be less than, but will not exceed, four (4) additional one year periods.  
37 Regardless, this contract expires no later than the last date stated on the final statement of award.

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39 **Deadline for Receipt of Questions:** All questions must be emailed to Tammy Crooks at  
40 duncant@clermson.edu prior to December 2, 2013, 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.

**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. Qualifications**

Background including the full company name, the number of years in business and previous experience working with Higher Education or Human Resource groups. Must include existing client list with references (does not have to be all inclusive).

### **2. Technical Proposal**

Information regarding the ability to provide the scope of services outlined in Section III as well as any additional services above those described. This will 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 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 Instructions to Offerors 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. Do not include cost in your Technical Proposal. These should be submitted as two separate documents via PDF attachments in the online bidding system.

In addition to providing details in response to all items identified in Section III, Scope of Work/Specifications, responses must also include information concerning the following items:

- 90 a) Methods used to obtain referral responses  
91 b) Response success rates and average response times  
92 c) Information on how your current system works and process flow  
93 information  
94 d) Secure access to data  
95 e) Reporting capabilities on system usage, as well as, metrics on various user  
96 interactions  
97 f) Information concerning ongoing maintenance/support.  
98 Maintenance/Support Agreement must include, but is not limited to, any  
99 upgrades, updates, enhancements, new releases, etc. to the product  
100 released during the term of the contract. Offerors must detail what is  
101 contained in their maintenance/support agreement.  
102 g) Proposed time table laying out project timeline including configuration,  
103 setup, installation, training and support  
104 h) Forms or agreements needed, including Service Level Agreements (SLA)  
105 to include performance commitments.  
106 i) Satisfactory evidence of all required insurance coverage and licenses  
107 **PRIOR TO PERFORMANCE or AS PART OF TECHNICAL**  
108 **PROPOSAL.**  
109 j) Training Plan that supports all requirements of RFP. Must supply initial  
110 technical training on the proper use of any software installed as a solution.  
111 Training must be sufficient to enable technical individuals designated by  
112 CLEMSON to fully understand, test, validate, use tools for, and operate  
113 and instruct others as to the features, functions, capabilities and  
114 maintenance (e.g., trouble identification) of the solution so as to perform  
115 all functions effectively and without error.  
116 k) Identify any use or reliance on third-parties related to product  
117 development, implementation, on-going use, and/or technical support.  
118 l) Provide both on-line and printed materials that document the product.  
119 m) Identify and describe, in detail, the plan for conversion/migration of data  
120 and integration with existing systems.  
121 n) Describe intellectual property rights ownership for all components of the  
122 product including any designed or developed by Clemson University IT  
123 staff/engineers required for integration.  
124 o) Additional enhancements that may benefit the application, i.e. any  
125 specifications for future expansion, or for features or capabilities that will  
126 likely be needed by Clemson University at some time in the future may be  
127 submitted. Products under development to meet these future needs should  
128 be referenced with anticipated release dates. Any items being offered in  
129 addition to the base solution, must be identified.  
130 p) Detail plan for future consulting and programming services based on fixed  
131 hourly rate to include travel, meals, lodging and all expenses. This cost  
132 will not be used in evaluation, but may be negotiated.  
133 q) Must comply with all applicable laws and regulations commonly found in  
134 a higher education environment as well as timely implementation of  
135 compliance with future changes to laws and regulations. Current laws and

136 regulations include, but are not limited to: FERPA, Clery Act, ADA 508  
137 compliance, and S.C. Job Reference Immunity Act. Please see Appendix  
138 A for complete details regarding S.C. Job Reference Immunity Act.

- 139 r) Offerors should also include documentation of how Clemson University  
140 data is kept secure and confidential.
- 141 s) Offerors must provide disaster recovery capability; indicate where the data  
142 is stored (inside or outside US) and a guaranteed up-time commitment.
- 143 t) The contractor must specify all software and hardware required for the  
144 system to function in the manner described. Be specific if any particular  
145 software versions are required. Identify and describe in detail any  
146 additional hardware required.

### 147

### 148 **3. Cost Proposal**

149 Cost Proposal (in a separate attachment) that includes the price of configuration and  
150 setup and any individual or volume package pricing. Also, include any costs  
151 associated with initial software licensing, the price for ongoing maintenance/support  
152 and renewals on an annual basis. Cost must include unlimited employee referrals on  
153 an annually basis with unlimited users. Please include, if applicable, the hourly rate  
154 for future consulting services, or needed assistance once installation and training has  
155 occurred. Please complete Section V, Bidding Schedule below.

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## 157 **III. SCOPE OF WORK / SPECIFICATIONS**

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### 159 **Overview**

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161 Clemson University is seeking a cost effective automated electronic/email based employee  
162 referral system to provide an easier and quicker way to refer positions to employment candidates.  
163 This system will be the first employee referral system seeing as no formal type of referral  
164 program has taken place.

### 165

### 166 **Background**

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168 Clemson University is seeking a vendor to supply an automated electronic based employment  
169 employee referral system to aid us in obtaining top talent for the university. We are currently  
170 implementing a new recruiting package with Success Factors with a goal of a 100% electronic  
171 system, no paper. Currently employment candidates merely state whether or not they were  
172 referred to the position with no method to track or obtain metrics to improve our recruiting  
173 process. The ability to initiate an employment referral program needs to be made available to  
174 many departments and individuals in a decentralized environment. An electronic dashboard, with  
175 the appropriate security, should be available to monitor and view the referrals by appropriate  
176 people. Reporting is also required to provide monitoring ability at all levels and metrics to help  
177 improve the employee referral and recruiting process. The software should also be compliant  
178 with all available Internet browsers. The software should provide initial employee referral  
179 system marketing and tracking of the program success. The software should have the ability to  
180 search social media and integrate the media platforms with success factors to extend the  
181 applicant pool. The software should also have a reward system providing rewards to third party

182 referrals that are not Clemson employees. Existing integration with Success Factors and mobile  
183 access would be a plus.

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### 185 **Requirements**

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187 1. The software vendor must deliver an online electronic recruiting employee referral  
188 tool with the following requirements:

- 189 a) Software must be compatible with all internet browsers including but not  
190 limited to IE, Safari, Mac,PC, Chrome and Firefox.
- 191 b) Multiple users must be able to access and use the system at the same time
- 192 c) Online security access to only view for certain populations
- 193 d) Administrative rights available for a select population to monitor and maintain  
194 the system
- 195 e) Be technically supported 24/7 and hosted by the vendor
- 196 f) Dashboard to monitor employee referral progress and results
- 197 g) Electronic retention storage of information with the ability to export the  
198 information. Retention must be in compliance with University policies.
- 199 h) Regular backup and storage of electronic referral information
- 200 i) Must accommodate unlimited employee referrals annually.
- 201 j) Must be able to track/prevent employees submitting the same referral as  
202 another employee
- 203 k) Ability to pay third party referrals to those who are not an employee of  
204 Clemson University
- 205 l) Research social media platforms and integrate employee referral marketing  
206 with success factors
- 207 m) Provide marketing explaining the employee referral system, have ability to  
208 send marketing to Clemson employees, and provide tracking after initial  
209 marketing techniques
- 210 n) Detail ability to successfully integrate with SuccessFactors at no cost. If your  
211 company has previously integrated with SuccessFactors, provide project  
212 details, references and contact information.
- 213 o) Provide details of mobile access accommodations.

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215 2. Reporting tools must be provided that will include information but is not limited to  
216 usage volume and time, and date/time stamps for system activities.

217

218 3. Implementation/Setup

- 219 a) An estimated timeline of implementation and configuration must be provided.

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221 4. Training must be provided at the time of configuration for basic system operation,  
222 running reports, configuration options and other administrative training.

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224 5. Identify details on Warranties for the software

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226 6. Service/Support

- 227 a) Ongoing service and support must be provided via web and telephone.

228                   b) Information on backing up data, downtime, security, upgrades must be included in  
229                   the proposal.  
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#### **IV. TERMS AND CONDITIONS**

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234 **Evaluation Criteria:** Offers will be evaluated using only the factors stated below. Evaluation  
235 factors are stated in the relative order of importance, with the first factor being the most  
236 important. Once evaluation is complete, all responsive Offerory will be ranked from most  
237 advantageous to least advantageous.  
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239                   1. Technical Proposal: The degree, completeness, and suitability of the Offeror's  
240                   proposed technical solutions to meet or exceed the requirements outlined in Section II  
241                   and III. 40%

242                   2. Offeror's Qualifications: The scope and experience, and evidence of successful past  
243                   performance with projects of this similar size and scope. 35%

244                   3. Cost Proposal: The total cost of ownership for the base solution for the potential five-  
245                   year contract period.. 25%

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#### **DEMONSTRATION**

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248 The apparent successful vendor may be requested to demonstrate its product so that Clemson  
249 University may verify the claims made in the vendor's proposal. This is a pass/fail evaluation.  
250 Due to that fact that demonstrations are not part of the initial evaluation, it is critical that  
251 proposals contain detailed and complete responses. Do not rely on providing a response as part  
252 of a demonstration.  
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#### **V. BIDDING SCHEDULE**

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257 Offerors are required to submit a price that covers installation, setup, training and all other  
258 solutions you are proposing to address the scope of work in Section III. Whatever solutions you  
259 propose in your technical response must be included in your base cost. If you offer solutions  
260 which are above and beyond your base scope, both your technical proposal and cost proposal  
261 must clearly identify those additional costs. If Clemson is not able to clearly determine what is  
262 in your base scope and what would be considered additional costs, your proposal may be deemed  
263 non-responsive and rejected.  
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265 Your cost must be submitted as an initial price for configuration, installation and setup and a  
266 price for on-going maintenance/support and/or license renewal on a yearly basis. An explanation  
267 of your billing process and billing cycle is also required.  
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269 For any additional solutions offered above and beyond what is listed in the base scope you are  
270 proposing, please include clearly what is included in your base scope/price and then provide a  
271 detailed price schedule for any additional solutions that you might offer.  
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294 be used for evaluation purposes  
295 but is an optional item to handle  
296 any additional off-site training  
297 needed beyond what is included  
298 in initial software training as  
299 specified in table above.  
300 Please indicate daily rate for off-site training.

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303 002 1 HR Optional Item – This item will not \$\_\_\_\_\_/hr  
304 be used for evaluation purposes but is  
305 an optional item to handle any future  
306 programming/development/customization/  
307 consulting services.  
308 Cost for future programming/development/  
309 customization/consulting  
310 services based on hourly rate as outlined in  
311 Scope of Work above.

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