Scope of Work

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

Award
The 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.

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

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

Deadline for Receipt of Questions: All questions must be emailed to Tammy Crooks at duncant@clemson.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:
a) Methods used to obtain referral responses
b) Response success rates and average response times
c) Information on how your current system works and process flow information
d) Secure access to data
e) Reporting capabilities on system usage, as well as, metrics on various user interactions
f) Information concerning ongoing maintenance/support. Maintenance/Support Agreement must include, but is 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.
g) Proposed time table laying out project timeline including configuration, setup, installation, training and support
h) Forms or agreements needed, including Service Level Agreements (SLA) to include performance commitments.
i) Satisfactory evidence of all required insurance coverage and licenses PRIOR TO PERFORMANCE or AS PART OF TECHNICAL PROPOSAL.
j) Training Plan that supports all requirements of RFP. Must supply initial technical training on the proper use of any software installed as a solution. Training must be sufficient to enable technical individuals designated by CLEMSON to fully understand, test, validate, use tools for, and operate and instruct others as to the features, functions, capabilities and maintenance (e.g., trouble identification) of the solution so as to perform all functions effectively and without error.
k) Identify any use or reliance on third-parties related to product development, implementation, on-going use, and/or technical support.
l) Provide both on-line and printed materials that document the product.
m) Identify and describe, in detail, the plan for conversion/migration of data and integration with existing systems.
n) 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.
o) 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. Any items being offered in addition to the base solution, must be identified.
p) 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.
q) 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, and S.C. Job Reference Immunity Act. Please see Appendix A for complete details regarding S.C. Job Reference Immunity Act.

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

3. **Cost Proposal**

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

III. SCOPE OF WORK / SPECIFICATIONS

**Overview**

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

**Background**

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

**Requirements**

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

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

3. Implementation/Setup
   a) An estimated timeline of implementation and configuration must be provided.

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

5. Identify details on Warranties for the software.

6. Service/Support
   a) Ongoing service and support must be provided via web and telephone.
b) Information on backing up data, downtime, security, upgrades must be included in the proposal.

IV. TERMS AND CONDITIONS

Evaluation 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 Offertory will be ranked from most advantageous to least advantageous.

1. Technical Proposal: The degree, completeness, and suitability of the Offeror’s proposed technical solutions to meet or exceed the requirements outlined in Section II and III. 40%
2. Offeror’s Qualifications: The scope and experience, and evidence of successful past performance with projects of this similar size and scope. 35%
3. Cost Proposal: The total cost of ownership for the base solution for the potential five-year contract period. 25%

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.

V. BIDDING SCHEDULE

Offerors are required to submit a price that covers installation, setup, training and all other solutions you are proposing to address the scope of work in Section III. Whatever solutions you propose in your technical response must be included in your base cost. If you offer solutions which are above and beyond your base scope, both your technical proposal and cost proposal must clearly identify those additional costs. If Clemson is not able to clearly determine what is in your base scope and what would be considered additional costs, your proposal may be deemed non-responsive and rejected.

Your cost must be submitted as an initial price for configuration, installation and setup and a price for on-going maintenance/support and/or license renewal on a yearly basis. An explanation of your billing process and billing cycle is also required.

For any additional solutions offered above and beyond what is listed in the base scope you are proposing, please include clearly what is included in your base scope/price and then provide a detailed price schedule for any additional solutions that you might offer.
PRICE PROPOSAL: Notwithstanding any other instructions herein, you shall submit the following price information as a separate document:

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<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</th>
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<tbody>
<tr>
<td>Cost of Software (to accommodate unlimited employee referrals annually and unlimited users)</td>
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<tr>
<td>Software Maintenance &amp; Support (years 1-5 – to accommodate unlimited employee referrals annually and unlimited users)</td>
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<tr>
<td>Hardware costs (if applicable)</td>
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<td>Training Costs</td>
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<td>Implementation Costs</td>
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<td>Data Conversion &amp; Integration</td>
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<td>Documentation &amp; Training Materials</td>
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<td>Costs for Additional Professional Services</td>
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<td>Any Other Costs not defined above</td>
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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 system as well.*

Offeror should clearly list optional items and any other charges associated with any item in their cost proposal. A detailed breakdown that your total, fixed price is based on must be included as part of your 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.)

| 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 in initial software training as specified in table above. Please indicate daily rate for off-site training.

| 002 | 1 | HR | Optional Item – This item will not be used for evaluation purposes but is an optional item to handle any future programming/development/customization/consulting services. Cost for future programming/development/customization/consulting services based on hourly rate as outlined in Scope of Work above. | $________/hr |