Scope of Work

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I. Scope of Solicitation

Clemson University is seeking integrated audio video systems and equipment for the Clemson Greenville One project. The AV systems for the facility will be used for conference support, synchronous and asynchronous classroom instruction, distance education, and collaboration. These systems will appear ubiquitous throughout the facility allowing staff to move comfortably from one presentation setting to another. The AV systems designed for this facility will include front projection as well as large format flat panel display systems. Source devices (e.g. computers, document cameras, Blu-Ray players, etc.) will generally be located in a presentation console for teaching spaces and in a credenza or casework for conferencing spaces. Rooms with sound reinforcement will also include an Americans with Disabilities Act (ADA) compliant assistive listening system and speech reinforcement system.

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

Estimated schedule: Award by September 15, 2013. Installation of equipment to begin on December 2, 2013 and complete by January 2, 2014. 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 August 26, 2013, 12:00 Noon ET.

Non-Mandatory Pre-Proposal Conference: A non-mandatory pre-proposal conference will be held on August 22, 2013, 3:30 PM ET in Procurement Services, Clemson University, Administrative Services Building, 108 Perimeter Road, Clemson, SC 29634, Room 102.
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 Integrated Audio Video Systems and Equipment 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 must include the following information for purposes of evaluation:

1. Cover Letter

Offerors shall provide a cover letter that contains a commitment to provide the product/services described in this solicitation. The cover letter must include the name and signature of a representative of the Offeror who is authorized to negotiate a contract with the University and should summarize the overall benefits to selecting your company and what your company considers to be the most important factors involved in the selection of the Integrated Audio Video Systems and Equipment.
2. Executive Summary
The Executive Summary shall condense and highlight the contents of the solution being proposed by the Contractor in such a way as to provide the Evaluation Committee with a broad understanding of the Contractor’s Technical Proposal. Contractors must present their understanding of the problems being addressed by implementing a new system, the objectives and intended results of the project, and the scope of work. Contractors shall summarize how their Technical Proposal meets the requirements of the Request for Proposal, and why they are best qualified to perform the work required herein.

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

a. Contractor Identification and Information
The Contractor must provide the full company or corporate name, address of the company’s headquarters, entity organization (corporation, partnership, proprietorship), state in which the Contractor is incorporated or otherwise organized to do business, year in which the Contractor first organized to do business, whether the name and form of organization has changed since first organized. The Contractor must disclose any and all judgments, pending or expected litigation, or other real or potential financial reversals, which might materially affect the viability or stability of the organization, or state that no such condition is known to exist.

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

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

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

5.1 Complete Attachment 3 under “Bid Attachments” tab in online bidding system, AV Integrator Statement of Qualifications Form.

5.2 Clemson University may make such investigation as it deems necessary of the contractor’s premises to determine the ability of the contractor to perform such work and reserves the right to reject any proposal if evidence indicates the contractor is not qualified to perform the contract. Failure to supply any such additional information or to make the plant and facilities available for inspection upon request shall be cause for rejection of your proposal.

5.3 Feel free to provide any additional information about your company, the products or services requested under this contract (i.e. authentic certificates or licenses as they pertain to the Qualifications section).

5. Insurance
The successful Offeror shall provide satisfactory evidence of all required insurance coverage and licenses PRIOR TO PERFORMANCE or AS PART OF TECHNICAL PROPOSAL.

6. Risk Management Plan
The Contractor must develop a Risk Management Plan that includes risk identification and risk mitigation strategies. The Contractor must periodically update the risk management plan to reflect any changes in risk or at the request of CLEMSON.

7. Quality Assurance Plan
The Contractor must develop and submit a Quality Assurance Plan that supports all core responsibilities of this RFP, including but not limited to, the practices of reviewing products and/or services before delivery, installation, utilization, testing, and corrective action practices. The plan must describe how the Contractor 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.

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

9. Documentation of Product
Provide both on-line and printed materials that document the product.

10. Agreements
Include any forms or agreements i.e. Service Level Agreements (SLA) to include performance commitments.
11. **Shipping/Handling**

The Cost Proposal price must include all costs associated with shipping, handling, and delivery. The successful Offeror will be responsible for insurance of hardware/software during shipping and installation. As such, Clemson University assumes no ownership or responsibility for the hardware or software.

12. **Location**

Identify location of office to jobsite along with details of the ability of project team to respond to project needs during installation.

13. **Maintenance Service**

Identify ability to provide ongoing maintenance services for the project along with details as specified in Attachment 1 – Scope of Work/Specifications, Section 1.11, Warranty. In addition to the warranty period, identify ability to provide ongoing maintenance services for the project along with details for extended maintenance contract for years 2 and 3 to include the following:

13.1 **Extended Maintenance Contract for Years 2 and 3**

A. Provide repair or replacement for years two and three on all products provided by the Integrator (including products having a manufacturer’s warranty of less than one year) and all Integrator workmanship at no additional cost, except in case of obvious abuse. Consumable items such as lamps, batteries, tapes, etc. are not covered.

B. During the extended maintenance period the Integrator shall:
   1) Provide telephone support within 4 hours of a call requesting service.
   2) Provide onsite support within 24 hours of a call requesting service that was not corrected by telephone support.
   3) Repair or replace faulty items within 72 hours of on-site service or within manufacturers’ specific repair program whichever is quicker.

C. Integrator shall not involve the Owner with removing, re-installing equipment, shipping or receiving equipment being repaired under extended maintenance contract, nor shall the Owner or Using Agency be responsible for any shipping or freight charges associated with any item under extended maintenance contract.

D. Both the Consultant and the Owner shall be copied with all paperwork related to any/all extended maintenance work during the Extended Maintenance period.

E. The Extended Maintenance Period will commence after the warranty period for up to two years.

14. **Preliminary Schedule**

Submitting firms shall present with their proposal a preliminary schedule with the following milestones at a minimum (the more detail they can provide the better): The schedule should reflect the estimated schedule outlined in the Scope of Solicitation.
15. Performance Bond – Required

As a condition of the execution of the contract, the contractor shall supply a performance bond; certificate of deposit; cash; an unconditional, irrevocable, standby letters of credit; or marketable securities, or provide other financial arrangements whereby funds are pledged to the benefit of Clemson University, are not under the control of the contractor, are payable to Clemson University upon written demand to the holder of the security, and are subject to the direction of Clemson University if any of the circumstances set forth in sub-sections below occur. This security will protect, indemnify, and save harmless Clemson University from all costs and damages by reason of the contractor's default, breach, or failure to satisfactorily complete any of the following terms:

- Payment to all entities, individuals, and the like furnishing of labor or materials in connection with this contract; and/or
- The successful execution of the final implementation plan, including satisfactorily meeting the performance or test requirements on the dates specified in the final implementation plan and the acceptance requirements and/or
- Full and satisfactory performance of the ongoing obligations contained in this RFP, any amendments and any subsequent contract between Clemson University and the contractor.

In the event of any condition of breach or other circumstance, such as those set forth above, attributable to the contractor, Clemson University shall have the right to draw against the security such sums as are necessary to make Clemson University whole, to secure and compensate Clemson University for substituted services or other forms of relief made necessary by the breach. Nothing herein shall be construed to mean that the security provided for herein is exclusive or constitutes any limitation or restriction on any remedies to which Clemson University may be entitled.

The security shall be for the benefit of Clemson University, payable only to Clemson University at its discretion pursuant to the terms of this section, shall be in the face amount of the contract and shall be non-exclusive and in addition to all other remedies available to Clemson University under this RFP or the contract, or by law.

The contractor shall establish the security not later than ten (10) days after execution of the contract, and failure to satisfy this requirement will void the contract.

Any interest or other income resulting from the security shall become and remain the property and possession of the contractor and shall be payable to the contractor.

The contractor may request a reduction in the security on an annual basis, no earlier than twelve (12) months after the first anniversary date of acceptance of the service, and Clemson University’s consideration of such request shall take into account performance, and likelihood of the need for future protection provided by the security to Clemson University.
16. 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 are 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 I 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.

17. Cost Proposal

The cost of the proposed products/services must be itemized by Offeror in the Technical Proposal as well as the Cost Proposal, addressing the requirements listed throughout 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, Offerors 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 I 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 aid 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 Proposal/Bidding Schedule is attached in online bidding system under “Bid Attachments” tab as Appendix G which must be completed and re-attached to online bidding system for evaluation purposes.

III. Scope of Work / Specifications

See Attachment 1 under “Bid Attachments” tab of online bidding system for complete scope of work/specifications.
IV. Terms and Conditions – Special

EVALUATION FACTORS -- PROPOSALS
Offers will be evaluated using only the factors stated below. Evaluation factors are stated in the relative order of importance, with the first factor being the most important. Once evaluation is complete, all responsive Offerors will be ranked from most advantageous to least advantageous.

Evaluation will be conducted by an Evaluation Panel on the basis of the following criteria, which are listed in order of importance:

Evaluation Criteria:
1. **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. (40%)
2. **Cost Proposal:** The total cost of ownership for the base solution. (25%)
3. **Certified Personnel:** Offeror’s percentage of industry certified personnel. (15%)
4. **Location:** Location of office to jobsite: ability of project team to respond to project needs during installation. (10%)
5. **Maintenance Services:** Offeror’s ability to provide ongoing maintenance services for the project. (10%)

V. APPENDICES TO SCOPE OF WORK
- Attachment 1 – Detailed Scope of Work/Specifications which includes Appendices A-F
- Appendix G
- Attachment 2 – Drawings
- Attachment 3 – Statement of Qualifications Form

VI. COST PROPOSAL
See Appendix G under “Bid Attachments” tab of online bidding system – Cost Proposal/Bidding Schedule. Please transfer total cost of solution to line item 001 in online bidding system for evaluation purposes. Appendix G must be completed and re-attached to online bidding system for evaluation purposes.