Scope of Work

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I. SCOPE OF SOLICITATION

Clemson University desires to hire a consulting firm to train Clemson personnel on the configurations and usage of Kuali Coeus and Kuali Rice as well as develop materials and documentation for this training. This work is estimated to take place from July through September 2012 and will be awarded to a single vendor.

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 a one-time firm fixed price for the services outlined herein with an option for future consulting services up to one year from time of contract award.

MAXIMUM CONTRACT PERIOD – ESTIMATED
Initial Start date: 07/01/2012. End date: 08/30/2012.
Maximum contract period: Start Date: 07/01/2012 End Date: 06/30/2013.
Dates provided are estimates only. Any resulting contract will begin on the date specified in the notice of award.

Timeline for Project Implementation:
These services are estimated to take place from July through September 2012. Clemson will retain control in the selection of the start date for project implementation, which will be 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 June 4, 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. You should register several days in advance of the bid closing date so you can be approved and login in time to submit a response. 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 Kuali Coeus Kuali Rice Consulting 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's 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 a Kuali Coeus Kuali Rice Consulting Firm.

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 Contractor in such a way as to provide the Evaluation Committee with a broad understanding of the Contractor's Technical Proposal. Contractor's 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. Contractor's 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.

4. References

The Contractor shall provide a minimum of 4 references with contact information including email addresses. Three of these references should be from higher education clients. 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.

5. Qualifications:

A. MANDATORY MINIMUM (JAN 2006):

In order to be qualified to receive award, you must meet the following mandatory minimum qualifications:

(a) The contractor must have proven experience and expertise with the following:
- Kuali Coeus and Rice applications and data management
- Understanding of Kuali-based routing and workflow
- Basic understanding of sponsored business activities
- Proven record of training technical and functional users
- Proven record of development of technical and functional training materials

(b) The Procurement Officer may, in his discretion, consider (1) the experience of a predecessor firm or of a firm's key personnel which was obtained prior to the date offeror was established, and/or (2) any subcontractor proposed by offeror. (c) Provide a detailed, narrative statement providing adequate information to establish that you meet all the requirements stated in subparagraph (a) above. Include all appropriate documentation.

B. **Summary of Contractor's Corporate Experience:** The Contractor shall provide a summary matrix listing the Contractor's 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 Contractor during its evaluation of the proposal.

The Contractor 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 contractor'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 a Contractor 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.

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

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

6. **Implementation Plan/Timeline**
   The Contractor'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. Provide a detailed plan that includes a timeline with dates of initiation and completion based on Work Period specified in Section III, #5 below. Along with the plan and 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.

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

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

9. **Consulting**
   Detail plan for future consulting 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. Future consulting services may be requested after the initial Scope of Work has been completed based on the firm fixed price offered. These future consulting services may be requested under this contract up to one year from time of contract award.

10. **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 Offeror's 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. Offeror's 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.

Offeror's 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, Offeror's **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.

11. **Cost Proposal**
The cost of the proposed products/services must be itemized by Offeror in 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 Offeror's 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's **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.

Please provide the following in the separate cost proposal:

Please include an itemized list for completion of all services outlined herein. Must be a firm fixed price to complete entire project. Cost must be all inclusive to include travel, meals, lodging and other expenses. Please include the hourly rate for future consulting services, or needed assistance once initial project has been completed. These future consulting services are an option that may be utilized for up to one year from time of contract award. Future consulting services must be all inclusive to include travel, meals, lodging and all expenses. Although we are requesting hourly rate for future consulting services, the evaluation will be based on your firm fixed price to complete entire project as outlined herein.

III. SCOPE OF WORK / SPECIFICATIONS

1. **Background**
   Clemson University is a nationally recognized research university with approximately 1,500 proposal submissions per year to federal, state and private sponsors resulting in 95 million dollars in awards/year and 107 million dollars in expenditures from approximately 500 faculty investigators located in five colleges and other units. The research conducted at Clemson also results in approximately 650 submissions per year to various research compliance committees including IRB, IACUC and IBC (biosafety). To manage administrative and business activities related to these submissions, Clemson currently employs an electronic Research Administration (eRA) system created by InfoEd International, Inc. Due to various internal performance and needs assessments,

Clemson University has chosen to replace the current InfoEd system with the open-source Kuali Coeus and Kuali Rice eRA systems.

Clemson has partnered with the Kuali Community, a collaboration of Colleges and Universities, dedicated to developing and sharing via open source, applications designed to work with the Higher Education environment. Our efforts in the Kuali partnership are to implement the Kuali Coeus and Kuali Rice components, and serve on the partnership board to help guide future enhancements and features.

The Clemson Kuali Coeus and Kuali Rice eRA project consists of a four phased approach.   Phase I consists of project development and planning. Phase II consists of implementing the Kuali Coeus Proposal Log, Institutional Proposal and Award modules as well as necessary Rice functionality. Phase III will implement Proposal Development, Budgets and Grants.gov s2s. Finally, Phase IV will implement IRB, IACUC and COI with an interface of KC Awards to Clemson's financial system. This scope of work applies to modules included in Phase II of this plan.

2. **Kuali systems technical information**

Kuali Coeus version: 5.0
Kuali Rice version: 2.0
Database server: Oracle version is 11.2.0.2 on a RedHat Linux VM
Web server: Tomcat 5.5.27/Apache
OS: Redhat enterprise Linux 5

3. **Objective**
In preparation for implementing Kuali Coeus and Kuali Rice in a production environment, Clemson University requires expert training for staff as well as training materials developed and targeted towards system configuration and usage of the functionality offered by both Kuali Coeus modules and Kuali Rice. This training should be developed for Clemson users during the development and testing phase of implementation, utilizing both development and testing environments, and provided in a way to be used by Clemson in future training of end users.

The focus of this SOW will be on the modules included in Phase II of Clemson's Kuali Coeus and Kuali Rice project. The expected outcome of these training activities would be key Clemson staff members who demonstrate an understanding of necessary system functionality and how to configure Kuali software to meet current and future needs. The offeror will use performance standards to assure that this expected outcome is achieved.

This includes configurations within system graphical user interfaces to allow for functionality not configured through graphical user interfaces. Training consultation should include demonstrations of software functionality, recommended configurations of software to suit Clemson specific business practices, and configuration /training on Kuali workflow and routing functionality. Vendor supplied support documentation on these tasks and configurations for Clemson reference will be required as well.

Key Points:
- Documentation of the decisions, process, solution, configuration and training will become property of Clemson University
- Review current usage of InfoEd with the Clemson team
- Identify opportunities for best practices
- Discuss and agree on business rules and approach with functional staff
- Discuss and agree on storage considerations for large attachments with DBA's
- Review and train Clemson team on applicable Kuali Coeus and Rice modules
- Identify and implement, in conjunction with Clemson personnel, recommended configurations to Kuali Coeus and Rice to suit Clemson business needs
- Develop training materials (guides, diagrams, etc.) for reference by Clemson team
- Provide recommended approach outlining decisions above and detailed approach for the solution and present to Kuali Implementation and data team.
- Implement approved plan
- Issues that develop while conducting work will be discussed with the Clemson team and agreement on resolution or changes to the approved plan
- Any changes will be reflected in the documentation and final documents will be stored in the project repository

4. **Deliverables**

Training that has demonstrable success with users being able to function independently of vendor assistance. This training will consist of face to face sessions/workshops, demonstrations, and written material with clear and concise explanations.

Training of key Clemson users in:
- System configuration
    - Configuration within system graphical user interfaces
    - Recommendation and configuration of the software to meet Clemson's business practices and assistance with documenting these configurations
    - Recommendation on Kuali workflow and approval routing functionality, and configuration of that functionality
    - Written support documentation for all of the above
- System module functionality
    - Train functional administrators on the usage and intended usage of the Kuali modules
    - Recommendations on usage of the Kuali modules to best accommodate Clemson business practices
    - Recommendations for workarounds as a result of inadequate or absent system functionality

The expected outcome of these training activities would be key Clemson staff members who understand necessary system functionality and how to configure Kuali software to meet current and future needs.
- Key project personnel and applicable administrators trained in the usage of Kuali functionality pertaining to their respective business areas. Areas include: general

system administration (Kuali Maintenance and System Admin.), Proposal Log, Institutional Proposal and Award modules.

- Vendor is able to configure Kuali Proposal Log, Institutional Proposal and Award system modules in conjunction with Clemson personnel to demonstrate successful business processes in accordance with Clemson policy and procedures. In general, processes to be configured will include:
  - o Routing and Workflow for necessary approvals and review
  - o Creation of a Proposal Log record after receipt of proposal (or notification) from PI
  - o Creation of a corresponding Institutional Proposal record after appropriate workflow steps have been completed
  - o Creation of a corresponding Award record after appropriate workflow steps have been completed
  - o Any other processes necessary to conduct business
- Training documentation developed by the vendor in coordination with Clemson personnel to include: test scripts, reference guides and step-by-step how to guides for each business process accomplished through the system.
- Document all discussions and decisions and store in Project repository
- Document all training materials, configuration documents, guides, etc. in Project repository
- These configurations will apply to Clemson University development and test environments
- Any items or tasks identified by the vendor, and agreed to by client, necessary for successful completion of this scope of work

5. **Work Period**
   Review and Recommendations
   July 1, 2012 – July 15, 2012 (40 hours/week)

   Training & Documentation
   July 15, 2012 – Aug 30, 2012 (~6 weeks)

6. **Work Place**
   All work will be completed at the client site unless otherwise agreed upon with the project manager. Clemson will provide reasonable workspaces with basic amenities including a work area with a high-speed Internet connection.

7. **Security Issues**
   A security badge will be provided by the client for needed building access.

8. **Travel**
   Travel meals, lodging and all expenses are to be included in the contractor's hourly rate.

9. Assumptions

1. Clemson will provide relevant functional and technical resources with adequate skills and knowledge to support the performance of services throughout the duration of this review.
2. Clemson will assume project management responsibilities. Contractor will take direction and tasks from the Clemson University project manager.

IV. TERMS AND CONDITIONS – SPECIAL

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

A. Technical Proposal: The vendor's ability to provide a technical proposal that clearly outlines each step taken to address all deliverables in the scope of work. (30%)
B. Performance of Work Tasks: Adequately describes the approach and how work tasks will be performed. (20%)
C. Timeline: Vendor's ability to meet the timeline included in the scope of work. (20%)
D. Cost: Cost of the services provided by the vendor. (20%)
E. Length of Work Tasks: Describes how long each work task will take to perform (5%)
F. 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. (5%)