Scope of Work

I. Scope of Solicitation

CCIT (Clemson Computing & Information Technology) is seeking a vendor to provide an Online Test Proctoring solution for a pilot for 20 classes and/or up to 1000 students. We require a solution that will allow online students to take proctored exams from their home or workplace. Students may be accessing their tests from International locations such as Saudi Arabia, China, Europe, etc.

Data integrity and confirmation of identity is a crucial part of the process, as is secure transmission of data and timely report generation.

The vendor will be required to provide training and support on the solution for Clemson support staff, faculty and students.

Proposals should specify all software and hardware requirements such as the computing graphics, RAM and storage capacity. Existing campus applications with which the system must integrate or be compatible are listed within this document.

Clemson University prefers that the Solution 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 described in this RFP.

The University will entertain solutions listed below; however, Offerors must propose only one of the two solutions based on what the Offeror feels to be the best solution for Clemson University. Again, Offerors must only propose one of the two solutions listed below for evaluation purposes.

a) Server(s) located in our data center on equipment provided by the university (Clemson Hosted), or that integrates with a current system (i.e. Blackboard)

b) Server(s) hosted at a site provided by the vendor (Vendor Offsite). These solutions would have no dependencies on current systems or hardware, etc.

Award will be made to one Offeror. The contract will be a one-time purchase of the solution with an option to extend the solution within one year of the initial pilot. The
option to extend the solution will not exceed a two-year period and will be based on availability of funding.

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
Start date: 06/01/2013 End date: 08/09/2013; with yearly license renewals. Dates provided are estimates only. Any resulting contract will begin on the date specified in the notice of award.

Timeline for Project Implementation
Installation should take place in late May, early June 2013 with testing, integration, and training following right after and finished by the start of Summer Session II on 24th of June 2013.

Deadline for Receipt of Questions: All questions must be emailed to Tammy Crooks at duncant@clemson.edu prior to April 11, 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.

REQUIRED PROPOSAL CONTENT: Qualified Offerors are encouraged to submit a proposal for the Online Test Proctoring 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 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 an Online Test Proctoring solution.

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. 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.

4. 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 services agreements, maintenance agreements, support and service level agreements, etc.

5. References
The Contractor shall provide a minimum of 4 references 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 Contractors may receive reference checks and negative references may eliminate Contractors from consideration for award.

6. Qualifications:
A. **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);

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.

B. 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.
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.

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. Clemson University will provide the
hardware infrastructure and personnel to administer the hardware as required. 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 as required under South Carolina Travel Regulations and Guidelines. 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 TECHNICAL PROPOSAL.

9. Maintenance/Support Agreement
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.

10. Training Plan
The Contractor must develop and submit a Training Plan that supports all requirements of this RFP. The Contractor must supply initial technical training on the proper use of any software installed as a solution. The 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. The successful vendor must plan to conduct one (1) initial comprehensive training session for all users with online support and additional training sessions when necessary. The first session must be performed on-site at Clemson University, with subsequent sessions conducted via Skype and/or webinars. All travel, meals, lodging and expenses must be included in Cost Proposal as base solution. Training sessions must be recorded and made available electronically as a means of follow-up for users and as a point of reference for future new users. The Offeror shall also identify user groups and additional training resources that might be beneficial to Clemson University’s implementation.

11. 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.

12. 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.

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

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

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

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

17. Appended Hardware
Identify and describe in detail any additional hardware required for Online Test Proctoring. Contractors willing to provide all additional required equipment during the trial and at a discounted rate after the trial will be preferred. If a fee is required for any additional equipment during the trial the cost estimate should be included for the duration of the pilot as part of the cost provided.

18. Intellectual Property Rights
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.

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

20. Shipping/Handling
The Cost Proposal price must include all costs associated with shipping, handling, and delivery of any additional equipment to Clemson employees and/or students as needed for the pilot. The successful Offeror will be responsible for insurance of software/hardware during shipping and installation. As such, Clemson University assumes no ownership or responsibility for the software or hardware. The cost proposal will also include any return postage/shipping and handling for all equipment loaned during the pilot.

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

22. Consulting/Programming Services
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.

23. Security
A. 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.
B. Offerors should also include documentation of how Clemson University data is kept secure and confidential.

24. Hardware
A. The contractor will 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 for Online Test Proctoring. Contractors willing to provide all additional required equipment during the trial and at a discounted rate after the trial will be preferred. If a fee is required for any additional equipment during the trial the cost estimate should be included for the duration of the pilot as part of the cost provided.
B. Please describe and include any additional equipment needed after the pilot such as cameras and biometrics. Any costs associated with this equipment must be included in your Cost Proposal as well.
C. Describe any equipment rental/leasing plan on a per test basis for the student population. Any associated costs must be included in your Cost Proposal as an optional item.
D. Describe any discount plans available for student purchases.

25. 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 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.

26. 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 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 of all to include any travel, lodging, and other expenses as required under South Carolina Travel Regulations and Guidelines.

Costs identified in Cost Proposal section must accommodate a minimum of 8 admin users and a minimum of 20 classes including involved faculty and up to 1,000 students for the pilot program,

The Extended solution must accommodate a minimum of 200 faculty and 5,000 students for evaluation purposes. Use will be limited to distance education classes.

Hardware

A. The contractor will 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 for Online Test Proctoring. Contractors willing to provide all additional required equipment during the trial and at a discounted rate after the trial will be preferred. If a fee is required for any additional equipment during the trial the cost estimate should be included for the duration of the pilot as part of the cost provided.

B. Please describe and include any additional equipment needed after the pilot such as cameras and biometrics. Any costs associated with this equipment must be included in your Cost Proposal as well.
C. Describe any equipment rental/leasing plan on a per test basis for the student population. Any associated costs must be included in your Cost Proposal as an optional item.

D. Describe any discount plans available for student purchases.

Please provide the following in the separate cost proposal:

In the submitted proposals please list the initial cost of software, software license renewal and/or maintenance and support for years 1-2, additional costs for appended software needed for data validation, data conversion, migration, and training. Please include if applicable the hourly rate for future consulting services, or needed assistance once installation and training has occurred.

Costs must include a production and test environment. Please include if applicable the hourly rate for future consulting services, or needed assistance once installation and training has occurred.

III. Scope of Work / Specifications

A. Overview and Background

CCIT (Clemson Computing & Information Technology) is seeking a vendor to provide an Online Test Proctoring solution for a pilot for 20 classes and/or up to 1000 students. We require a solution that will allow online students to take proctored exams from their home or workplace. Students may be accessing their tests from International locations such as Saudi Arabia, China, Europe, etc.

Data integrity and confirmation of identity is a crucial part of the process, as is secure transmission of data and timely report generation.

B. Requirements

CCIT seeks qualified and experienced vendors to provide an Online Test Proctoring solution for a pilot that meets the following requirements:

1. Hardware and Software products must support Windows (Vista/7 or higher) and MacOS (10.6 or higher) computers as defined by Clemson Student Recommended Laptop Specifications (http://www.clemson.edu/ccit/hardware/purchasing/). Support for LINIX or Unix computers is preferred but not required. Support for Legacy Windows or MacOS computers is preferred but not required.

2. Must offer on-line test submission that is accessible with secure login.

3. Allows the creation of reports that can be exportable to other formats such as Excel and must be easily customizable to conform to industry/national reporting requirements and standards. Reports must be user specific and have the capability to be shared with a larger audience.
4. Interface and transfer student information from Blackboard.

5. Allow for different levels of access to information in the system by different parties (administration, faculty view, students, faculty assessors, faculty supervisors, peer reviewers)

6. Integrate with the Clemson Identity Management System for authentication and authorization via either Shibboleth/SAML2 (preferred) or Secure LDAP (LDAPS).

7. A system hosted in Clemson’s datacenter must run on one of the following server operating systems: RHEL 6.x or above, Microsoft Windows Server 2008R2 or above.

8. A system hosted in Clemson’s datacenter must be supported on virtualized hardware.

9. The system must be compatible with and accessible via the IPV6 networking standard.

10. If the system relies on a database management system, it must support one of the following technologies in order of preference: Oracle 11g, MSSQL, MySQL.

11. The system must provide an API for provisioning of user accounts.

12. The system should provide for disaster recovery and business continuity either through vendor hosted solution or integration with Clemson’s DR/BC architecture.

13. There will need to be a way to limit the test proctoring site to only students and classes chosen to be included in the pilot.

14. A camera that allows for video monitoring of the area where the student is taking the test.

15. Some sort screen capture functionality that allows for the students screen to be captured and recorded.

16. Confirmation of the student’s identity through some sort of biometrics and/or a 3rd party database.

17. A lockdown browser is required. However the lockdown browser must be supported by the vendor along with all the other required equipment and software for online testing proctoring. That way if a student needs assistance they can come to one place for support of all.

18. Live online test proctoring and recorded proctoring should both be available.
19. As part of the live online test proctoring, monitoring should be in place to notify the instructor of students that may be cheating. If possible, test proctor should have the ability to stop the test if cheating has occurred.

20. Provide a mechanism for a faculty member to share any video evidence of cheating, either by downloading clips, streaming online, or some other similar mechanism should they need to take a student before the review board and need a copy of it.

21. Recorded sessions should be available for 5 years unless available for download.

22. A report or study by a 3rd party not the vendor confirming the effectiveness/efficacy of online test proctoring and whether they were able to maintain the identity of the student throughout the exam.

23. Scalability for large classes (800+) is preferred
   - Describe any tools to monitor this large of a class or multiple large classes simultaneously.

C. Timeline
   Implementation should take place in summer 2013.

D. Hardware and Hosting Options
   1. Proposals should specify all software and hardware requirements such as the computing graphics, RAM and storage capacity. Existing campus applications with which the system must integrate or be compatible are listed within this document.
   2. Clemson University prefers that the Solution 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 described in this RFP.
   3. The University will entertain solutions listed below; however, Offerors must propose only one of the two solutions based on what the Offeror feels to be the best solution for Clemson University. Again, Offerors must only propose one of the two solutions listed below for evaluation purposes.
      a) Server(s) located in our data center on equipment provided by the university (Clemson Hosted), or that integrates with a current system (i.e. Blackboard)
      b) Server(s) hosted at a site provided by the vendor (Vendor Offsite). These solutions would have no dependencies on current systems or hardware, etc.
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.

Offerors responding to this RFP will be evaluated based on the information provided in the Offeror’s proposal (Phase I) and Demonstration (Phase II). Evaluation will be conducted by an Evaluation Panel on the basis of the following criteria, which are listed in order of importance:

PHASE I - Evaluation Criteria:

1. Technical Proposal: The degree, completeness, and suitability of the Offeror’s proposed technical solutions to meet or exceed the requirements of this RFP. 40%
2. Cost Proposal: The total cost of ownership for the base solution for the potential two-year contract period. 40%
3. 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%

PHASE II - DEMONSTRATIONS

After the evaluation of Phase I criterion, all Offeror’s proposals ranked close enough to the highest scoring Offeror where the award of points allowed for a demonstration could shift the final ranking, will be asked to provide a demonstration and to be evaluated in Phase II.

If multiple Offerors are invited to demonstrate, their proposal will be evaluated in Phase II as presented below.

If after the evaluation of Phase I, the point spread is too wide to be bridged by a second ranking during a demonstration phase, then only the top ranked Offeror will be asked to provide a demonstration which will be evaluated on a pass/fail basis only.

If only one Offeror is invited to demonstrate, its demonstration will be evaluated according to Phase II criterion and if the Offeror passes, then negotiations may take place with the offeror. If the demonstration “fails”, then the next offeror in line along with any other Offerors(s) within a 10 point range from the next highest ranked offeror will be invited to demonstrations.

Demonstrations are tentatively set for the week of May 6 - 8, 2013. Each offeror(s) invited to demonstrate will be required to furnish all equipment, items, and services they need to present their demonstration. Only power and Internet access will be made
available to the Offeror. Further instructions and directions will be provided to those Offeror(s) invited to provide a demonstration.

The following specifications should apply to all live demos on-Site or web based given by the Offeror. Whether live demo on-site at Clemson University or web based demo, all demos will be provided at vendor’s expense.

1) The demo should not last more than 2 hours for demo and questions.
2) A brief outline of the components to be covered in the demo must be provided at least 1 day before the Offeror’s demo.
3) All components covered in the demo must be components necessary to fulfill the requirements of the scope of the RFP document. It is understood that any components covered in the demonstration phase are included in the Offeror’s Technical and Cost Proposal as the base solution with no additional costs incurred. Any Offeror’s including add-ons or additional enhancements that are not part of the base solution must clearly point this out during the demonstration phase so that the evaluation team understands that the components are not part of the base solution and may incur additional costs. These components would be considered additional enhancements as outlined in Section II, Instructions to Offerors, which requires these components to be included as a separate appendix labeled “Appendix A”. Although it is strictly prohibited to discuss costs in the demonstration phase, Offeror’s must clearly identify any components covered in the demo that are part of this separate appendix.

NOTE: Offeror(s) will be totally re-evaluated for Phase II. The highest Total scorer in Phase II will be the apparent winner, subject to negotiations and validation by Clemson University Procurement Services Procurement Officer.

Based on the above, the top ranked offeror(s) will be scheduled for an on-site or web based demonstration. The criterion upon which Phase II evaluation will be made is listed below in order of importance:

Phase II - Evaluation Criteria:
1. Technical Proposal: The degree, completeness, and suitability of the Offeror’s proposed technical solutions to meet or exceed the requirements of this RFP. 30%
2. On-Site or Web Based Demonstration: The offeror’s demonstrated functionality and ease of use to meet or exceed the functions identified in this RFP. 30%
3. **Cost Proposal**: The total cost of ownership for the base solution for the potential two-year contract period. **30 %**

4. **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. **10 %**

V. APPENDICES TO SCOPE OF WORK

N/A

VI. COST PROPOSAL

See following page.
### VI. Cost Proposal

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

<table>
<thead>
<tr>
<th>Cost Component</th>
<th>Cost</th>
<th>Pilot Program</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Total</th>
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<tr>
<td>Initial Cost of Software</td>
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<td>Software Maintenance &amp; Support</td>
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<td>Appended Software (if applicable)</td>
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<td>Hardware costs (if applicable)</td>
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<td>Training Costs</td>
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<tr>
<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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<tr>
<td>Costs for Additional Professional Services</td>
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<td><strong>TOTAL</strong></td>
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</table>

*Total for years 1-2 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 1-2) must be transferred to Total Price in Online Bidding document as well.*

Offeror should clearly list optional items and any other charges associated with any item in their 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.*

<table>
<thead>
<tr>
<th>Optional Item</th>
<th>Cost</th>
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<tbody>
<tr>
<td>001 1 Day</td>
<td>$______/day</td>
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</table>
Please indicate daily rate for off-site training.

**002** 1 Day  Optional Item - This item will not be used for evaluation purposes but is an optional item to handle any additional on-site training at Clemson University needed beyond what is included in initial software training as specified in table above.

Please indicate daily rate for on-site training to include travel, meals, lodging and all expenses.

**003** 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.

Rate must be all inclusive of travel, meals, lodging and all expenses.