Scope of Work

I. Scope of Solicitation

Clemson University Medicaid IT Services (MITS) is seeking a vendor to provide and implement a Resource Allocation Management Software Solution, which currently consists of eighty to one hundred staff members. Resources are allocated to projects and production support tickets.

The Clemson MITS requires a fully functional solution. The vendor will be required to provide training on the system as well as on-going support and service including system upgrades, fixes, and enhancements. The proposal will encompass all requirements to automate the Resource Allocation Management process.

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 to include License and Maintenance
Start date: May 17, 2013, End date: May 16, 2018. 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 mid spring 2013 with testing, integration, and training following right after and finished by the start for 1st July 2013.

Deadline for Receipt of Questions: All questions must be emailed to Tammy Crooks at duncant@clemson.edu prior to 03/28/2013, 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 Resource Allocation Management Software 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 should submit the following information for purposes of evaluation:

1. Cover Letter
Offeror 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 Resource Allocation Management Software System.

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 Offeror in such a way as to provide the Evaluation Committee with a broad understanding of the Offeror’s Technical Proposal. Offerors must present their understanding of the problems being
Resource Allocation Management Software Solution
Request For Proposal
Rev 0 RFP #37480490
addressed by implementing a new system, the objectives and intended results of
the project, and the scope of work. Offerors 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. Offeror Identification and Information
The Offeror must provide the full company or corporate name, address of the
compANY'S headquarters, entity organization (corporation, partnership,
proprietorship), state in which the Offeror is incorporated or otherwise
organized to do business, year in which the Offeror first organized to do
business, whether the name and form of organization has changed since first
organized, and Federal Employer Identification Number.

b. The Offeror 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.

c. 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 Offeror 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.

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

e. Contract Documents
The Offeror 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 Offeror shall provide a minimum of 3 references from higher education
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 Offerors may receive reference checks and negative references may eliminate Offerors from consideration for award.

6. Qualifications:

A. **Summary of Offeror’s Corporate Experience:** The Offeror shall provide a summary matrix listing 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 Offeror during its evaluation of the proposal.

The Offeror 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 offeror’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 an Offeror 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.

B. **Offeror Key Staff:** The Offeror is expected to propose sufficient staff with the requisite skills and abilities to meet all requirements in this RFP. The Offeror must identify the personnel and provide resumes and references for the identified key staff. If the Offeror’s methodology deems other staff as key, the Offeror must identify the positions, provide representative job descriptions, identify the personnel and provide resumes and references. In addition, the Offeror must provide representative job descriptions for any other positions identified in the Offeror’s proposed staffing plan.
The Offeror’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. 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 and all expenses 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 as required under South Carolina Travel Regulations and Guidelines.

8. **Insurance**

The successful Offeror shall provide satisfactory evidence of all required insurance coverage and licenses prior to performance or as part of the technical proposal.

9. **Maintenance/Support Agreement**

Maintenance/Support Agreement must include, but 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, to include descriptions of service level offerings and licensing considerations.

10. **Training Plan**

The Offeror must develop and submit a Training Plan that supports all requirements of this RFP. The Offeror must supply initial technical training on
the proper use of any software 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
software so as to perform all functions effectively and without error. The
Offeror shall also identify user groups and additional training resources that
might be beneficial to Clemson University’s implementation.

11. Quality Assurance Plan
   The Offeror must develop and submit a Quality Assurance Plan that supports all
   requirements of this RFP. The plan must describe how the Offeror 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.

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

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

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

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

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

17. Shipping/Handling
   The Cost Proposal price must include all costs associated with shipping,
   handling, and delivery of the proposed Product to Clemson University,
   Clemson, SC. The successful Offeror will be responsible for insurance of
   software during shipping and installation, and until acceptance by Clemson
   University. As such, Clemson University assumes no ownership or
   responsibility for the software until it has been installed and accepted by
   Clemson University.

18. 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.

19. Consulting/Development/Customization/Programming Services
A detailed plan for future consulting, development, customization and programming services will be submitted based on fixed hourly rate to include travel, meals, lodging and all expenses as required under South Carolina Travel Regulations and Guidelines. This cost will not be used in evaluation but may be negotiated.

20. 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.

21. 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
goals 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 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.

22. Cost Proposal

The cost of the proposed products/services must be itemized by Offeror in the
Cost Proposal, addressing requirements listed throughout the 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, Offeror **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 including travel, lodging, and other expenses as required under South Carolina Travel Regulations and Guidelines.

Please provide the following in the separate cost proposal:

In the submitted proposals please list the initial cost of software services, license renewal and/or maintenance and support for years 1-5, additional costs for appended software needed for data validation, data conversion, migration, and training. The software will need to accommodate a minimum of 80 users. 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.

23. Hardware
Clemson University will host the Resource Allocation Management system on equipment provided by the University’s IT organization in a local data center. We are requesting, however, that Offeror specify all software and hardware required for the system to function in the manner described. Be specific if any particular software versions are required.

III. SCOPE OF WORK / SPECIFICATIONS

Clemson University MITS requires that the Resource Allocation Management System 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.

REQUIREMENTS

1) System Configuration
   a) Utilize an enterprise database such as Microsoft SQL Server
   b) Compatibility with Microsoft Office products: Word, Excel, and PowerPoint
   c) Support for Microsoft IE v.9, Mozilla FireFox v.19.0.2 and Safari v.5.1.7 or later
d) Provide multiple security levels in the application that allow for a separation of duties

e) Provide setup for the database including backup/maintenance scripts

f) Include recommendations for optimal server configuration (including VMWare)

g) Identify any single sign-on offerings for the application preferred

2) Resource Allocation Management Planning for the allocation of people to projects/tickets over long periods of time.

a) Has a database of all people, along with their skillsets, available times, vacation times, etc. Has a separate database of all projects, with projected start and end dates and other project-specific topics.

i) This product enables people to be linked to projects, showing all aspects of their availability.

ii) Allows ability to keep baselines stored and also allows the ability to show “what if” scenarios for fitting new projects into the existing baseline and how people would be shifted to make this happen. Has ability to save a “what if” scenario as a new baseline.

iii) This combination of projects and people constitutes a “portfolio” of all of the projects being worked at any given time.

b) Has customizable dashboard, an easy to read, single page, real-time user interface, showing a graphical presentation of the current status (snapshot) and historical trends of key performance indicators to enable instantaneous and informed decisions to be made at a glance. It must also allow for printing and exporting in Word, Excel, or PDF formats.

c) Software that can handle both projects and production support work

d) Tracks project prioritizations. The “what if “scenarios” previously discussed need to include the ability to move projects around as their prioritizations shift.

e) Ability to create Resource Allocation Management scenarios for planning resources

f) Provide budgeting support for Resource Allocation Management plans that will report on deviations from projected to actual project time

g) An integrated solution that encompasses the following, if possible:

i) Works with SharePoint

ii) Works with Outlook

iii) Interacts with MS Project or offers ability to upload/download.

h) Ability to see projected time and actual time worked in addition to billing time.

i) Ability to track time for Resource Allocation Management projects, training, other chargeable (e.g. committee meetings) and non-chargeable activities (e.g. annual leave). Allow for comments to be included with the non-chargeable activities.

ii) Capture time by project with the ability to report on actual versus budgeted time and export the data and/or report.

i) Can be used simultaneously, with record locking so there is no simultaneous update to a particular project.

j) The solution must run on CU servers. It must have serve side software.

k) Must keep up with time spent for each person (vs. budget spent)

l) Ability to string project tasks together as MS Project does.

m) A company who will sign a HIPAA agreement.

n) Resource Allocation Management Reporting
i) Provide standard reports for common inquiries such as Resource Allocation Management planning, project tracking, outstanding issues, and time reports

ii) Ability to customize the standard Resource Allocation Management report and other ad-hoc reports

iii) Allow for custom reports to be saved in Word, Excel, or PDF formats

iv) Allow for distribution of reports via email.

3) Hardware.
   a) As specified in Section II, #23, Hardware, above, Clemson University will host the Resource Allocation Management system on equipment provided by the University’s IT organization in a local data center. We are requesting, however, that Offeror specify all software and hardware required for the system to function in the manner described. Be specific if any particular software versions are required.

4) Environments
   a) Clemson University is requiring two environments that consist of production and test. All costs for both environments must be included in Cost Proposal.

IV. TERMS AND CONDITIONS – SPECIAL

1. AWARD CRITERIA:

   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. 60%

   2. 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 Offerors’ 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 April 22, 2013 – April 24, 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 3 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.
solution and may incur additional costs. These components would be considered additional enhancements as outlined in Section II, Information for Offerors to Submit, #18, #21 and #22, 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. **50%**

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. 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%**

4. Cost Proposal: The total cost of ownership for the base solution for the potential five year contract period. **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:

Vendor Name: __________________________ Fax #: __________________________
Contact Person: _______________________ Telephone #: ____________________
Delivery Time: ________________________

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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.
Offeror should clearly list optional items and any other charges associated with any item in their cost proposal. Breakdown of this cost may be included in separate Cost Proposal by attaching .pdf file as indicated in Scope of Work above.

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 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 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.
