Scope of Work

I. Scope of Solicitation

The Office of International Affairs (OIA) therefore seeks proposals for a student application/information management and database solution for the study abroad office that will provide a comprehensive study abroad database which tracks students from the initial application until they return from their study abroad experience and will provide for complex information sharing across campus. The solution must also provide the ability to enter and track all Clemson University international travelers.

Award will be made to one Offeror. The contract will be a one-time purchase of the product and all external components, a one year contract for maintenance with four one-year renewals, and professional services for implementation.

AWARD

Award will be made to one Offeror. Award will be made to the highest ranked, responsive and responsible Offeror whose offer is determined to be the most advantageous to the University.

MAXIMUM CONTRACT PERIOD - ESTIMATED

Software Product

Start date: 01/28/2013  End date: 01/27/2014. Dates provided are estimates only. Any resulting contract will begin on the date specified in the notice of award.

License and Maintenance

Start date: 01/28/2013  End date: 01/27/2018. 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 summer or early fall 2013 with testing and integration with Banner to follow--dependent on the Banner timeline.
Deadline for Receipt of Questions: All questions must be emailed to Tammy Crooks at duncant@clemson.edu prior to December 13, 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. 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 Study Abroad Management System 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, Offeror’s must include 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 Study Abroad Management 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 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. 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);
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.
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 minimum of three (3) days 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 and all expenses. 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 not limited to, any upgrades, updates, enhancements, new releases, etc. to the product released during the term of
the contract. Offeror’s 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 responsibilities 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 software so as to perform all functions effectively and without error. For technical training, the successful vendor must plan to conduct one (1) initial comprehensive training session for all users and 7 sessions of hands-on, classroom lab training occurring on multiple days. These sessions must be performed on-site at Clemson University, and 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. For functional training, the successful vendor must plan to conduct one (1) initial comprehensive training session for all users and 7 sessions of hands-on, classroom lab training occurring on multiple days. These sessions must be performed on-site at Clemson University, and 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.

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. **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.

15. **Documentation of Product**
   Online or electronic materials.

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

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

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

19. **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.

20. **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.

21. **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.

22. **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.
FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA): (a)
Vendor warrants that it will not make available or distribute any student
education records it receives from Clemson University in violation of the federal
Family Educational Rights and Privacy Act (FERPA) 20 U.S.C. section
1232g. Vendor agrees to limit access to records provided by Clemson University
to its employees with a legitimate need to know in order for Vendor to
fulfill its obligations under this agreement. Vendor warrants that it has
procedures in place to prevent unauthorized access to data provided by Clemson
University, and the procedures will be documented and available to Clemson
University upon request. Vendor will notify Clemson University
immediately in the event of a security breach that could or does impact Clemson
University records or data. (b) Vendor agrees that Clemson University
data will not be shared or sold to third parties without prior written authorization
from Clemson University. Vendor agrees to notify Clemson University
immediately if it receives a subpoena, court order or other request for Clemson
University data so Clemson University can take appropriate action if
needed.

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

23. 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.

24. **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 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.

Cost must be all inclusive of all to include any travel, lodging, and other expenses. Costs identified in Cost Proposal section must accommodate a minimum of 10 admin users and a minimum of 25,000 students.

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 1-5, 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.

III. SCOPE OF WORK / SPECIFICATIONS

A. Overview and Background

Clemson University (CU) sends over 1,000 students abroad annually and anticipates increasing this number each academic year. Study abroad student record management is a complex process that includes confidential personal information (e.g. identification numbers, passport/visa information, recommendations, health history, academic information, etc.). Data integrity is a crucial part of the process, as is secure transmission of data and timely report generation. In addition, the study abroad process is one that involves multiple campus offices and entities (academic departments, individual faculty members, registrar, financial aid, risk management, etc.) and information sharing across these offices is a complex and often time-consuming procedure. The Office of International Affairs (OIA) therefore seeks proposals for a student application/information management and database solution for the study abroad office that will provide a comprehensive study abroad database which tracks students from the initial application until they return from their study abroad experience and will provide for complex information sharing across campus. The solution must also provide the ability to enter and track all Clemson University international travelers.
B. Requirements

OIA seeks qualified and experienced vendors to provide a Study Abroad Management System with the following requirements:

1. Software system that allows for Clemson University and OIA branding presence.

2. Store records for prospective students traveling abroad, current students abroad, study abroad alumni, and faculty and staff going abroad for university purposes.

3. Must have functionality and proven success integrating/interfacing with Banner Student Systems.

4. The completed product must have a validated interface to TouchNet’s commerce management application and by the date of award, the successful offeror must be a validated TouchNet Ready Partner with proven success integrating/interfacing with the TouchNet Commerce T-Link process, providing a secure, unified payment environment for variable payment types, as well as a clear transaction identification between the study abroad program application and the payment transaction.

5. Must be compatible with all commonly used operating systems and internet browsers.

6. Must offer on-line application and document submission accessible with secure login.
   
   i. Must have the ability to create targeted applications built specific to the student, program, and timeframe/term to accommodate all applicants.

7. Allow for the collection and review of application and post-application information, multiple types of letters of recommendation, etc. within the system – by multiple users.

8. Must provide an electronic signature feature for required forms.

9. Must maintain a permanent record of admission decisions, course approvals and advising notes that can be accessed by multiple staff members using a secure login.

10. Contain or allow for the creation of a dedicated incident reporting page.

11. Contain a database that holds student information including the following:

   - Name
   - Contact information
   - Year in school
   - GPA
   - Study abroad term
   - Application status, etc.
Study abroad program information should include:

- Program name
- Country, city, school abroad
- Available study terms
- Fields of study
- Language of study
- Program eligibility
- Dates
- Costs
- Special program features
- Housing options
- Application deadlines
- Type of program (i.e., exchange, program provider)
- Pertinent links to university or program websites.

12. A search and reporting function that allows students and designated faculty/staff users to search by desired parameters contained in the database. Reports must be exportable to other formats such as Excel and must be easily customizable to conform to industry/national reporting requirements and standards. Reports must have the ability to be user specific or shared to a larger audience.

13. Students must be able to view program/site-specific informational pages.

14. All forms and database information must be easily updatable by university study abroad staff and, in some instances, by individual faculty members/program leaders.

15. The software must contain a function for third party study abroad program providers to input or send program information for upload. This information should then be available by the software provider to universities who choose to display selected program information within their system and the university should be automatically notified of any changes to program information.

16. Contain a function to create a cost of attendance for each study abroad site/program.

17. Contain an on-line course articulation function that allows for course articulations to be requested by faculty then approved by other appropriate offices on-campus. This function should also allow for setting an expiration date for each course articulated.

18. Contain the ability for advisors to store student advising notes and emails that would be viewable by other approved users. Ability to record user usage on the system.

19. Allow for different levels of access to information in the system by different parties (study abroad staff, faculty study abroad leaders, program providers, risk management, financial aid, and student accounts staff, etc.)
20. Contain an automatic email function that sends previously composed emails to students/travelers/others at different stages of the study abroad process.

21. Provide for registration of trips by students and faculty.

22. Track exchange balances.

23. Ability to store alumni files as images.

24. Ability to store PDFs within student records on the system and upload in batch format to attach to a group of users’ applications.

25. Integrate with Open Doors reporting through the Institute of International Education.


27. Integration with Google Maps

28. Integration with Microsoft Outlook

29. Allow specified users (study abroad staff, risk management) to track all student, staff, and faculty travel and utilize a locator search to instantly find the current location of any traveler in the system.

30. Ability to post videos, surveys, quizzes, etc. to disseminate important risk management and pre-departure information.

31. Integration with study abroad insurance providers.

C. Timeline

Installation should take place in summer or early fall 2013 with testing and integration with Banner to follow--dependent on the Banner timeline.

D. Hardware

Clemson University will host the software in our data center on equipment provided by the university (Clemson Hosted). However, we are requesting that all offerors specify all software and hardware required for the system to function in the manner described. Existing campus applications with which the system must integrate or be compatible are listed within this document. Offeror’s must specify all hardware requirements/specifications that Clemson University will need for our equipment to house the proposed software.
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.

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%

3. Cost Proposal: The total cost of ownership for the base solution for the potential five year contract period. 20%

DEMONSTRATION

The apparent successful vendor may be requested to demonstrate its product so that Clemson University may verify the claims made in the vendor's proposal. This is a pass/fail evaluation. Due to that fact that demonstrations are not part of the initial evaluation, it is critical that proposals contain detailed and complete responses. Do not rely on providing a response as part of a demonstration.

V. 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:

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<th>Cost Component</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
<th>Year 4</th>
<th>Year 5</th>
<th>Total</th>
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<td>Initial Cost of Software (year 1 only)</td>
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<td>Software Maintenance &amp; Support (years 1-5)</td>
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<td>Appended Software (if applicable)</td>
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Total for years 1-5 above will be used for evaluation purposes and considered to be the “Base Solution” costs as referenced throughout the RFP document. This Base Solution Cost (years 1-5) must be transferred to Total Price in Online Bidding 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>Day</th>
<th>Optional Item</th>
<th>Description</th>
<th>Amount per Day</th>
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<tbody>
<tr>
<td>001</td>
<td>1 Day</td>
<td>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.</td>
<td>$______/day</td>
</tr>
</tbody>
</table>
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.

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.