

Campus Management Corp.
Technical Proposal
for
Francis Marion University
Enterprise Resource Planning (ERP) System

Request for Proposal
#5400010443

RFP Due Date: February 10, 2016

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5201 North Congress Avenue, Boca Raton, FL 33437

	State of South Carolina Request for Proposal	Solicitation:	5400010443
		Date Issued:	12/10/2015
		Procurement Officer:	DONNA J. POTTS, CPPB
		Phone:	803-896-6389
		E-Mail Address:	dpotts@mmo.sc.gov
		Mailing Address:	SFAA, Div. of Procurement Services, ITMO 1201 Main Street, Suite 600 Columbia SC 29201

DESCRIPTION: **Enterprise Resource Planning (ERP) System**

USING GOVERNMENTAL UNIT: **Francis Marion University**

The Term "Offer" Means Your "Bid" or "Proposal". Your offer must be submitted in a sealed package. Solicitation Number & Opening Date must appear on package exterior. See "Submitting Your Paper Offer or Modification" provision.

SUBMIT YOUR OFFER ON-LINE AT THE FOLLOWING URL: <http://www.procurement.sc.gov>
SUBMIT YOUR SEALED OFFER TO EITHER OF THE FOLLOWING ADDRESSES:

MAILING ADDRESS: SFAA, Div. of Procurement Services, ITMO 1201 Main Street, Suite 600 Columbia SC 29201	PHYSICAL ADDRESS: SFAA, Div. of Procurement Services, ITMO 1201 Main Street, Suite 600 Columbia SC 29201
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SUBMIT OFFER BY (Opening Date/Time): 1/22/2016 by 11:00:00 (See "Deadline For Submission Of Offer" provision)

QUESTIONS MUST BE RECEIVED BY: 12/18/2015 by 13:00:00 **Send questions to dpotts@mmo.sc.gov**
(See "Questions From Offerors" provision)

NUMBER OF COPIES TO BE SUBMITTED: **SEE INSTRUCTIONS ON PAGE THREE (3)**

CONFERENCE TYPE: Not Applicable DATE & TIME: (As appropriate, see "Conferences - Pre-Bid/Proposal" & "Site Visit" provisions)	LOCATION: Not Applicable
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AWARD & AMENDMENTS	Award will be posted on 03/04/2016 . The award, this solicitation, any amendments, and any related notices will be posted at the following web address: http://www.procurement.sc.gov
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You must submit a signed copy of this form with Your Offer. By signing, You agree to be bound by the terms of the Solicitation. You agree to hold Your Offer open for a minimum of ninety (90) calendar days after the Opening Date.
(See "Signing Your Offer" provision.)

NAME OF OFFEROR Campus Management Corp. <small>(full legal name of business submitting the offer)</small>	Any award issued will be issued to, and the contract will be formed with, the entity identified as the Offeror. The entity named as the offeror must be a single and distinct legal entity. Do not use the name of a branch office or a division of a larger entity if the branch or division is not a separate legal entity, i.e., a separate corporation, partnership, sole proprietorship, etc.
AUTHORIZED SIGNATURE  <small>(Person must be authorized to submit binding offer to contract on behalf of Offeror.)</small>	DATE SIGNED 02/05/2016
TITLE Chief Financial Officer <small>(business title of person signing above)</small>	STATE VENDOR NO. 7000071822 <small>(Register to Obtain S.C. Vendor No. at www.procurement.sc.gov)</small>
PRINTED NAME ANDERS NEESSEN <small>(printed name of person signing above)</small>	STATE OF INCORPORATION Florida <small>(If you are a corporation, identify the state of incorporation.)</small>

OFFEROR'S TYPE OF ENTITY: (Check one)	<small>(See "Signing Your Offer" provision.)</small>
<input type="checkbox"/> Sole Proprietorship	<input type="checkbox"/> Partnership
<input checked="" type="checkbox"/> Corporate entity (not tax-exempt)	<input type="checkbox"/> Corporation (tax-exempt)
<input type="checkbox"/> Other	<input type="checkbox"/> Government entity (federal, state, or local)

PAGE TWO

(Return Page Two with Your Offer)

<p>HOME OFFICE ADDRESS (Address for offeror's home office / principal place of business)</p> <p align="center">Campus Management Corp. 5201 North Congress Avenue, Office 220A Boca Raton, Florida 33487</p>	<p>NOTICE ADDRESS (Address to which all procurement and contract related notices should be sent.) (See "Notice" clause)</p> <p align="center">Campus Management Corp. Attention: Account Management Dept. 5201 North Congress Avenue, Office 220A Boca Raton, Florida 33487</p> <p>___561-923-2500___ 561-999-0096___ Area Code - Number - Extension Facsimile</p> <p>___billing@campusmgmt.com___ E-mail Address</p>
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<p>PAYMENT ADDRESS (Address to which payments will be sent.) (See "Payment" clause)</p> <p>___ Payment Address same as Home Office Address <input checked="" type="checkbox"/> Order Address same as Notice Address (check only one)</p>	<p>ORDER ADDRESS (Address to which purchase orders will be sent) (See "Purchase Orders and "Contract Documents" clauses)</p> <p>___ Order Address same as Home Office Address <input checked="" type="checkbox"/> Order Address same as Notice Address (check only one)</p>
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ACKNOWLEDGMENT OF AMENDMENTS										
Offerors acknowledges receipt of amendments by indicating amendment number and its date of issue. (See "Amendments to Solicitation" Provision)										
Amendment No.	Amendment Date	Issue	Amendment No.	Amendment Date	Issue	Amendment No.	Amendment Date	Issue	Amendment No.	Amendment Date
#1	12/14/2015		#3	02/03/2016						
#2	01/19/2016									

DISCOUNT FOR PROMPT PAYMENT (See "Discount for Prompt Payment" clause)	10 Calendar Days (%)	20 Calendar Days (%)	30 Calendar Days (%)	___ Calendar Days (%)
	Not applicable	Not applicable	Not applicable	Not applicable

PREFERENCES - A NOTICE TO VENDORS (SEP. 2009): On June 16, 2009, the South Carolina General Assembly rewrote the law governing preferences available to in-state vendors, vendors using in-state subcontractors, and vendors selling in-state or US end products. This law appears in Section 11-35-1524 of the South Carolina Code of Laws. A summary of the new preferences is available at www.procurement.sc.gov/preferences. **ALL THE PREFERENCES MUST BE CLAIMED AND ARE APPLIED BY LINE ITEM, REGARDLESS OF WHETHER AWARD IS MADE BY ITEM OR LOT. VENDORS ARE CAUTIONED TO CAREFULLY REVIEW THE STATUTE BEFORE CLAIMING ANY PREFERENCES. THE REQUIREMENTS TO QUALIFY HAVE CHANGED. IF YOU REQUEST A PREFERENCE, YOU ARE CERTIFYING THAT YOUR OFFER QUALIFIES FOR THE PREFERENCE YOU'VE CLAIMED. IMPROPERLY REQUESTING A PREFERENCE CAN HAVE SERIOUS CONSEQUENCES.** [11-35-1524(E)(4)&(6)] **PREFERENCES DO NOT APPLY**

PREFERENCES - ADDRESS AND PHONE OF IN-STATE OFFICE: Please provide the address and phone number for your in-state office in the space provided below. An in-state office is necessary to claim either the Resident Vendor Preference (11-35-1524(C)(1)(i)&(ii)) or the Resident Contractor Preference (11-35-1524(C)(1)(iii)). Accordingly, you must provide this information to qualify for the preference. An in-state office is not required, but can be beneficial, if you are claiming the Resident Subcontractor Preference (11-35-1524(D)).

PREFERENCES DO NOT APPLY

___ In-State Office Address same as Home Office Address ___ In-State Office Address same as Notice Address (check only one)

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January 25, 2016

Donna J. Potts, CPPB
SFAA, Div. of Procurement Services, ITMO
1201 Main Street, Suite 600
Columbia SC 29201

Dear Ms. Potts and Evaluation Committee Members,

Campus Management Corp. is pleased to respond to the Francis Marion University (FMU) request for proposal for a new, on-premises hosted enterprise resource planning (ERP) solution. I convened a team of our higher education industry experts and product subject matter experts, and together, we think there is a strong alignment between our company's mission and strengths and Francis Marion's mission and goals as laid out in your strategic plan. We are certain that we can support and bolster the university's efforts with the CampusNexus[®] solution.

CampusNexus is a unified enterprise resource planning (ERP) solution that consists of our student information system (including financial aid), constituent relationship management (CRM), and finance, human resources, and payroll modules. This powerful and flexible system provides Francis Marion's administrators, faculty, and staff with a centralized database and robust automated functionality to speed and improve services to students at every stage of the student lifecycle. Our open and extensible platform allows FMU to continue to use the third party systems in which the university has invested while, at the same time, providing a feature-rich solution that can assist in replacing external systems where the university may desire to do so now or in the future.

Our ERP has a proven track record of helping higher education institutions achieve their objectives. Customers using our platform have:

- Grown enrollment from 5,000 to 40,000 students by introducing both flexible non-term programs and offering online courses.
- Improved cash collections by 16% by centralizing Financial Aid processing.
- Increased applications by 22.5%, enrollment by 42.4%, and retention by 2.5% overall, with an 8.5% increase in retention of minority students.

Campus Management has a loyal and referenceable client base with nearly 100% retention across all solutions. In addition, our company was ranked as the top higher education technology vendor in 2014 for new client acquisition (Tambellini Report). We have completed 27 years of successful implementations and we have helped clients such as The Pennsylvania State University, Mercer University, and St. Gregory's University not only meet but exceed their objectives in partnering with us.

Earlier, I mentioned the alignment of our and Francis Marion's missions. Our company's specific mission is:

To enable dynamic models of engagement and delivery which empower higher education institutions and students to thrive in a new "On Demand Era."

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With our missions in mind, I firmly believe our technology and services solutions can help Francis Marion University *“facilitate and promote the effective use and integration of information technology in teaching and learning, scholarship and creative activity, business processes, and community engagement and service.”* We look forward to the next steps in this process with your team. Should you have any questions I can be reached by phone at 954-815-9875 and by e-mail at aserna@campusmgmt.com.

Respectfully,



Alex Serna

Regional Sales Manager

Campus Management Corporation

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Executive Overview

The Francis Marion University / Campus Management Corp. Partnership

At Campus Management Corp., our attention is focused solely on higher education so that our products and services enable student success. Our goal is to take care of the technology so that you Francis Marion University can take care of its students. Our CampusNexus solution is specifically designed to help institutions such as Francis Marion overcome challenges and harness opportunities to continually meet the changing expectations of the students you serve.

Campus Management's team of higher education industry and product subject matter experts have reviewed the Francis Marion University Strategic Plan (approved in 2012) in detail and we are pleased to note that our solution, CampusNexus, can support each and every one of your thirteen university objectives. We built CampusNexus upon four cornerstones that will help Francis Marion University achieve its goals through:

- **Constituent Engagement.** This enables FMU to personalize yet automate interactions with each constituent from the moment you first learn of an individual until that person has accomplished his or her educational goals and becomes an alumnus of the College. *However, CampusNexus is not just for recruitment and admissions.* CampusNexus is an enterprise-level solution that is successfully used by Financial Aid, Student Retention, Marketing Communications, Career Services, Human Resources, and Alumni offices to engage not only prospects, but students, faculty, employers, alumni, and community leaders.
- **Flexible Terms.** Meeting students' needs today means offering new types of academic delivery models. CampusNexus is the most flexible solution in the market, supporting standard, nonstandard, non-term, and competency-based education models -- all within the same environment. Further, the majority of our customers offer online and blended (hybrid) courses to their students. These are administered through CampusNexus which can integrate with any learning management system (LMS) of the university's choice.
- **Associated Financial Aid.** Supporting students with financial assistance is fundamental to their persistence and retention. Doing so with automated processes and timely regulatory updates provides the operational efficiency to empower Francis Marion's administrators and staff to spend more time focused on student success versus worrying about software. What is unique about CampusNexus, though, is that our financial aid and student accounting features are already designed to support each of the academic calendars approved by the U.S. Department of Education. So, as you evaluate adding new programs -- possibly in new term structures -- CampusNexus administers the financial aid for you so that you remain focused on the needs of your students.
- **Agile DNA.** Our innovative software allows Francis Marion University to adapt and transform from year to year and decade to decade. We recognize that acquiring a new ERP is a significant investment: CampusNexus is designed to support the university for decades to come. Our solution fully supports your objectives to:
 - Expand quality academic programs and increase enrollment and retention while improving student academic success rates

- Continue to recruit excellent faculty and staff while striving to increase the diversity among both your professional and student bodies
- Enhance existing facilities or the building of new facilities, student engagement experiences, and visibility and relationships with your external constituents

Our four cornerstones have served well as a litmus test when we develop new solutions. Your ERP selection, though, is about so much more than software. It is about working with a company that will serve you as a trusted advisor, one that understands higher education as a whole, and will become an expert in Francis Marion's unique needs to make the best practice recommendations which fit the University's goals not only for your 'go-live' date, but for five, ten, and twenty years from now.

At the EDUCAUSE 2015 Annual Conference last October in Indianapolis, Casey Green, a notable industry consultant and the founding director of The Campus Computing Project, boldly stated that "partner" should not be used loosely as a verb by software vendors. We completely agree. Our partnership with our customers is more than verbiage - it is about being committed to developing strong relationships with every institution we serve. In addition to superior products built specifically for higher education, we offer:

- Strategic Solution Delivery consultants – FMU will be assigned a consultant who will work with you to identify your key performance indicators and develop a strategy that helps the University receive ongoing value from your technology investment, through an annual KPI and technology assessment health check and action plan. This ongoing service is complementary and provided at no extra cost to the institution.
- CampusNet® Cloud options for cost-effective hosted solutions; detailed information is contained in this RFP in response to your inquiry.
- Managed Services programs to augment your staff's skill-sets, provide technical assistance and disaster recovery, and protect your investment.
- Implementation packages designed to meet your institution's goals, timelines, and budgets.
- Project management services to facilitate communications across the organization and oversee the progress of your implementation.
- Training and consulting to enhance your use of the products and extend your ROI.
- Customer support with expanded hours to cover multiple time zones.
- Self-paced, asynchronous classes on products and industry topics through the Campus Management Learning Center.
- Networking and training at the CampusInsight Annual Users Conference.

Campus Management has decades of experience in helping schools like Francis Marion University to strategically grow enrollments, provide a high degree of responsive student service, grow persistence, retention and graduation rates, and increase operational efficiency. We have provided a wealth of information in this RFP response, but believe the true strengths and uniqueness of Campus Management and CampusNexus are best shown through a demonstration of our solution. Our team will definitively

illustrate to the Francis Marion community how, and why, we are the best technology choice for the University.

We look forward to partnering with the University to implement CampusNexus, and working with your team to support its strategic goals and growth and visibility objectives.

Summary of Our Proposed Solution

Campus Management Corp is proposing the following enterprise resource planning (ERP) solution for Francis Marion University:



Software Solution:

Hosting Platform:

On-Premises or Enterprise Cloud

Support Contract:

Full Standard Support

An Overview of CampusNexus

Our proposed solution, **CampusNexus**, is a powerful and flexible student information system; CRM platform; and finance, HR, payroll, and faculty management solution designed for higher education in the 21st century. With this solution, your institution can manage traditional academic terms as well as newer delivery models, including flexible terms, online and hybrid programs, competency-based education and more from the same platform. Administrators, faculty, and advisors leverage a centralized database and automated workflows to speed and improve services to students at every stage of the student lifecycle. In addition, through advanced analytics, your institution will gain a full panoramic view of campus operations for developing and executing strategies, driving recruiting and retention, and complying with an increasingly complex regulatory environment.

Student Information System

As Francis Marion University's student information system, CampusNexus will serve as the hub of the university's operations across the student lifecycle, from recruitment, admissions, academics, and financial aid, to career services and alumni relations. The solution unites departments, campuses, and workflows while enabling flexible terms and financial aid options.

Through a service-oriented architecture, new releases continue to introduce more consumer-like, web experiences to enhance constituent engagement, increase collaboration among departments, faculty and staff, and keep students on the path to graduation and success. CampusNexus is a dynamic solution that grows and transforms with your institution as new models and student needs evolve.

Constituent Relationship Management

CampusNexus' constituent relationship management functionality will provide Francis Marion University with greater visibility and improves communications across departments and functions from strategic enrollment management and financial aid to career services and alumni relations. With CampusNexus, you can engage applicants, students, and alumni with highly personalized information through their preferred channel and devices. Whether you are planning and executing marketing and communications strategies during the recruiting and admissions cycle, matriculation, or post-graduation, CampusNexus improves engagement as it reinforces your messages, and positions you for success both today and tomorrow. CampusNexus empowers and supports all the stages of the student lifecycle including:

Recruiting and Admissions	Retention and Student Success
Strategic Enrollment Management	Career Services
Financial Aid	Alumni and Advancement
Student Services	

Finance, Human Resources and Payroll

With CampusNexus' finance, HR & payroll functionality, Francis Marion University can streamline interdepartmental processes, realize cost savings, and dramatically improve operational efficiency. Built on the Microsoft Dynamics® AX platform, the solution helps you manage all of your core finance and HR administrative needs, plus student accounts, federal work study programs, faculty workload and credential details, scholarships and grants, position control and budgeting, payroll processing.

CampusNexus provides complete and comprehensive administration of all of your financial, human resources, and payroll needs including:

- Finance, Accounting, and Revenue Recognition
- Planning and Forecasting
- Human Resource Management
- Faculty Development and Program ROI
- Payroll Processing
- Audit Preparation, Reporting and Analytics

Functional and Technical Capabilities

The proposed enterprise software solution should at a minimum meet all of the following functional capabilities: Include all modules and implementation services for Student Systems, Human Resources, Financial and Business Solution, Business Intelligence, and Student Information System. Systems should comply with industry-based privacy, financial and security regulations and standards (e.g. FERPA, HIPAA, and Sarbanes-Oxley).

The proposed solution shall meet all of the following technical capabilities:

- a. Operate natively with Microsoft's current SQL Server. Ancillary systems must support either Microsoft SQL Server or the RDBMS provided with the ERP solution.

CampusNexus runs on a Microsoft SQL server database.

- b. Provide for multiple levels of data security and describe how the system insures the integrity of the data being entered as well as data at rest.

Our CampusNet cloud services provide multiple levels of data protection. Database transaction log backups occur every 30 minutes throughout the business day. Nightly, a differential backup is conducted. Once per week a full backup is made. This data is transported off-site on tape media to Iron Mountain for retention of one year. It is taken daily to this facility. In addition, customer production data is replicated to our Disaster Recovery facility. This recovery site is a private cloud where we can recover customer production data with a RPO of 4 hours and a RTO of 72 hours. If customers desire, shorter delivery objectives can be purchased.

End users connect to the applications through Secure SSL/TLS browser session over the HTTPS protocol. Data is encrypted in transit from the end user and server infrastructure. Customer data is stored on a SAN that utilizes Data at Rest Encryption (DARE). Data at Rest Encryption (DARE) provides a solution to securing critical data even when the media is removed from the array. Our arrays use a high performance in-line encryption technique to ensure that all data stored on the array is unusable if the media are removed. This prevents unauthorized access in the event of theft or loss during transport and makes it possible to return/replace failed components containing sensitive data.

- c. Support native interfaces to Active Directory or support a secure LDAP interface to the directory.

CampusNexus supports Active Directory for authentication and technologies that are compliant with accessibility guidelines. Our solution offers a secure authentication model, a robust roles-based authorization mechanism, appropriate encryption, and data integrity checks.

- d. Operate in a high availability (or clustered) system environment supporting twenty-four seven (24x7) system availability.

CampusNet provides hosted applications in a highly available environment using a variety of technologies and system architecture. Most important, applications are backed by an uptime Service Level Agreement. Applications and are available 24/7/365 except for the periods of required maintenance (announced in advance to our clients and conducted during off-hours).

- e. Operate in VMware's current virtual server environment.

CampusNet currently uses VMware vSphere for our hosting infrastructure. Customers can use physical servers or a hypervisor such as VMware or Hyper-V.

Student System. Provide modules for Student that incorporate student records, definition of the university calendar, advising, registration, course inventory, course catalog, grading, class roster, degree audit, and transcript production;

proposed software support of enrollment and instructional management, including curricula, instructional facilities, and assignment of faculty, workload and seats analysis.

CampusNexus Student is a fully unified academic and administrative platform designed for today's service-oriented institutions. Francis Marion University administrators, faculty, and advisors would leverage a centralized database and automated workflows to speed and improve services to students at every stage and touchpoint of the students' academic experience.

CampusNexus Student allows you to plan curricula and identify pre- and co-requisites, define grade schema, pass/fail and retake policies. Francis Marion University can identify faculty eligible to teach courses, determine facility needs, equipment, and book requirements for each course and class section. We support academic program in standard, nonstandard, and non-term formats, all in one environment.

With CampusNexus Student's financial aid components, Francis Marion University would be able to process applications, verify data, determine eligibility, package and award, disburse funds, and create adjustments.

Student Finance. Provide a fully automated, integrated module functional in the following areas:

- Cashiering system handling all University monies, whether through the mail, web or in person transactions (cash, checks, credit/debit cards);

There are several reports available in CampusNexus Student that allow for cash analysis. Cash drawer session management in CampusNexus Student enables authorized users to close and reconcile activity taking place in cash drawers throughout a campus or a school. In this context, a "session" refers to a shift or other period during which one cashier opens a cash drawer and makes transactions. Typically, the cashier reconciles the drawer by adding up the receipts and including a calculator tape with the remittance. The administrator closes the drawer, formally reconciles the contents, and prepares a bank deposit. The Management function also provides the authorized user to adjust transactions.

- Allow for the proper recording of all non-tuition and fees-related transactions in an automated environment fully integrated with Student Records and Finance Systems

All tuition, non-tuition and fees-related transactions are fully transacted within CampusNexus' student information system module and are posted to individual student ledgers within the student information system. These transactions are controlled through the Bursar office with both batch and one-off posting mechanisms. All student transactions are also reflected in the General Ledger and related Accounts Receivable subsidiary. The student ledger transactions can be batch posted to CampusNexus Finance HR and Payroll any number of times and at any time.

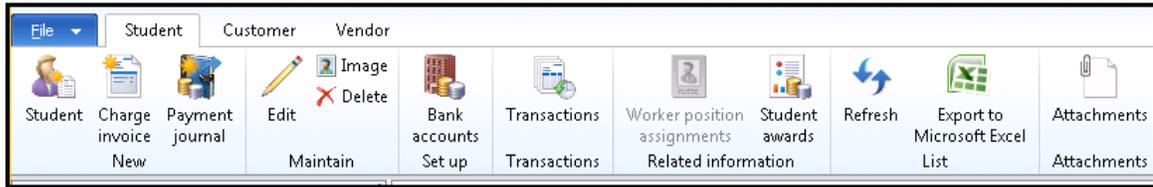
- Accounts Receivable management system fully integrated with Student Records and Finance Systems that ages receivable, streamlines and automates due diligence collection efforts, allows for notes and history files, etc.;

Each student record and ledger card in CampusNexus Student is fully expanded in CampusNexus Finance HR and Payroll accounts receivable with an equivalent number of transactions. When a student transaction is first initiated and transferred from the student information system to the finance system, CampusNexus Finance HR and Payroll automatically creates corresponding Accounts Receivable Customers, Accounts Payable Vendors and Student Records for each student.

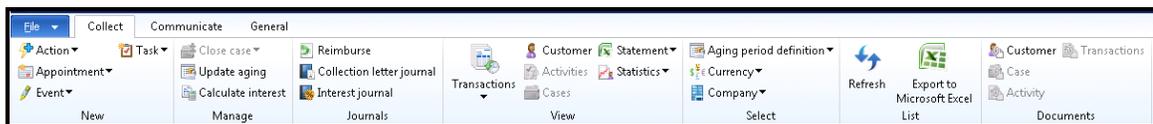
Attachments function is pervasive throughout CampusNexus Finance HR and Payroll and can include links to documents, files, URLs or other user defined attachments.

Student enrollment, addresses, contacts and other relevant personal information initiated in the student information system is automatically used to create uniform records in the finance system, eliminating the need to rekey data.

The Student records in the finance system provides a 360 degree view of student financial information with direct links to transactions and other financial functions and information.



The Accounts Receivable Collections function is a centralized process within the financial system where selective statements, dunning letters and aging can be prepared using any number aging periods you define.



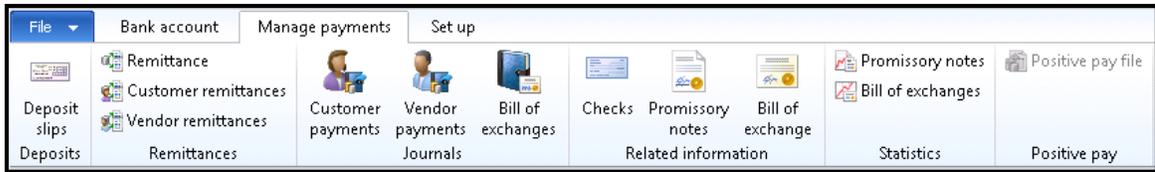
- Allow for accurate and automated reconciliations of all cash between the University, banking institutions, state agencies and others.

Student billing and payment applications are initiated in CampusNexus Student under the review and control of the Bursar office. Each billing and payment transaction is also reflected in the Accounts Receivable subsidiary in CampusNexus Finance HR and Payroll. Payments to students can be initiated in Campus Nexus Student and disbursed from Accounts Payable in CampusNexus Finance HR and Payroll with concurrent update of student records in both the student and finance systems.

Students who become employees under work study or non-work study programs are paid through the finance payroll processes in CampusNexus Finance HR and Payroll. Any related funding source is automatically tracked and updated in the Student Accounting records in CampusNexus Finance HR and Payroll and in CampusNexus Student ledger cards. One or more fund source can be tracked for each student.



CampusNexus Finance HR and Payroll provides the ability to use multiple banks, each with multiple bank accounts. Each bank account record provides a 360 degree view of banking parameters, all banking transactions and are fully synchronized with CampusNexus Student. Electronic formats are supported as well as positive pay interfaces.



- Allow for web transactions thru e-bills, e-payments, etc.

CampusNexus accepts multiple forms of electronic payment. You can configure the Student Portal to display student billing and payment information. Student Portals also support electronic payments. The Student Portal in CampusNexus links with Francis Marion University's payment gateway to allow students to make payments online toward the payment plan on their student ledger card.

Financial Aid. Provide an automated and fully integrated Financial Aid Management System for administering federal, state, and institutional funds. As a "Direct Loan School" Francis Marion seeks a system that populates loan origination screens from accepted loan award screens, that automatically and seamlessly manages subsequent change records, cancellation records, disbursement records, and loan reconciliation processes with student accounting and the U. S. Department of Education.

We offer automated processes for financial aid. The automated Financial Aid engine frees administrators from the need to manually perform routine tasks such as:

- *Processing financial aid with government agencies and lenders*
- *Evaluating financial aid awards and scheduled disbursements to ensure Title IV eligibility*
- *COD and CommonLine transfers based on processing lifecycle (daily, weekly, monthly)*
- *Managing exceptions and routing to the right campus, department, and staff member*
- *Posting payments*
- *Generating reports for Title IV regulatory compliance*
- *Printing of checks, stipends, refunds, and receipts*

Also, CampusNexus includes many utilities for batch processing. Some may be invoked by users from the interface and others may be scheduled to run unattended. Users are able to send batch communications in the form of letters, email, SMS text, and Web alerts; batch assignment and tracking of documents; batch billing, batch payment posting, batch disbursement approval and posting, batch GL release, batch registration, batch status changes, and many more.

Human Resource System. Provide modules supporting employee recruitment, hiring, maintenance, benefits, termination, retiree tracking, position control and encumbrance processing. The proposed system should provide for web-based recruitment and tracking, and web-based employee performance.

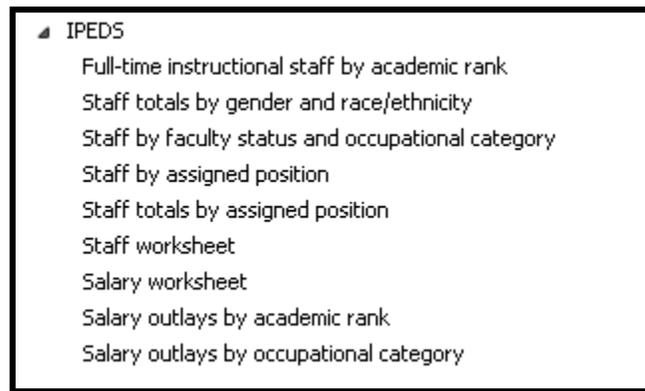
The CampusNexus Finance HR and Payroll module provides a complete and comprehensive human resource solution. Open positions can be filled by establishing recruitment projects which can be sent to media outlets along with advertisement content. Candidates can complete an application on a web portal.

Levels of skills, education and job tasks can be specified for each position. Recruiters can review skills mapping profiles to evaluate candidates as well as existing employees that best fit the open position.

Offer letters to applicants can be emailed using integration with Microsoft Outlook®. The applicant hiring process can begin directly from the application. The hiring process then includes processes for on-boarding, administering the employee into the company, adding the employee's compensation eligibility and benefits, setting up the employee's pay rates and other key elements of the employment offer.

Benefits can be added or changed individually or in mass for several employees as new eligibility events occur.

Workers can be easily transferred to new positions. Position assignments for students can be linked to Federal or other work study fund sources. Workers are automatically linked to extensive IPEDS reporting capability:



Workers can be retired using effective future dates/times with reason codes. All past workers can be viewed along with their employment history.

CampusNexus Finance HR and Payroll provides mechanisms for forecasting future or currently unfilled positions and placing financial budgetary controls that limit expenditures.

Payroll System. Provide a rules-based payroll management system, which will ensure compliance with current Federal and State compensation rules. Such a system will need to calculate payroll, taxes, disposable income, and garnishments. The system should be able to process time and labor, track time and attendance, and monitor/approve absence time (i.e. annual leave, sick leave, compensatory time, etc.). The proposed system should provide for an integrated, web-based time and attendance management system.

CampusNexus Finance HR and Payroll provides a robust Payroll processing system that is fully integrated with Human Resources. The application includes a complete end to end process for generating payroll including multiple user-defined earnings codes, using multiple pay rate basis and base definitions (e.g. hourly and time and half). All United States tax codes are supported and periodically updated by Microsoft.



Any number of benefit plans can be included in the payroll calculations, with or without employee deductions.

Define benefit types

Create or delete benefit types. A benefit type, such as medical or parking, contains a set of related benefit plans.

✦ New ✕ Delete

Type	Description	Concurrent enrollment	Payroll category
Dental	Dental benefits	One enrollment per type	Standard
Dep care flex	Dependent care flex spending acc...	One enrollment per type	Standard
Dues	Dues	Multiple enrollments per type	Standard
Equipment	Equipment	Multiple enrollments per type	None
Garnishment	Garnishment	Multiple enrollments per type	Garnishment
General liability	General liability insurance	Multiple enrollments per type	General liability
Investment	Retirement and investment benefits	Multiple enrollments per type	Retirement
Medical	medical benefits	One enrollment per type	Standard
Parking	Parking benefits	Multiple enrollments per type	Standard
Tax levy	Tax levy	Multiple enrollments per type	Tax levy
Term life ins	Term life insurance benefits	Multiple enrollments per type	Standard
Transportation	Transportation benefits	Multiple enrollments per type	None
Vision	Vision benefits	One enrollment per type	Standard
Workers comp	Workers' compensation	Multiple enrollments per type	Workers' compensatio

Time and attendance is provided through easy to use, web-based interfaces or time clocks. Time records are submitted through workflow for approval before earnings statements are created. Absences can be tracked according your policies.

- ▲ Absences
 - Request future absences
 - Request absence approval
 - Register absences
 - Register absences for multiple workers
 - Approve absence requests
- ▲ Time and attendance
 - Clock in/out (punch clock)
 - Electronic timecard

Finance System. Provide modules supporting the following activities: chart of accounts, general ledger accounting, budgeting, accounts payable, accounts receivable, capital projects, grant and contract administration, purchasing including solicitation management, electronic bidding, catalogs, contract management, inventory control and asset management as well as financial reporting. The system should provide for electronic workflow, forms and payment and should be fully integrated with the Human Resources and Student Systems.

CampusNexus Finance HR and Payroll supports user defined charts of accounts with your choice of any variable length in the number of characters. These charts of main accounts can be maintained centrally and shared among your entities. Rather than including dimensional data as part of the chart of accounts elements, you can choose to incorporate entity data as part of the accounting string as transactions are created. These dimensions could include metadata such as campus locations, departments, or other key performance indicators that are dynamically joined when transactions are created. You do not need to create any combinations of accounts and dimensional segments. The application does the concatenation

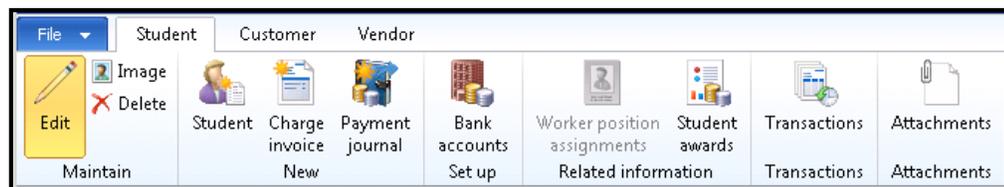
from pre-configured tables automatically as transactions are created providing consistent, rules-based transactions. You can control and restrict the data used for each dimension.

MainAccount	Dept	Fund	Fund_Source
401100..403900	<all values>	<all values>	<all values>

All financial transactions can be summarized and viewed by any combination of main accounts and financial dimensions.

Budgeting is fully integrated with and uses the same chart of accounts and dimensional data. Budgets can be centrally managed or decentralized. Budget control processes can be used to manage encumbered processes. Any number of budget and forecast versions can be created using a combination of actual results and other budgeted information. Excel templates can be used receive downloaded budget plans from and publish changes to CampusNexus Finance.

Accounts Receivable and Accounts Payable are fully integrated and updated concurrently with the General Ledger. A Student Accounting module provides visibility into all student ledgers and transactions that are exchanged between CampusNexus Student and CampusNexus Finance HR and Payroll The Student Accounting module also provides links to related Accounts Receivable and Accounts Payable records. Student records are automatically created in CampusNexus Finance HR and Payroll as are related Customer and Vendor records, all using the same data from CampusNexus Student.



Capital projects can be monitored and budget controlled within a Project Management and Accounting module. Projects can capture any number of user-defined cost categories that include hours, expenses and item costs.

A Fixed Asset module in the solution provides for multiple basis valuations and varying methods of depreciation for each asset and provides the mechanism for comprehensive asset management.

CampusNexus Finance HR and Payroll provides a complete solution for Financial Aid and other Fund source management that is integrated with CampusNexus Student. Payroll earnings are tracked and matched to all related fund sources.

The Procurement module provides a web-based requisition process with workflow approvals and feedback as to status requisition status. A portal solution allows your Vendors to submit bids on your requests for quotations from which you can make an award and launch purchase orders. You can also establish Vendor purchase agreements with any range of effective dates for products or services you intend to purchase in the future. The procurement process features controls to prevent commitments that exceed budgets. Items purchased from Vendors can be inventory controlled using multiple costing methods (such as standard,

moving average or FIFO). Or items that are non-inventory controlled can be charged to rules-based expense accounts.

Workflow approvals are an integrated feature of CampusNexus Finance HR and Payroll and are based upon Microsoft's Workflow Foundation.

CampusNexus Finance HR and Payroll and CampusNexus Student provide an integrated solution for your Human Resource and Student Systems as described fully in the section above for Human Resource System.

Business Intelligence. Provide direct solutions or identify third (3rd) party software solutions which will allow the University to perform detailed data mining for reports and dashboard technologies. Solutions shall include graphic capabilities and ease of use. Provide capability of the proposed solution to utilize existing data prior to the completed total implementation plan (completed two (2) year plan.)

Campus Management Corp. has a strong business relationship with the Microsoft Corporation with regard to Microsoft's Power BI tool. Microsoft Power BI is a collection of online services and features that enable Francis Marion University to find and visualize data, share discoveries, and collaborate in intuitive new ways. Through Power BI, the Francis Marion University dashboards display tiles that you staff can click to explore further information through reports. The university would also be able to connect to multiple datasets to bring all of the relevant data together in one place. To facilitate ease-of-use and ease-of-adoption, CampusNexus contains sample datasets that provide with Francis Marion University with out-of-the-box visualizations, charts, dashboards, and reports for multiple areas of the system. Additionally, Francis Marion University would be able to expand on those samples and create visualizations that are unique to the specific needs of the university.

Data Warehousing and Reporting. Provide data warehousing and reporting capabilities to include the establishment, interface and migration of transaction data to a contractor supported data warehouse. Proposed system should include the steps to schedule and maintain data warehouse processes that result in easily accessible data; report writing capabilities that range from daily transaction reporting as well as complex multi-level and multi-dimensional querying and reporting, covering a wide range of export and report capabilities utilizing a flexible, intuitive report builder. Should the University determine a need for business intelligence solution in the beginning of the overall implementation, your solution should include an explanation as to how quickly such a request can be met.

All of our solutions include a library of hundreds of pre-defined reports that include filtering and optional parameters to enable users to hone-in directly to the information they require. Reports can be delivered from Crystal Reports, Cube Reports, and Microsoft Excel.

Francis Marion University's staff will be able to make ad-hoc queries and will have options to construct, view, and save reports. Security permissions will determine which reports any specific user can access. Reports results are available on-screen where features including various drill downs are available depending on the report that is being viewed. Within the report results, users can easily export to multiple formats (Microsoft Excel, CSV, Adobe PDF, XML, and many more). Users can also select the Mail Merge menu that will allow quick merging of constituents' information into template letters and labels.

CampusNexus' constituent relationship management functionality includes many out-of-the-box reports, and custom reports can easily be created by users. These reports can include interaction analytics, ROI associated with activities and campaigns, enrolment statistics and patterns, and metrics to measure marketing success.

Our CRM functionality also tracks user clicks within the system so access patterns can be tracked and reported. Knowledge base usage is recorded and dashboard style reports can show usage in addition to

other elements/interactions within the knowledge base. Reports from the knowledge base can be customized. The following four are among the most popular reports used by our customers:

- *Document usage*
- *Knowledge gaps*
- *User behavior*
- *Searches performed*

Document Imaging. Document imaging is an integral part of workflow at the University and is used by a wide variety of constituents across campus. Provide a proposed system that will support a large database of stored images that are seamlessly accessed via application programming interface(s) from the application software. Intuitive ease of operation is of major importance. The proposed system should accommodate both Mac and PC users.

Campus Management Corp. partners with SchoolDocs. The SchoolDocs Paperless and Compliance Management System is designed around the typical workflows and compliance processes within the college environment. SchoolDocs is an integrated add-on to the CampusNexus student information system module. This integration produces a positive effect on performance and allows would allow Francis Marion University to operate more efficiently in a paperless environment.

Student Information System. Provide an integrated system, within the framework of Student Life here at the University. This solution shall include screen and element access according to various criteria, including, but not limited to, user's need for functionality, and/or user group, and/or user type, and/or user's position in a hierarchy. Allow a user to perform a combination of functions, e.g. a member of the Academic Board who needs information related to class absences for decision making might also be an instructor who needs to post absences. Allow a user's combination of functions to change from semester to semester, e.g. the Academic Board member might remain on the Board from semester to semester, but he might not teach class every semester. The proposed solutions shall record and process disciplinary and other matters pertaining to student and academic life while enforce student accountability, and integrating fully with all other components of your solution.

CampusNexus' student information system is a fully unified academic and administrative platform designed for today's service-oriented higher education institutions. Administrators, faculty, and advisors leverage a centralized database and automated workflows to speed and improve services to students throughout students' academic experience. Additionally, business and executive officers gain a 360 degree view of campus operations for strategic analysis, enhanced recruiting and retention, and accurate, real-time reporting.

Our proposed solution supports multiple levels of data security including record-level and file-level security. User security management takes place through a central security feature where users are associated to groups. The groups typically describe the role or roles associated with the user. These role-based security settings are also applied to the proposed solution's reporting modules.

Campus Management Corp. provides a Central Security Application that is accessible to system administrators through a setup menu option. The function of the application is to provide a tool that allows system administrators to set up and control group – from one location -- security requirements for all Campus Management products.

The role-based security model in CampusNexus is implemented using the defined staff groups. Through controls for the centralization of corporate functions, field-level security for various features and individual user overrides are available as necessary and as required for certain features.

Groups and tasks would be defined by Francis Marion University during project implementation. You would have the ability to assigned users to an unlimited number of staff roles or tasks. This flexibility allows each staff member to be assigned unique access to each menu function. Users are then granted either read, write, delete, edit and add permissions for each function

Workflow. Provide for the automation of business processes through the use of a workflow engine, workflow modeling and workflow definition tool that will allow the University to automate many multi-step processes. Also provide the mechanism utilized for authentication, security, access, and routing of information, documents, and approvals using workflow.

In CampusNexus, both simple and complex workflows allow Francis Marion University to route an event through multiple processes and transactions. CampusNexus uses an event-driven architecture through tools such as Microsoft Visual Workflow composer to integrate existing products with a service bus that customers may have already implemented at their institutions in order to synchronize data between systems. Workflow empowers users to easily write code for specific tasks that are currently unavailable in existing products or for tasks that involve exchanging data between systems. CampusNexus' web services can facilitate inserting data back into the existing systems. Workflows are discrete tasks based on business rules and requirements. CampusNexus provides workflow activities (that is, "chunks of code") for power users to compose tasks that are meaningful in a specific environment. Workflows also allow you to audit or track business processes.

CampusNexus' CRM functionality includes a powerful campaign engine that utilizes workflow to manage communications via print, email, SMS, and other communication channels as necessary. CampusNexus can automatically segment the student population based on many institutionally defined criteria.

Peak Time Solutions (post-implementation)

As is typical on college campuses, the University experiences high demand during certain times of the year – in particular registration for the fall and spring semesters. **Outline solutions for acceptable performance during seasonal peak times.**

CampusNet Express Cloud provides server sizing to include burst capacity for periods of registration or grade distribution at no additional cost. In our 18 years of hosting experience, we realize the impact of these seasonal demands and we are prepared for them. We also work with our customers on recommendations of how to configure registration groups to assist in distributing user load. On the infrastructure side, we are able to seamlessly add load balanced capacity to meet these demands.

Campus Technology Resources

Provide the following information as it relates to Campus Technology. These areas are considered essential to the overall success of the entire ERP solution.

Portal. Provide an integrated and scalable portal solution that enables prospects, students, faculty, staff, parents, and alumni to access a variety of transactions, information resources, online tools and services in a secure, consistent and customizable manner. Examples of such transactions, resources and services include admissions, registration, fee payment, transcript requests, academic history queries, student program evaluations, grade entry and changes, change of demographic information including mailing address, viewing of financial aid awards, timekeeping management, viewing of class rosters, accessing e-mail, course management software, and other information. In addition to self-service functionality, the portal shall also serve as an online source of personalized communication from the University as well as provide community building tools that can help build relationships among campus constituencies.

With CampusNexus' portal, Francis Marion University can bring the college experience online to a diverse constituency with virtualized academics and administration across campus and beyond. Instead of manual, paper-intensive processes for admissions, academic records, financial aid, and billing, tasks can be initiated and processed through dynamic web portals that are linked to CampusNexus. CampusNexus provides security-rich features in an easy-to-use, personalized format. Our solution enables Francis Marion University

to easily apply its campus logos, colors, and fonts to create a unique online identity at the campus-level. CampusNexus' portal functionality also includes features for:

- ✓ **Applicant Portal** – Using the Applicant Portal, prospective students can explore the university and its curriculum, ask questions, download documents—even apply online, estimate aid, and submit transfer credits.
- ✓ **Student Portal** – Through the portal, students can perform many tasks that used to require considerable administrative support. This includes obtaining a degree audit, calculating GPAs, packaging financial aid, receiving award letters, making payments, registering for courses, viewing classes (schedule, grades, attendance), job searches, downloading and uploading documents and forms, and much more.
- ✓ **Faculty Portal** – Through the faculty portal, instructors can stay current with administrative responsibilities. They can also update calendars, post grades, attendance, and assignments online. Additionally, advisors can answer student inquiries concerning degree audits, schedules, and view historical correspondence.
- ✓ **Employer Portal** - Communication is vital to employers, too. Using the employer portal, companies communicate with career services departments and with students who are searching for employment. Through the employer portal, it's possible to update contact information and company profiles, and – within minutes -- post or modify employment opportunities.
- ✓ **Course Schedule Search** - CampusNexus portal also enables Francis Marion University to allow online visitors (prospects or students) to browse course catalogs and class schedules.

Proposed Project Management Strategy-Methodology

The State has adopted a project management methodology based on principles set by the Project Management Institute (PMI). It is strongly believed that a competency in sound project management principles is critical to the success of any project awarded by the State. Therefore the successful Contractor shall demonstrate a competency in this area, including project management methodology, supporting tools, and qualified project managers. This may include preparing status reports, attending status meetings, and provide meeting summaries. Meeting summaries must be provided within three (3) days following each meeting. Contractors shall reference the project management guidelines found at: <http://www.cio.sc.gov/cioContent.asp?pageID=281&menuID=369#methodology>.

The Campus Management Corp. implementation approach is a proven six-phase methodology designed specifically for Higher Education software implementations. Driven from our vast experience with prior Campus Management implementations and the latest in project management methodologies and philosophies, the formal, yet scalable methodology allows the team to utilize best practices, tools and templates to ensure project success.

A Campus Management Project Manager will be responsible for the execution and delivery of all project deliverables and milestones. The Project Manager will work hand-in-hand with your Project Manager to manage the scope, schedule, quality, risk and cost of the project, and ensure that all appropriate stakeholders are part of a well-managed communication plan.

Phase 1 - Implementation Plan

The first (1st) phase of this entire project will be the implementation plan. The successful contractor will be required to provide the University a detailed implementation plan to include all accepted segments, milestone, deliverables and firm fixed pricing reflecting all aspect of this contract.

Campus Management Corp. Implementation Methodology and Approach

The Campus Management implementation approach is a proven six-phase methodology designed specifically for Higher Education software implementations. Driven from our vast experience with prior CMC implementations and the latest in project management methodologies and philosophies, the formal, yet scalable methodology allows the team to utilize best practices, tools and templates to ensure project success.

Initiate

The Initiate phase focuses on the project organization. The project team is oriented to our project implementation methodology. This includes laying the groundwork for later phases of the project by reviewing the objectives of the project, confirming project scope, and agreeing upon the project staffing.

Analyze

The flexibility of our software becomes apparent during the Analyze phase of the implementation. Your business processes and requirements are gathered, documented, and mapped to the capabilities of the software. The project team develops a comprehensive blueprint for configuration against which our best practices templates will be applied and modified as necessary.

Configure

In the Configure phase, the software is adapted based upon the comprehensive configuration blueprint that was established during the Analyze phase. Ideally, your project teams are hands-on in this phase under the guidance and mentoring of our experts in order to start to learn how to configure and use the software. Testing, training and deployment plans are finalized in this phase as well. Additionally, any data migration, integration and customization activities that are in scope are finalized.

Validate

The purpose of the Validate phase is to assess readiness for deployment by confirming system configuration and overall adoption readiness. As part of this testing, migrated data and/or data integrated from other systems will be used to further validate the configured solution. At the end of this phase, User Acceptance Testing will be completed with the goal of providing approval to deploy the solutions.

Deploy

The Deploy phase focuses on the training and roll out activities needed to provide an effective and efficient transition.

Optimize

In the Optimize phase, an operational support model is put in place to ensure business continuity, maximize the solution benefit, and recognize the return on investment.

Implementation Services

The successful contractor will provide full project management and implementation services for all modules procured and their integration into existing software applications. In the event the contractor chooses to subcontract with a third

(3rd) party service provider for any part of the implementation, the specific nature of these services shall be identified, to include reasons for the exception. If this third (3rd) party involvement should occur, the primary contractor will be accountable for the quality and timeliness of the services rendered by that third (3rd) party provider.

The specific segment implementation plan is critical to the overall success of this project. To accomplish this goal, the University is seeking an all-encompassing Implementation Plan including project management.

Project Management

A Campus Management Corp. Project Manager will be responsible for the execution and delivery of all project deliverables and milestones. The Project Manager will work hand-in-hand with your Project Manager to manage the scope, schedule, quality, risk and cost of the project, and ensure that all appropriate stakeholders are part of a well-managed communication plan.

Project Team

Our philosophy is based on a shared consulting model, where CMC resources will work directly with your project team members in the delivery of the implementation. This cooperative approach allows your project team to develop the skills, knowledge and expertise needed to adapt and expand the CMC application footprint and usage based on changing business needs.

Phase II – Ongoing Maintenance/Support

At a minimum contractor will provide on-site, post-implementation support, telephone support.

- On-site, post-implementation support (e.g., one (1) month of on-site support after go-live, optional “as needed” support (seven (7) days/week)).

Campus Management Corp. will provide on-site or remote post-Go-Live support for Francis Marion University. We will provide hands on training, technical assistance, trouble-shooting and other pertinent application skills as required to complete transition of responsibilities from Campus Management to Francis Marion University.

- Telephone support (include toll-free support hotline, hours of operation, availability of twenty-four seven (24-7) day hotline, etc.).

Our telephone support and other support channels are as follows:

Campus Management Customer Support Contacts and Hours		
Channel	Details	Timings
Online	https://support.campusmgmt.com	Support is available 24 x 7
E-mail	support@campusmgmt.com	Support is available 24 x 7
Telephone	Call: 1-800-483-9106	8 a.m. to 8 p.m. (Eastern) Monday through Friday (Excluding holidays)

Upgrades:

The successful contractor’s obligations to provide upgrades as part of Maintenance Services shall include, without limitation, access to “Major Version Upgrades” and “Successor ERP Products” at no additional charge. “Major Version Upgrades” means versions of the ERP software in which the number to the left of the decimal point in the version number increases vis-à-vis the comparable number identifying the ERP Software initially installed. For example, ERP Software version 6.0 would be a Major Version Upgrade from the ERP Software version 5.0. “Successor ERP Products” means any alternative products offered by the Contractor in the event that the purchased ERP Software product is no longer supported by Contractor or is no longer commercially available for purchase by other customers of the Contractor, with proven analogous functionality to the functionality the ERP Software provides to the University per the Contract.

During the periods under which your Campus Management product is covered by its maintenance license, all upgrades and are covered by your CampusCare contract.

Disaster Recovery Services:

The Contractor shall provide an off-site (within the Continental United States) disaster recovery strategy to cover the University from critical systems failure or catastrophic event that would damage or destroy the Data Center and computing equipment.

Our hosting service, CampusNet, has a mature Business Continuity Plan as well as complete Disaster Recovery capabilities. Customer data is archived at Iron Mountain and also replicated to our Disaster Recovery site. While we are a global operation with multiple data centers in many regions, in the United States our Premier Data Center and Disaster Recovery Site are located approximately 930 miles apart from each other in commercial retail data centers.

DELIVERY / PERFORMANCE LOCATION – PURCHASE ORDER (JAN 2006)

After award, all deliveries shall be made and all services provided to the location specified by the Using Governmental Unit in its purchase order.

Campus Management Corp. will provide goods and services to the university as required.

OPERATIONAL MANUALS

Contractor shall provide five (5) detailed and comprehensive operational manuals for each module of the proposed ERP system.

Campus Management will be able to provide the desired number of manuals per ERP module.

QUALITY -- NEW (JAN 2006)

All items must be new. [03-3060-1]

The software solution provided to Francis Marion University will be the most current implementable release.

IV. Information for Offerors to Submit

Information for Offerors to Submit -- Evaluation (Jan 2006)

In addition to information requested elsewhere in this solicitation, offerors should submit the following information for purposes of evaluation: [04-4005-1]

This RFP includes a presentation of general system requirements and technical requirements. Your response should address each item within this solicitation and to offer your best solution to provide the best value ERP system that meets the needs and addresses the problems of the University as expressed in this solicitation.

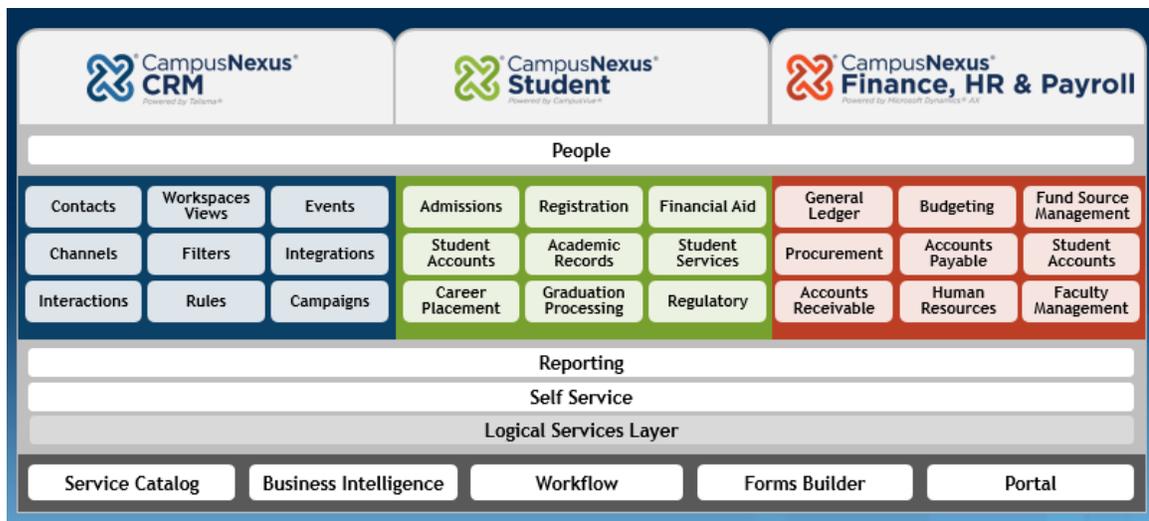
1. **Executive Overview:** Your offer should include a summary of the proposed solution that reflects your understanding of both the state's needs and how your solution will satisfy those needs. Please explain your overall approach to the management of this effort, including a brief discussion of the total organization (structure and relationships among personnel and consultants/subcontractors).

As requested here, our proposal contains an executive overview. It is located toward the beginning of this proposal document.

2. **Functional/Technical Overview:** Your offer should include a summary of the proposed technical solution with enough detail to demonstrate an understanding of the current environment and scope of the project.

Describe how the proposed solution will improve the University's current environment by: replacing the legacy system with a single, integrated system encompassing all the major functional areas of the institution; seamlessly integrate with existing third (3rd) party vendors; providing a more "user-friendly" system that will improve the user experience for students, faculty, staff, parents, and donors improving the accuracy, availability and security of critical system data; automating and streamlining processes that will eliminate manual and duplicate efforts.

The CampusNexus solution includes three suites that meet the functional needs of Francis Marion University, while providing opportunity for growth and expansion as FMU's strategic goals and student success plans evolve. A very high level overview of CampusNexus is demonstrated in the following diagram (please note, however, the nine boxes under each suite only represent a fraction of the features and modules contained in the solution).



CampusNexus is Easy to Use

CampusNexus incorporates Microsoft's best practices for modern design, and therefore presents a user-friendly experience. It provides a simple user interface with a similar user experience across devices, and leverages many of the concepts with which you're already familiar – namely tiles, semantic zoom, gesture-based touch functionality, and responsive design. CampusNexus is a platform designed for maximum productivity and efficiency.

The solution offers clean, uncluttered, and fast screens, minimizes typing, and can automatically notify the user of new and updated information. As a result, users interact with the content, rather than with controls that represent that content. CampusNexus ships with a number of process-oriented user-interface configurations, such as Recruiting and Admissions, but through the use of Forms Builder, Workflow, and the EDA, these can be tailored to support your unique needs. Using these and other CampusNexus tools, additional business processes can be created to suit your needs as well.

CampusNexus Contains an Open Architecture

CampusNexus includes an expansive Service Catalog of APIs, Web Services, and Data Services that, when coupled with the EDA and Workflow, enable extension of the system and integration with your preferred third-party applications. Web Services expose the business logic and provide for use and adaptability into organizations with diverse infrastructure and control requirements. Data Services using the OData protocol allow for the query and consumption of data while at the same time maximizing performance, efficiency, and supporting the integration with multiple data providers.

This approach means that Francis Marion University has the ability to make a logical decision about its technology investments. If your current third party systems duplicate features already contained in CampusNexus, you can reduce cost by eliminating those systems. Examples of this include external lead generation systems, telephony integration systems, degree audit software, and payroll processing vendors. Alternately, with our Web Service Catalog, it is easy to integrate with ancillary solutions, such as learning management systems and bookstore vendors, to provide the complementary business functions that best meet the students' and University's needs. In sum, these CampusNexus architectural components help ensure data can move between systems as needed, eliminating separate data silos, and supporting data stewardship goals.

CampusNexus Adapts to Your Environment

CampusNexus is an evolutionary platform providing a broad set of functionality to higher education institutions like Francis Marion University. Built on a foundation of Microsoft technologies, CampusNexus is preconfigured to support many key operational processes based upon Campus Management's vast experience in higher education. The powerful Event Driven Architecture and the expansive Application Components provide capabilities that allow schools to modify and extend these processes, as well as create new ones as their needs evolve. As an example, Francis Marion University departments can create tailored forms using the Forms Builder tool which would enable them to collect data for various constituents such as prospective students, or alumni and donors. When combined with Workflow, this information can be validated for correctness and completeness as well as duplicate records, before it is automatically updated in the system.

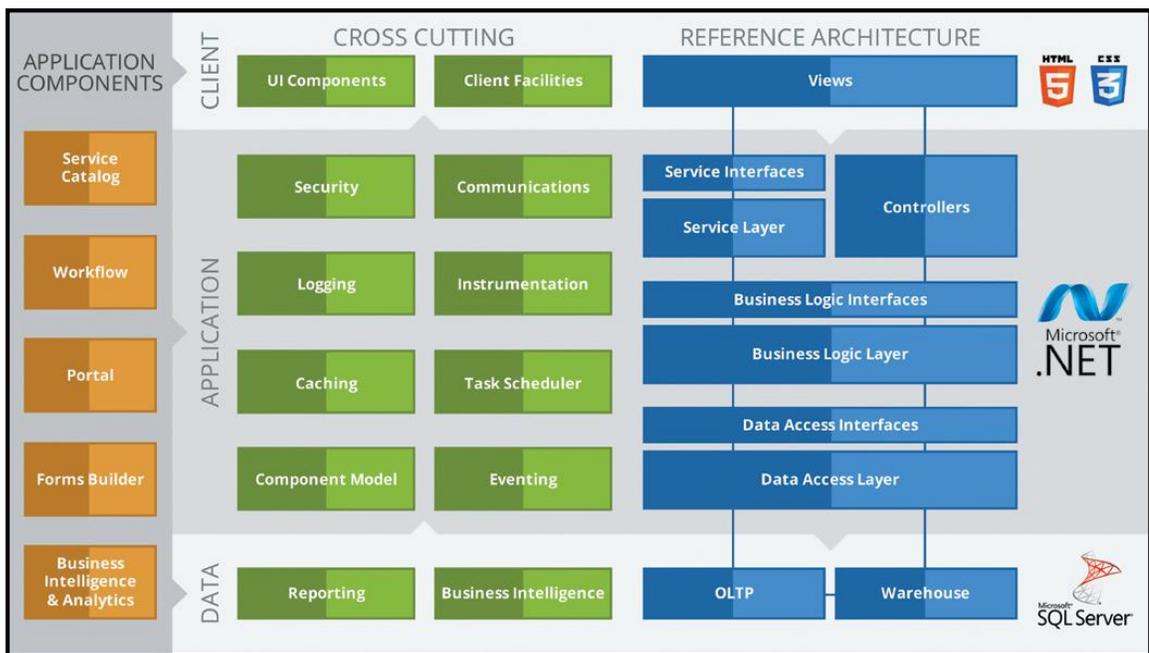
In essence, CampusNexus has removed the barriers of custom programming in favor of a malleable, adaptable toolkit. The openness of CampusNexus supports the needs of colleges and universities to be transformative in order to thrive in this new era.

Technical. Provide a detailed description of the proposed technical solution with enough detail to describe an understanding of the University's current and future technical environments relating to the scope of this project.

Technical. Provide a detailed description of the proposed technical solution with enough detail to describe an understanding of the University's current and future technical environments relating to the scope of this project. Please discuss where relevant any environmental requirements for the proposed solution. Refer to Attachment A: Current Technical Environment.

Campus Management's CampusNexus solution is built on a stack of Microsoft® technologies. Microsoft is utilized as our architectural foundation because of its modern, cost-effective and enterprise-ready tools and platforms. Additionally, Microsoft is a familiar technology to most higher education institutions and we believe this aids in the adoption and usage of CampusNexus. The technical environment we work with is represented in the graphic below, and leverages the following architectural and application components:

- Microsoft .NET® as the application foundation
- Microsoft SQL Server® as the database platform
- Microsoft SharePoint® for portal functionality
- Microsoft Windows Workflow Foundation to extend business processing functionality
- Microsoft Power BI for analytical processing and business intelligence



The Reference Architecture within CampusNexus is designed to provide extensibility and interoperability. Most important, it provides a separation of the data, application, business logic, services, and user-interface layers. This decoupling improves performance and scalability, makes it easier to add and test functionality, and reduces security risks across the application. Highlights of this architecture include:

Presentation Layer – Provides a modern and responsive design that scales and functions across devices in order to accommodate users who may be at work, at home, or on-the-go.

Data Layer – Provides a higher education centric data schema with extensibility for detailed analytics, dashboards, and inter-system integrations supporting self-service business intelligence and ad-hoc “slicing and dicing” of data.

Event-Driven Architecture – Provides an open and extensible methodology for business processes to raise and subscribe to events. The Event Driven Architecture (EDA) supports Workflow as an out-of-the-box subscriber, but it can also publish messages to a Service Bus or Enterprise Application Integration (EAI) platform.

Application Components – Provide features for maximizing functionality and usage across the CampusNexus product suite. These include:

- **Workflow** – Extend CampusNexus business processes in order to adapt to the needs of today and tomorrow. Use Workflow to visually compose and track these processes, and involve both systems and people as participants in automated processes.
- **Portal** – Allow constituents to participate in key processes while providing self-service capabilities to manage data.
- **Forms Builder** – Develop dynamic forms with embedded business logic to create your own extended user interfaces to CampusNexus data and expand self-service capabilities. Deploy forms as stand-alone applications or embed as part of portals. Forms Builder is integrated with Workflow to provide capabilities for monitoring and tracking form usage.
- **Service Catalog** – Leverage a broad set of APIs, Web Services, and Data Services to facilitate integration with external systems.
- **Analytics and Business Intelligence** – Gain deeper insight from data, define trends, and enable business users to make data-driven decisions through advanced analytics.
- *The design of our architecture and technical stack ensures that Francis Marion University will receive long-term benefit from their investment with Campus Management, as CampusNexus is a solution that can grow and evolve with the University’s needs from five to twenty years from now.*

Hardware. Provide optimal specification and configuration for all hardware necessary to implement total proposed solution using criteria stated in the Technical Information section. Include any environmental requirements.

*For an on-premises hosted CampusNexus system, a **production environment** for up to 50 concurrent users is as follows:*

Servers				
	CRM Main DB Servers (Cluster)	CRM subscriber DB servers	CRM Application Servers (Load Balancer)	CRM Web Servers (Load Balancer)
Operating System	Windows 2012 Server 64 bit	Windows 2012 Server 64 bit	Windows 2012 Server 64 bit	Windows 2012 Server 64 bit
SQL Server	SQL Server 2012 64 bit	SQL Server 2012 64 bit	N/A	N/A
Processor	2 x – Quad Core Intel® Xeon® E 7330 6M Cache, 2.40 GHz, 1066 MHz FSB (8 CPU)	2 x Quad Core Intel® Xeon® Processor E 5430 12M Cache, 2.66 GHz, 1333 MHz FSB (4 CPU)	Quad Core Intel® Xeon® Processor X5570 (8M Cache, 2.93 GHz, 6.40 GT/s Intel® QPI) (4 CPU)	Quad Core Intel® Xeon® Processor X5570 (8M Cache, 2.93 GHz, 6.40 GT/s Intel® QPI) (4 CPU)
Memory	8 GB to 12 GB	8 GB	4 GB	4 GB
Hard Disk	250 GB (SAN) – More disk space will be added as DB grows	250 GB (SAN) - More disk space will be added as DB grows	20 GB	20 GB
Network Card	1 GB	1 GB	1 GB	1 GB
[With Redundancy]	2	1	2	2
[Without Redundancy]	1	1	1	1

For a **test environment** for up to 10 concurrent users, we recommend the following configuration:

Servers		
	CampusNexus DB Server	CampusNexus Application/Web Server
Operating System	Windows 2008/2012 Server 64 bit	Windows 2008/2012 Server 64 bit
SQL Server	SQL Server 2008 64 bit	N/A
Processor	2 x Quad Core Intel® Xeon® E 7330 6M Cache, 2.40 GHz, 1066 MHz FSB (4 CPU)	Quad Core Intel® Xeon® Processor X5570 (8M Cache, 2.93 GHz, 6.40 GT/s Intel® QPI) (4 CPU)
Memory	8 GB	4 GB
Hard Disk	250 GB (SAN) – More disk space will be added as DB grows	20 GB
Network Card	1 GB	1 GB
[Without Redundancy]	1	1

Regarding a hosted CampusNexus system, our CampusNet Enterprise Cloud includes the necessary infrastructure and servers for complete deployment of the application at our site. In order to utilize all of the application capabilities, a customer would need a local Active Directory domain in which we can integrate with and a network device able to support a Site-to-Site IPSEC VPN tunnel to enable local authentication and direct integrations. End users, students, and faculty, must use a compatible web browser and an Internet connection.

If you elect to propose alternative configurations representing different hardware manufacturers and/or platforms. For each configuration, include any supplemental recommendations with corresponding advantages and disadvantages of each. All configurations must meet or exceed requirements as stated. Proposed configuration shall list all servers needed to implement total solution and shall provide a fault tolerant/high availability solution with system and disk capacity for three (3) year growth. Proposal shall also include solution architecture drawings.

Campus Management is offering two types of CampusNexus implementations. One is an on-premises implementation in which CampusNexus would be hosted at and by Francis Marion University. The second is a hosted implementation in which CampusNexus would be hosted on Campus Management Corp. servers.

The hardware requirements for an on-premises system are located in the two tables provided earlier in this section. For an overview of our architecture of our proposed hosted implementation, please see the CampusNexus Enterprise Cloud diagram that is included in the appendix of this proposal.

Cost detail shall be expressed in the Business Proposal only and be submitted separately under separate cover. If alternate hardware solutions are being proposed, cost options for these alternates shall appear in the Business Proposal only and shall be labeled.

All cost information is being provided to Francis Marion University in a separate Business Proposal document as instructed in and required by this RFP.

Cost of each alternate hardware configuration shall be expressed in the Business Proposal and placed in the Technical Proposal as a Bill of Materials excluding all cost.

Campus Management Corp. does not sell or market hardware for its higher education software solutions. If it is determined that hardware is required by the university, the university will need to secure the related costs from a hardware vendor.

IMPORTANT NOTICE: Do not include cost/pricing in the Technical Proposal response. Instead include a “Bill of Materials” list to include all components of the cost without itemizing or including the total cost of ownership.

Francis Marion University, as we do not sell, provide or offer hardware, our Bill of Materials would, effectively, consist only of our software products. Such a list would comprise of the modules that constitute our CampusNexus enterprise resource planning (ERP) solution as follows:

Bill of Materials

- CampusNexus Student (student information system module)
- CampusNexus CRM for Admissions
- CampusNexus Finance, HR & Payroll

3. **Detailed explanation of proposed solution:**

3.1 Management

3.1.1 Implementation schedule

- 3.1.1.1 from contract formation to installation and acceptance
- 3.1.1.2 installation, testing, and pilot, as appropriate
- 3.1.1.3 detailed staffing deployment schedule
- 3.1.1.4 Milestones and deliverables

Implementation services shall be broken down in a similar manner as described above in the Functionality/Technical section. Proposed solutions shall provide enough detail to be effectively evaluated. Provide a firm implementation plan that includes realistic time line, milestones, and project deliverables addressing each specific segment of the overall ERP solution. The specific segment implementation plan is critical to the overall success of this project. To accomplish this goal, the University is seeking an all-encompassing Implementation Plan including project management.

The typical implementation timeframe for the modules you are planning to implement is fourteen months. Depending on specific requirements for your engagement, your Campus Management Corp. project manager will work to develop a specific project schedule to achieve the timelines that work best for your organization given the modules and functionality that will be implemented.

<i>Sample Project Timeline</i>															
	Months	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Products															
CampusNexus Student				DM	DM		DM	DM	DM						
CampusNexus CRM for Admissions										DM		DM			
CampusNexus Finance, HR, & Payroll				DM				DM	DM						

Legend	
Requirements/Design	
Data Migration Requirements/Data Extract Development	DM
Implementation	
Data Migration/Integration	DM
Configuration Audit/UAT/End User Training	
Go-Live	
Stabilization/Optimize	

Included within the proposed implementation plan shall also be your workflow requirements. In addition provide the workflow patterns for each segment of the entire ERP solutions.

Please see the project timeline provided above by Campus Management for the previous requirement.

Other Implementation Considerations Discussed

In this section, discuss other implementation considerations not covered in other sections of this document (optional).

Campus Management (CMC) takes a solution orientation to its implementation methodology, right-sizing the solution to maximize the customer impact. Conceptually, this occurs in two ways:

1. Proven implementation framework – With more than 2,000 campuses using our solution set, our best practices go beyond software to include our implementation methodology framework. This framework provides a platform upon which the specific solution requirements are implemented.
2. Francis Marion University’s unique culture and anticipated use of an enterprise ERP are the drivers for exploring new solutions. Within our implementation framework, specific solution requirements are identified, clarified, documented, implemented and evaluated for expected impact. CampusNexus was designed from the ground up to support enterprise strategic engagement for higher education. Constituents are comprised of many types of individuals: prospects, students, alumni, staff, instructors, employers, community contacts, and the like. An easy-to-use, intuitive, comprehensive ERP solution is fundamental to maximizing student success and community engagement.

3.1.2 Project management practices, policies, and certifications

Campus Management’s Global Professional Services practice understands the unique requirements facing Higher Education institutions today – from changing market conditions to continued focus on compliance and reporting. The practice employs seasoned industry specialists with an average tenure of 8 years in higher education who apply best practices and prior experiences in their deep systems implementation approach.

The Campus Management Corp. implementation approach is a proven six-phase methodology designed specifically for Higher Education software implementations. Driven from our vast experience with prior Campus Management Corp. implementations and the latest in project management book of knowledge

(PMBOK) methodologies and philosophies, the formal, yet scalable methodology allows the team to utilize best practices, tools and templates to ensure project success.

A Project Management Professional (PMP) Certified, Campus Management Corp. Project Manager will be responsible for the execution and delivery of all project deliverables and milestones. The Project Manager will work hand-in-hand with your Project Manager to manage the scope, schedule, quality, risk and cost of the project, and ensure that all appropriate stakeholders are part of a well-managed communication plan.

The University and Contractor Roles and Responsibilities

Identify/discuss critical roles to be provided by both the Contractor and the University that delineate critical areas of responsibility tied to the overall success of this project. Please create a suggested project team organization (“Org” charts) with descriptions of the roles represented. Example: where roles are Contractor filled, or the University filled or where Contractor starts in role and the University ends up in that role. Talk about expected transition times.

Below is the recommended team structure and resource planning model based on a standard implementation of CampusNexus. Resource percentage of time is an estimate based on historical projects. The estimated percentage can vary significantly based on quality and knowledge of customer resources, integrity of customer source data and project timetable.

WORKSTREAM	ROLE	DESCRIPTION	TEAM REQUIREMENTS		
			NUMBER OF RESOURCES	DURATION FOR THE PROJECT	PERCENTAGE OF DAILY TIME
<i>Note: All values are approximations. Actual values may vary based on Project Scope, Individuals' Skill Sets, and Complexity of Project.</i>					
PROJECT MANAGEMENT / OVERALL PROJECT SUPPORT	Executive Sponsor	Provide executive leadership for all Project deliverables and activities and responsibility for the business relationship. Within Customer's organization, capable of driving the business to maintain project schedule timelines and project commitments. Note: Some organizations have co-sponsors with a representative from IT and one from the business operations.	1	Months 1-14	<5%
	Project Manager	Dedicated project manager with knowledge of industry and institution who will serve as the primary point of contact for all objectives and tasks.	1	Months 1-14	75%
IMPLEMENTATION TEAM	Subject Matter Experts (Business Analysts)	Also referred to as Subject Matter Experts (SMEs), responsible for making business decisions, confirming processes, and workflow. In addition, they execute system configuration, complete data validation, and conduct the administrative tasks related to the Campus rollouts. The subject matter areas are: <ul style="list-style-type: none"> ▪ Admissions / Recruiting ▪ Academic / Student Records ▪ Financial Aid ▪ Student Accounts / Finance ▪ Career Services (as applicable) ▪ Student Services / Housing (as applicable) ▪ On-Line / Portal 	5	Months 1-14	50-75%
DATA CONVERSION TEAM	Data Programmer & Analyst	Technical analysts with knowledge of legacy source system data, database architecture, and programming code. This team is responsible for extracting the legacy source system data and populating the CFC files; this work may include data clean-up.	1	Months 2-14	50-75%
INTEGRATION TEAM	Integration Developers	Technical developers adept at integration analysis and development coding. <i>Note: Team size and skill set dependent on number of integrations, complexity of integrations, and distribution of task work between Customer and Campus Management.</i>	TBD	Months 2-14	TBD

WORKSTREAM	ROLE	DESCRIPTION	TEAM REQUIREMENTS		
			NUMBER OF RESOURCES	DURATION FOR THE PROJECT	PERCENTAGE OF DAILY TIME
<i>Note: All values are approximations. Actual values may vary based on Project Scope, Individuals' Skill Sets, and Complexity of Project.</i>					
CRYSTAL REPORTS DEVELOPMENT	Crystal Reports Developer	Report writer with knowledge of Crystal Reports, CampusVue database architecture, and business rules to provide custom reporting, procedures, scripts, and DTS/SSIS. Required skill sets include: understanding of RDBMS – Microsoft SQL Server 200x; familiar with SQL Server Integration Services (SSIS); and ability to write complex views and stored procedures (MS SQL Server 200x). <i>Note: Resource requirements depend on results of Reporting Analysis in Phase 1.</i>	TBD	TBD	TBD
INFRASTRUCTURE SUPPORT TEAM	Database Administrator (DBA)	Manage hardware and install issues - this team must be able to perform automated systems monitoring, as well as, regular maintenance using change management procedures. Proper planning and ongoing analysis will need to be performed on the Storage SAN systems to ensure adequate application performance for end users. Members of the team typically hold MSCE or MCDBA certifications. Reference Attachment A: SQL Database Administration Skills and Tasks .	TBD	TBD	TBD

3.1.3 Application development methodologies

Francis Marion University, for details regarding our application development methodology, please see the document titled CMC Software Development Process Overview. We are including a copy of that document in the appendix of this proposal document.

3.1.4 Subcontracting, outsourcing

Third Party Products or Service Offerings

Discuss planned use of any third (3rd) party providers. Identify all key representatives of any third (3rd) party business partners identified in your proposal. Note: Francis University will be contracting with the successful contractor and that any partner key third (3rd) party solutions executed via this agreement will be binding on the primary contractor. Any proposed third (3rd) party licensing agreements involved with any third (3rd) party solutions shall be provided with your RFP response.

Campus Management Corp. may choose to partner with SchoolDocs in order to provide document imaging services. SchoolDocs is an integrated add-on to the CampusNexus student information system module. The contact information for our SchoolDocs connection is:

*Andrew R. Hatfield
VP of Sales and Marketing
Office: (866) 311-2293 x 708
Email: ahatfield@schooldocsllc.com*

3.1.5 Escalation policies, practices, and contacts

Offerors should also outline other modules that share their central DBMS (Data base management system) not outlined in this RFP, but could enhance Offerors position to which the University may implement at a later date.

Campus Management's CampusNexus solution consists of a finance, HR & payroll module, a student information system module, and a constituent relationship management module. All of these modules work interactively to provide Francis Marion University with a holistic, organization-wide ERP solution. As CampusNexus provides all the necessary functionality for an enterprise-level ERP solution, we do not foresee any additional modules that the university may require in the foreseeable future.

3.2 Technical. As appropriate, provide an explanation and/or information about the following, in detail:

3.2.1 Functional capabilities of the proposed solution, including all performance capabilities, specifications and response times.

*Please see the **Microsoft Dynamics® AX 2012 R3 Summary of Financial Benchmark** for all related performance information. That document is provided for Francis Marion University in the appendix of this proposal.*

3.2.2 Technical information about proposed solution, including technical specifications of any proposed equipment or services.

*As our solution's financial, HR & payroll module is based on Microsoft Dynamics AX, please see the **Microsoft Dynamics AX 2012 System Requirements** that are included in the appendix of this proposal document.*

3.2.3 Software, if any, including manufacturer, functional capabilities, warranties, support levels, and documentation (any applicable license agreements and documents reflecting offeror's authority to include such software).

CampusNexus, the ERP software solution that we are proposing for Francis Marion University, is produced by Campus Management Corp. Functional capabilities, support levels, documentation, and sample agreements are describe and/or contain within this proposal document.

3.2.4 Services included in the proposal and otherwise available

Campus Management Corp. provides a full-range of implementation services.

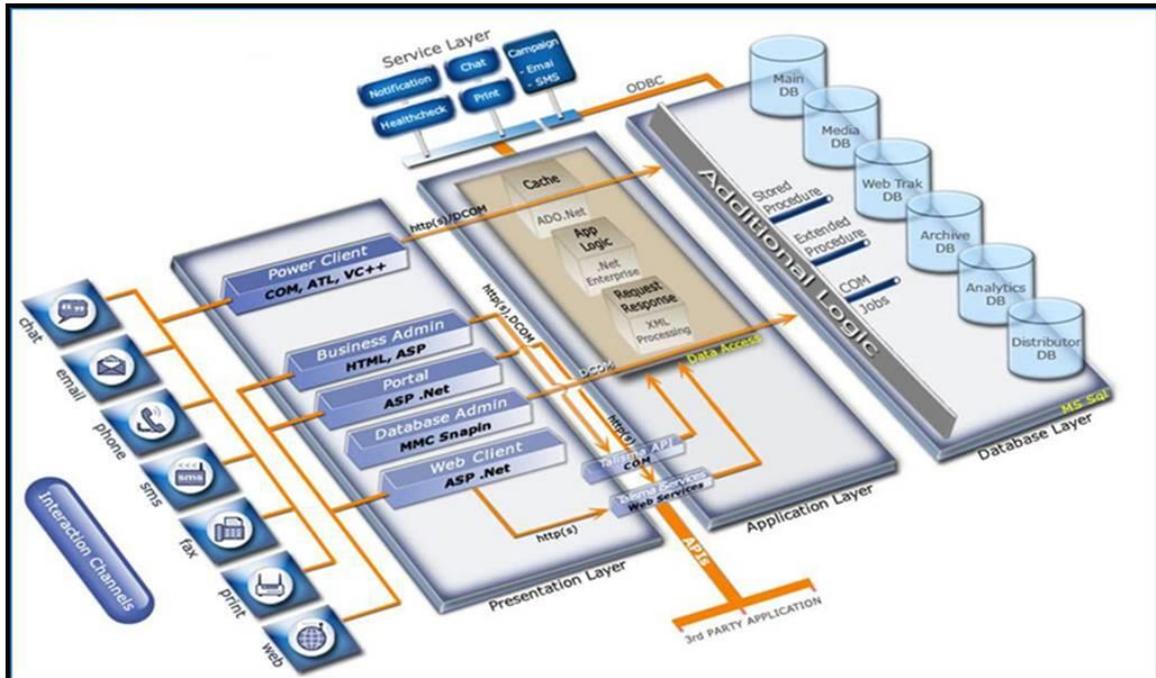


3.2.5 Environmental requirements for the proposed solution.

CampusNexus is built on multi-tier architecture based on Microsoft technologies such as Microsoft SQL Server, .NET 4.5 Framework, COM+, DCOM, and Internet Information Services. CampusNexus' CRM module, for example, also integrates with Microsoft Word, Excel, and Outlook to enrich its features.

- *CampusNexus CRM comprises the following multiple tiers:*
- *Database Layer*
- *Data Access / Application Logic Layer*
- *Integration Layer*
- *Presentation Layer*
- *Service Layer*

The following figure illustrates these tiers:



Regarding a hosted CampusNexus system, our CampusNet cloud hosting provides all a production and non-production environment deployed with the licensed application. Customers must provide an Internet connection and a compatible web browser. Users are expected to have a minimum network connectivity of 150Kbps for speed with latency of less than 200ms.

3.2.6 Software development plan, interfaces documentation, data synchronization, and replication plans, etc.

Francis Marion University, please review our document titled **CMC Software Development Process Overview**. That document contains detailed information regarding all major aspects of our software development process. The document is located in the appendix of this proposal document.

3.2.7 Technical and operational manuals, by reference.

All required manuals that are required to use and maintain the CampusNexus system will be provided to the university.

Hosting or Cloud Services:

The University is interested in receiving information related to hosting or Cloud services and requests information from qualified vendors with proven experience in providing comprehensive hosting or Cloud services for their proposed software.

3.3 Change Management. Who initiates change requests, what justifications and explanations are included, risks associated with change, approval process, etc.

For hosted solutions, our CampusNet cloud hosting service maintains the application and hardware infrastructure necessary to deliver the application to our customers. We have a mature change management that has been certified as part of our ISO 20000 and ISO 27001 compliance. Change requests

may come from engineers, customers, and other sources. There is an approval board who evaluates all requests.

For all implementations, a Campus Management Corp. Project Manager will be responsible for the execution and delivery of all project deliverables and milestones. The Project Manager will work hand-in-hand with your Project Manager to manage the scope, schedule, quality, risk and cost of the project, and ensure that all appropriate stakeholders are part of a well-managed communication plan.

3.4 Installation and support.

3.4.1 Installation -- provide detailed information on the installation requirements and schedule.

For additional information regarding a full installation schedule, please see our answers in section **3.1.1 Implementation schedule.**

For a hosted CampusNexus system, our CampusNet cloud hosting service will complete the hosting environment 15 days upon contract signing. At that point, application teams begin installation and configuration of applications for the customer. Customers are also able to begin configuration or deployment of any customization including authentication and more.

3.4.2 Training -- explain any proposed training solution. Include plans for training new employees beyond the initial training cycle, employee readiness evaluations, training feedback, student-instructor ratios, duration of training, etc. Include plans for updating and maintaining training plans, system documentation, operational documentation, etc. For the duration of the implementation or term of the contract as appropriate. Include any other training solutions that are available.

Campus Management Training Services

Campus Management Training Services provides project team and end user training both during the implementation process and post go-live. This includes online, self-paced training as well as onsite, instructor-led training, quick reference guides and product manuals. All Campus Management Corp. customers have access to online training and documentation. Custom training and self-paced tutorials can be developed upon request.

Campus Management Training Services offers a mix of courseware designed to target the diverse needs of functional users, power users, and administrators. Training objectives focus on:

- Ensuring project team and end user readiness to make knowledgeable, informed decisions on how to best setup, configure, customize, integrate, and maintain the Campus Management Corp. system.
- Re-enforcing business processes, terminology, and system tasks related to use of the Campus Management Corp. applications.

Project Team Training

It is important to ensure that project team members have the requisite knowledge to be successful in their roles on the project. To that end, Campus Management Corp. offers hands-on classes designed to provide both functional and technical project team members with detailed role-specific knowledge. Campus Management Corp. offers these courses as part of the project and recommends key project team members actively participate. Campus Management Corp. will recommend a training plan and timeline to support the project implementation.

End User Training

Campus Management Corp. maintains an extensive library of end user training materials to support all modules of the software used across the various business functions. We have had extensive experience tailoring and delivering these materials to many higher educational institutions, so they are adaptable for each of your organization's business units. This experience allows us to provide you a highly meaningful training solution. Both Instructor-led and Train-the-Trainer delivery models are offered.

Ongoing Training

A breadth of product training, including a library of industry and product training, is available for all customer team members and end users. This includes:

- *New product overviews and training*
- *New version release training*
- *Best practices in software usage*
- *Product features and functionality*
- *Product configuration training*
- *Higher education and postsecondary industry and operations training*
- *Requests for customization of training materials will be evaluated on a case-by-case basis*

The following training delivery options and services are available:

- *Virtual or onsite instructor-led training*
- *Online, self-paced training*
- *Webinars*
- *Continuing education classes at our annual users' conference*

Recommended Training. Describe the strategy, methodology and plan for the proposed Training solution which best suits the University's organizational size and complexity during implementation and throughout the life of the product. This solution should focus on the lowest risk option that ensures the Universities greatest level of success based on industry experiences at other higher educational institutions.

Please see our answer to Item 3.4.2 as it also applies to this section.

Provision is to be made for the training of support staff, technicians, and end users. This includes detailed recommendations of training methods, materials, trouble-shooting resources, bench-marks to monitor progress and a proposed time-line. Please also discuss alternative training strategies targeting lower cost of execution.

Please see our answer to Item 3.4.2 as it also applies to this section.

3.4.3 Support services including hardware and software maintenance include an explanation of any proposed support services including performance guarantees. Identify all proposed maintenance including a detailed explanation of response times. Include any forms or agreements.

Support includes product-related issue resolution as well as upgrades and updates to your CampusNexus product. For details please review the copies of the Master Agreement and the CampusNet Enterprise Cloud Agreement. Both of those documents are included in the appendix of this proposal document.

Ongoing Internal Functional and Technical Support:

What is the recommended make-up of the internal (University) functional and technical support team post-implementation?

CampusNexus is designed to require minimal functional and technical support. Our goal is for customers to be as self-sufficient as they desire. Considering Francis Marion University's solution requirements, the following support structure is recommended:

- *Functional Configuration Administrator – 2 FTE staff will be optimal to ensure coverage and knowledge backup. Their responsibilities would be to evaluate configuration and business process changes for inter-departmental impact, as well as to evaluate upcoming release enhancements for applicability. Typically, these individuals have experience with the functional duties across departments and understand how to align administrative ERP systems with institutional strategy*
- *CRM Administrator – 1 FTE staff will be optimal to ensure that constituent engagement is strategic and the messaging consistent. Beyond that, this person will monitor imports (test scores, etc.) and constituent campaigns. Because CampusNexus CRM is designed to be enterprise-wide, this person will also support the onboarding of new departments and users.*

What are the number of staff and level of skill sets required to adequately maintain the system after the implementation partner has left?

Please see our answer to the above item as the information provided also applies to this item.

Maintenance and Support Programs:

Specify the nature of any post-implementation and on-going support provided by the bidder including:

- Special plans defining “levels” of customer support (e.g., gold, silver, etc.). Define what level of support is being proposed. Define differentiators between levels, such as gold versus silver.

*Francis Marion University, similar to our answer to item 3.4.3, Campus Management Corp. provides one support level for all of its products. Support includes product-related issue resolution as well as upgrades and updates to your CampusNexus product. For details please review the copies of the **Master Agreement** and the **CampusNet Enterprise Cloud Agreement**. Both of those documents are included in the appendix of this proposal document.*

- Delivery method of future upgrades and product enhancements including historical frequency of upgrades by module. Software Contractor's obligations to provide upgrades as part of maintenance services shall include, without limitation, access to “Major Version Upgrades” and “Successor ERP Products” at no additional charge. “Major Version Upgrades” means versions of the ERP software in which the number to the left of the decimal point in the version number increases vis-à-vis the comparable number identifying the ERP Software initially installed. For example, ERP Software version 6.0 would be a Major Version upgrade from ERP Software version 5.0. “Successor ERP Products” means any products offered by the Software Contractor in the event that the ERP Software product is no longer supported by the Software Contractor or is no longer commercially available for purchase by other customers of the Software Contractor, that provide comparable functionality to the functionality the ERP Software provides to University.

Campus Management Corp. provides its clients with product upgrades per clients' CampusCare support contracts. All costs are included in your annually renewable contract. Software updates and upgrades are handled on a request basis to our Client Services team in accordance to your CampusCare support agreement. For example, for our CRM module, Campus Management follows a planned release program with 5 to 7 minor releases per year as well as a major release every 12-18 months. Major releases incorporate new functionalities driven by the market as well as customer requested enhancements. Minor releases include software fixes, and minor enhancements.

- Identify any software costs that are not included in annual ongoing maintenance and support fees.

All applicable software costs are identified in your CampusCare contract with Campus Management Corp.

- Any anticipated mid-implementation upgrades. If any are planned, the estimated work effort and related costs associated with such tasks should be included in the proposal.

Depending on the final schedule for the overall implementation, mid-implementation upgrades may be necessary. The costs for such upgrades is built into this proposal.

- Availability of user groups and their geographic areas.

Campus Management provides a variety of ways to interact with other clients, through low-cost or no-cost means. Our annual gathering, the CampusInsight Users Conference, is held in Orlando in April. It includes three days of hands-on, technical pre-conference training; a networking Welcome Reception; two full days of conference sessions; an evening client event, exhibitor hall, and two days of Birds of a Feather networking during the luncheons.

Our clients also utilize several electronic sites to interact with each other and the Company. The CampusInsight group on LinkedIn is very active and users frequently post questions or offer advice. We also provide the user forums on MyCampusInsight.com (a client-only site) as well as a variety of training opportunities from The Learning Center, Campus Management's customer training site.

Additionally, the Company convenes a variety of Product Advisory Councils (PACs) that provide feedback to Campus Management based upon product line or type of institution. The product-based councils meet monthly via conference call, plus face-to-face at the CampusInsight Users Conference; the institution-based teams typically meet quarterly via conference call.

Finally, upon request, Campus Management will organize regional users groups as an opportunity to share significant product information. Most recently these have occurred in Arizona, Florida and Kentucky, and have focused on providing training on the CampusNexus workflow tool.

- Problem reporting and resolution procedures.

Typically, our clients submit a help ticket through our Service Desk online support tool. Through Service Desk portal, our clients can provide us with significant and important details regarding their issue including how many users are effected, whether the issue is preventing users from performing their tasks, whether the issue is corrupting data, etc. As an alternative to Service Desk of should a client not have access to Service Desk, the client can submit a help ticket to us through an email to support@campusmgmt.com. When you email a help submission to us, your submission will automatically create an incident record in Service Desk.

When the customer creates a help ticket in Service Desk, they can assign their issue an urgency value. The submitted issue is then automatically assigned to the client's designated Client Services Analyst (Account Owner). The account owner will immediately triage and troubleshoot the submitted issues and then assigns a severity ranking to those issues based on our following severity classification guidelines:

- **Severity Level 4 - Low (No Business Impact)**
 - Usability and/or moderate functionality or low impact performance issues
 - Low impact and low frequency type issues

- **Severity Level 3 - Medium (Minor Business Impact)**

- A reasonable workaround is/may be available - product is functional and does not create bad data
- Product is fully functional but the issue may create a negative impression on the quality and/or functional capabilities of the product
- UI usability issues

- **Severity Level 2 – High (Serious Business Impact)**

- Significant fault and/or regression in product functionality

- **Severity Level 1 – Critical (Critical Business Impact)**

- Production Emergency
- Inoperability of critical business functions with no reasonable workaround available
- Significant data corruption with no reasonable workaround available
- Significant regression in functionality with no reasonable workaround available
- Significant financial impact with no reasonable workaround available

Submitted issues are queued for additional troubleshooting. Each client's Account Owner will escalate/troubleshoot each incident based on severity/urgency and will provide updates frequently until a resolution is provided. Severity 1 (system down, financial business impact) incidents are handled with the highest priority across the organization and our teams provide immediate assistance as well as escalation for prompt resolution.

- “Bug” fixes and patches.

Your CampusCare support agreement would cover all product-related fixes and patches that are released by Campus Management Corp. Francis Marion University will have control over which fixes and patches it would like to apply.

- Support provided for third-party solutions.

Yes, third-party solutions are covered by technical and customer support.

- Other support (e.g., on-site, remote dial-in, Web site access to patches, fixes and knowledge base)

Campus Management Corp. provides full remote support through its Client Services department. Upgrades, updates, patches, and fixes are applied online by Campus Management system administrators. Francis Marion University will also have access to our extranet site, MyCampusInsight. On MyCampusInsight, you will find technical documentation, release notes information, product compatibility information, release version scheduling information, and much more. Finally, Francis Marion's access to our Service Desk online support tool also provides the university with the ability to search our product knowledge base for answers to any technical questions that you may have regarding your licensed Campus Management product.

3.4.4 Data conversion requirements should include who is responsible for developing any data conversion programs, what the acceptable level of conversion, how many records are to be converted, who is responsible for entering any records that do not convert properly, etc.

Campus Management Corp. will migrate the Francis Marion University data using its standard method of migrating data from third party system(s) into Campus Management Products. Francis Marion University will extract source data into pre-defined files and fields. Once the data is in the required format, Campus Management Corp. will migrate data into the Campus Management Products using standard migration process and programming logic. Campus Management Corp. will work with Francis Marion University to build a migration schedule to meet the requirements of the agreed upon Go-Live date. Campus Management Corp. will deliver migrated data to Francis Marion University in order to complete an iterative data validation process. Based on feedback from the validation process, Campus Management Corp. will maintain a listing of all issues with their priority and status.

A typical data migration scope includes all Full-Time Equivalent (FTE) Student Records and seven (7) years of historical student records from the legacy student information system. Seven (7) years of historical student records will be determined based on a mutually agreed upon cutoff date. Any student who actively attended school between the cutoff date and the current date will be considered in scope of the Data Migration. For additional years of data to be migrated, Campus Management Corp. will work with Francis Marion University to define the set of data required to support business and regulatory requirements.

Campus Management Corp. will provide training and validation support to Francis Marion University on the data validation. The purpose of the data validation process is to confirm and improve the integrity and accuracy of the migrated or entered data. Validation issues may arise from: data entry errors, legacy system(s), data mapping, configuration, or the migration code. Campus Management Corp. will provide data validation plans and procedures to Francis Marion University. As required and deemed feasible, Campus Management Corp. will validate and research solutions to all reported issues which may be migration logic related. Throughout the data migration process, Campus Management Corp. will also provide support during the data validation process. Francis Marion University is responsible for the validation of the migrated data and provision of documented approval of all migrated data. Based on feedback from the validation process, Campus Management Corp. and Francis Marion University will maintain a listing of all issues with their priority and status and as required and deemed feasible; Campus Management Corp. and Francis Marion University will validate and research solutions to all reported issues.

Francis Marion University is responsible for signing off on the acceptance of the data that is imported by Campus Management Corp. prior to upsize into production. 90% accuracy is targeted as the goal as calculated in the CampusNexus Student Data Validation roadmap.

3.4.5 Service level agreements (SLA) with performance commitments. If appropriate, include industry standard response times and performance requirements for normal business processing and/or critical business processing as appropriate.

Francis Marion University, please review the copy of the service level agreement that we have included in the appendix of this proposal document.

3.4.6 Disaster recovery plans should be included, as appropriate.

The Contractor shall provide an off-site (within the Continental United States) disaster recovery strategy to cover the University from critical systems failure or catastrophic event that would damage or destroy the Data Center and computing equipment.

CampusNet has a mature Business Continuity Plan as well as complete Disaster Recovery capabilities. Customer data is archived at Iron Mountain and also replicated to our Disaster Recovery site. While we are a global operation with multiple data centers in many regions, in the United States our Premier Data Center and Disaster Recovery Site are located approximately 930 miles apart from each other in commercial retail data centers.

3.4.7 Back-up plans for proposed network, data, and systems outages and disruptions, if appropriate.

For a hosted system, customer data is archived at Iron Mountain and also replicated to our Disaster Recovery site. In the United States our Premier Data Center and Disaster Recovery Site are located approximately 930 miles apart from each other in commercial retail data centers. Within our data center and system architecture, we have multiple redundancy for firewall, network switches, routers, and servers designed to continue production capabilities even if a fault or component outage occurs.

3.4.8 Warranties -- include all functional, performance, and quality of workmanship warranties. Describe acceptable warranty performance specifications and warranty performance reporting to include number of calls, number and type of repairs and changes, etc.

*Francis Marion University, please review the **Master Agreement**; the **CampusNet Service Level Agreement**; and our **CampusNet Enterprise Cloud Agreement** for information related to this item. Those documents are provided for you in the appendix of this proposal document.*

3.5 Intellectual property: explain the ownership rights to all proposed intellectual property.

3.6 Staffing

3.6.1 Contractor

3.6.1.1 Key staff, their resumes, and areas of responsibility on this project

*Francis Marion University, please see the **Project Team Résumés** section for information regarding key staff and their areas of responsibility.*

3.6.1.2 Other support staff provided by Contractor, by number and areas of responsibility on this project

The support model for CampusNexus' finance, HR and payroll model may occasionally require assistance from the Microsoft Corporation. Level 1 support for this module is handled by the Campus Management Customer Service team. Level 2 support is provided by Microsoft.

3.6.2 State the number of state employees necessary and what training and skill levels are anticipated?

*Please see the answer and tables that we provided for the section called **The University and Contractor Roles and Responsibilities** in Item 3.1.2 as that information also applies to Item 3.6.2.*

3.6.3 Other -- are there any other staffing requirements?

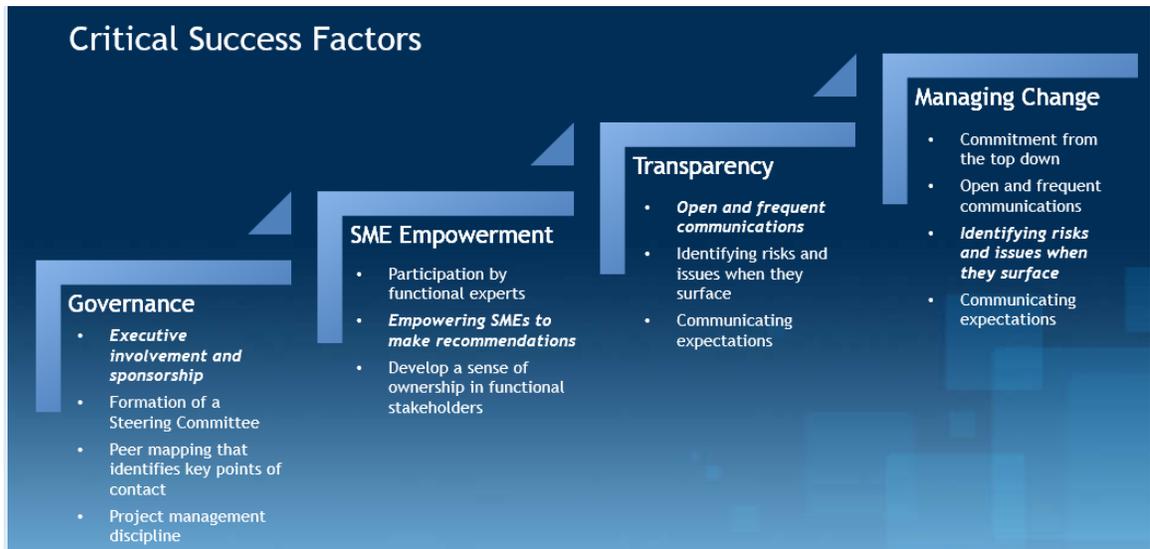
*Again, please see the answer and tables that we provided for the section called **The University and Contractor Roles and Responsibilities** in Item 3.1.2 as that information also applies to Item 3.6.2.*

4.1 Business proposals

4.1.1 Total cost of ownership -- provide anticipated cost of purchasing, owning, operating, maintaining, and supporting the proposed solution for the total potential term of the contract. Include a detailed accounting of the total cost of ownership.

Francis Marion University, as required by RFP 5400010443, we are including all total cost of ownership information for you in a separate Business Proposal document.

4.1.2 Risk analysis -- identify the internal and external factors that could significantly impact the probability of completing this project on time and within budget.

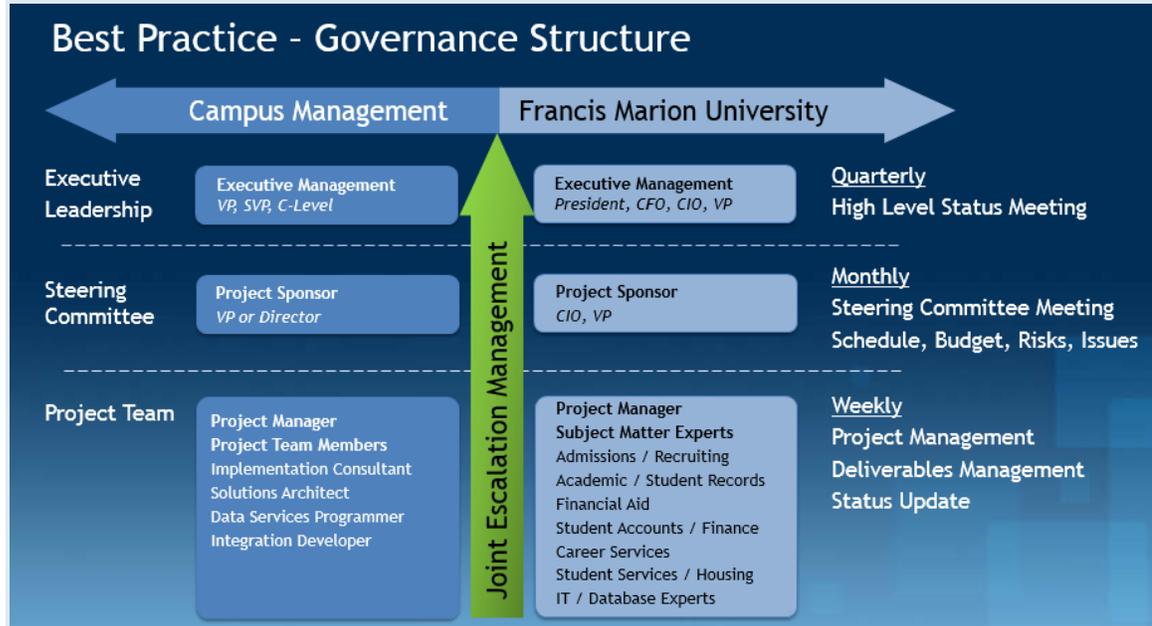


4.1.3 Risk mitigation -- identify any actions that could be taken to mitigate the identified risks



4.1.4 Risk sharing -- identify any opportunities for mutually beneficial risk sharing

Our implementation philosophy is based on a shared consulting model where Campus Management Corp. resources will work directly with your project team members in the delivery of the implementation. This cooperative approach allows your project team to develop the skills, knowledge and expertise needed to adapt and expand the CMC application footprint and usage based on changing business needs.



4.1.5 Performance incentives -- identify any opportunities for performance-based incentives

Campus Management Corp. would need clarification on Francis Marion University's use of "performance-based". Typically, this refers to a lower cost if the customer either absorbs additional implementation effort, or if they are more efficient than planned. Within a time and materials implementation, this is common and expected. However, Francis Marion University has requested a fixed fee approach.

5.1 Offeror's Qualifications. Provide the information requested by the provisions as outlined in section V. Qualifications.

Francis Marion University, please see Section V in this proposal for our responses regarding our qualifications for this project.

Information for Offerors to Submit -- General (Mar 2015)

You shall submit a signed Cover Page and Page Two. If you submit your offer electronically, you must upload an image of a signed Cover Page and Page Two. Your offer should include all other information and documents requested in this part and in parts II.B. Special Instructions; III. Scope of Work; V. Qualifications; VIII. Bidding Schedule/Price Proposal; and any appropriate attachments addressed in Part IX. Attachments to Solicitations. You should submit a summary of all insurance policies you have or plan to acquire to comply with the insurance requirements stated herein, if any, including policy types; coverage types; limits, sub-limits, and deductibles for each policy and coverage type; the carrier's A.M. Best rating; and whether the policy is written on an occurrence or claims-made basis. [04-4010-2]

Minority Participation (January 2006)

Is the bidder a South Carolina Certified Minority Business? Yes No

Is the bidder a Minority Business certified by another governmental entity? Yes No

If so, please list the certifying governmental entity: _____

Will any of the work under this contract be performed by a SC certified Minority Business as a subcontractor?
 Yes No

If so, what percentage of the total value of the contract will be performed by a SC certified Minority Business as a subcontractor? _____

Will any of the work under this contract be performed by a minority business certified by another governmental entity as a subcontractor? Yes No

If so, what percentage of the total value of the contract will be performed by a minority business certified by another governmental entity as a subcontractor? _____

If a certified Minority Business is participating in this contract, please indicate all categories for which the Business is certified:

- Traditional minority
- Traditional minority, but female
- Women (Caucasian females)
- Hispanic minorities
- DOT referral (Traditional minority)
- DOT referral (Caucasian female)
- Temporary certification
- SBA 8 (a) certification referral
- Other minorities (Native American, Asian, etc.)

(If more than one minority contractor will be utilized in the performance of this contract, please provide the information above for each minority business.)

Francis Marion University, this does not apply to Campus Management Corp. as we will not be using any minority contractors on this project.

For a list of certified minority firms, please consult the Minority Business Directory, which is available at the following URL: <http://osmba.sc.gov/directory.html>
[04-4015-2]

SERVICE PROVIDER SECURITY ASSESSMENT QUESTIONNAIRE - REQUIRED (FEB 2015)

[ASK QUESTIONS NOW: If you have a properly qualified third-party report or certification you believe we should accept in lieu of those identified in item (b), submit a question identifying same pursuant to the clause titled Questions from Offerors.]

The Contractor must demonstrate that programs, policies and procedures are in place to adequately provide for the confidentiality, integrity, and availability of the information systems used by contractor to process, store, transmit, and access all government information. In order for the State to accurately evaluate the strength and viability of the Contractor's security policies, procedures and practices related to confidentiality, integrity and availability, Offerors must submit with their offers a thorough and complete written response to the Service Provider Security Assessment Questionnaire ("Response to SPSAQ") attached to this Solicitation, which must address all applicable organizations and applicable information systems. The terms used in this clause shall have the same meaning as the terms defined in the clause titled Information Security – Definitions. [04-4027-1]

*As required, Campus Management Corp. is submitting a completed **Service Provider Security Assessment Questionnaire**. The completed questionnaire is located in the appendix of this proposal's technical document.*

SUBMITTING REDACTED OFFERS (MAR 2015)

If your offer includes any information that you marked as "Confidential," "Trade Secret," or "Protected" in accordance with the clause entitled "Submitting Confidential Information," you must also submit one complete copy of your offer from which you have removed or concealed such information (the redacted copy). The redacted copy should (i) reflect the same pagination as the original, (ii) show the empty space from which information was redacted, and (iii) be submitted on magnetic media. (See clause entitled "Electronic Copies - Required Media and Format.") Except for the information removed or concealed, the redacted copy must be identical to your original offer, and the Procurement Officer must be able to view, search, copy and print the redacted copy without a password. [04-4030-2]

Francis Marion University, should our proposal contain any confidential, trade secret or protected information, we will identify it as required.

V. Qualifications

Qualification of Offeror (Mar 2015)

(1) To be eligible for award, you must have the capability in all respects to perform fully the contract requirements and the integrity and reliability which will assure good faith performance. We may also consider a documented commitment from a satisfactory source that will provide you with a capability. We may consider information from any source at any time prior to award. We may elect to consider (i) key personnel, any predecessor business, and any key personnel of any predecessor business, including any facts arising prior to the date a business was established, and/or (ii) any subcontractor you identify. (2) You must promptly furnish satisfactory evidence of responsibility upon request. Unreasonable failure to supply requested information is grounds for rejection. (3) **Corporate subsidiaries are cautioned that the financial capability of an affiliated or parent company will not be considered in determining financial capability;** however, we may elect to consider any security, e.g., letter of credit, performance bond, parent-company corporate guaranty, that you offer to provide. Instructions and forms to help assure acceptability are posted on procurement.sc.gov, link to "Standard Clauses & Provisions." [05-5005-2]

Campus Management has read "Qualification of Offeror (Mar 2015)" and will work in good faith to provide Francis Marion University with any requested information.

Qualifications - Special Standards of Responsibility (Mar 2015)

(a) This section establishes special standards of responsibility. **UNLESS YOU POSSESS THE FOLLOWING MANDATORY MINIMUM QUALIFICATIONS, DO NOT SUBMIT AN OFFER:**

- The Student, HR-Payroll, Finance, and Business Intelligence modules (or predecessor versions of those modules) **must** have been in full production at a minimum of five (5) higher education institutions for at least three (3) years.

- *Client name:* **Mercer University**
- *Client address:* 1501 Mercer University Drive, Macon, GA 31207
- *Contact name:* Kirk Bay, Executive Director of Application Services
- *Telephone number:* 478-301-2950
- *Email address:* bay_kg@mercer.edu
- *Brief summary of the project including the date of installation:* 4,600 students; not-for-profit in the state of Georgia, USA; Products include: SIS, CRM, and CampusVue Financials; Mercer has been a Campus Management client for 7 years.

- *Client name:* **Nyack College**
- *Client address:* 1 South Boulevard, Nyack, NY 10960
- *Contact name:* Henok Ephraim, System Engineer
- *Telephone number:* 845-270-4444
- *Email address:* henok.ephraim@nyack.edu
- *Brief summary of the project including the date of installation:* 1,705 students; not for profit in state of New York; Products include: SIS, CRM, and CampusVue Financials; Nyack College has been a Campus Management client for 4 years.

- **Client name:** **Baker University**
- **Client address:** 7301 College Boulevard, Overland Park, Kansas 66210
- **Contact name:** Andy Jett, Chief Information Officer
- **Telephone number:** 913-491-4432. Ext. 1247
- **Email address:** andy.jett@bakeru.edu
- **Brief summary of the project including the date of installation:** 1,000 students; not for profit in Kansas; Products include SIS, CRM, and CampusVue Financials. Baker has been a Campus Management client since 2006.

- **Client name:** **St. Gregory's University**
- **Client address:** 1900 West MacArthur Street, Shawnee Oklahoma 74804
- **Contact name:** Michael Murray, Data System Manager
- **Telephone number:** 405-878-5616
- **Email address:** mmurray@stgregorys.edu
- **Brief summary of the project including the date of installation:** 800 students; not for profit in Oklahoma; Products include SIS, CRM, and CampusVue Financials. St. Gregory's has been a Campus Management client since 2012.

- **Client name:** **Hope International University**
- **Client address:** 2500 East Nutwood Avenue, Fullerton, California 92831
- **Contact name:** Michael Carter, Director of Information Systems
- **Telephone number:** 714-879-3901
- **Email address:** mcarter@hiu.edu
- **Brief summary of the project including the date of installation:** 820 students; faith-based not-for-profit in California; Products include: SIS and CampusVue Financials; Hope International University has been a Campus Management client for nine years.

- Include a discussion of the overall acquired experiences your company, products and services have gained in the higher education industry.

Campus Management was founded in 1988, and over the last 26 years we have had the privilege of supporting higher education, both traditional and proprietary institutions as well as foundations, through our cutting-edge student information system; constituent relationship management (CRM) software; fundraising system; and finance, human resources and payroll solutions. We learned early on that “one size does not fit all” when it comes to administrative software, and yet in order to help a broad set of clients, our ‘vanilla’ out-of-the-box software needed to provide as many feature and business process options as possible to meet their many needs. This realization shaped one of our earliest strategies: configuration over customization. This philosophy directly influenced our requirements gathering, the development of our software, and the skills of our implementation consultants and client support analysts.

As part of our unique history of working with institutions of all types and sizes, we have witnessed not only the demographic shift of the general student population, but the changes in students’ expectations for their education experience. Over the years, our customers and the market at large helped us understand that students desired to participate in higher education on a schedule that was convenient for them, and in a manner that best met their learning needs, whether that was through on ground, online, or blended courses.

Holding tight to our philosophy of configuration over customization, we delivered student system enhancements that enabled institutions to offer their academic programs via standard and non-standard terms, as well as in a non-term mode. This put the capacity to decide which offerings best suited their needs directly into the hands of our customers, and they were empowered to make academic and business decisions based upon their strategic goals verses what their technology limitations mandated. Furthermore, the Company put the extra effort into making sure our clients could configure multiple academic programs in multiple academic year calendars, all in one database environment, and that financial aid and student ledger charges could be processed, adjusted and administered for all types of calendars and scenarios. Our product also uniquely supports the implementation of one instance of the database across multiple campuses. These features continue to be distinctive competencies of the Company today.

Campus Management recognizes that higher education has been facing unprecedented change in terms of competition for students, offering flexible academic delivery models, improving operational efficiency to assist in overcoming funding challenges, and addressing outcomes-related regulatory requirements. These forces created the need for new business processes and strategies to help institutions better compete, grow enrollments, and retain students. That's why, in late 2014, we created the On Demand Model for Higher Education. This model is based on the premise that institutions today require new technologies, agility, and innovations for student engagement and academic delivery. Not only did institutional factors influence this model, but so did student behaviors, as we observed the shift to 'bring your own device (BYOD) and the drive toward social learning and 'mobile everything', which were directly influenced by students' expectations. These are accounted for in our software functionality, as CampusNexus embodies the On Demand Model and builds on the foundation of its legacy products, the CampusVue and Talisma solutions, to enable higher education to evolve and thrive in the On Demand era.

- Please supply your total client list of higher education customers running your total integrated ERP system, detailing the version that is currently in production, the modules that are in production, the number of years that system has been in production along with the contact information for each client.

Francis Marion University, for information regarding our clients who are running our integrated ERP solution, please see the information we have provided earlier in this section for Mercer University, Nyack College, Baker University, St. Gregory's University, and Hope International University.

- Provide a description of the top three (3) related customer implementations which most resemble the University, detailing the version that is currently in production, the modules that are in production, the number of years that system has been in production along with the contact information for each client.

***Keiser University** provides educational programs at the undergraduate and graduate levels in traditional and online delivery formats. Keiser University is regionally accredited by the Southern Association of Colleges and Schools and is also a member of the Independent Colleges and Universities of Florida. The main campus is in Fort Lauderdale, Florida with additional branches located in other parts of Florida and internationally. The total student population for Keiser University is 19,110. Keiser University implemented their student information system with Campus Management in 1997. They are currently supporting their organization using CampusNexus Student version 16.1 complete with Portal and Talisma Fundraising. Keiser University is currently in the process of upgrading to CampusNexus Student version 17.0 and implementing CampusNexus CRM.*

The point of contact for Keiser University is Andrew Lee, M.B.A., Associate Vice Chancellor IT, 954.776.4476.

***St. Gregory's University** is a private, co-educational Catholic liberal arts university. It is one of the oldest institutions of higher learning in the U.S. state of Oklahoma. It has its main campus in Shawnee, and an*

additional campus in Tulsa. The total student population for St. Gregory's University is 649. St. Gregory's University implemented their solution with Campus Management in 2013. They are currently supporting their organization with CampusNexus Student version 16.1.2 complete with Portal, CampusNexus CRM, Talisma Fundraising, and CampusVue Finance, HR, and Payroll. St. Gregory's University is in the process of implementing the Forms Builder and the eventing and workflow components for CampusNexus Student.

The point of contact for St. Gregory's University is Harley Lingerfelt, VP of Operations, hwlingerfelt@stgregorys.edu, 405.878.5240.

Chatham University has coeducational academic programs through the doctoral level, with its main campus located in Pittsburgh, Pennsylvania. Chatham University's Eastside Campus serves the Health Sciences and Architecture programs. In 2013, Chatham opened its Eden Hall Campus to house the Falk School of Sustainability. The current university student population of 2,134 includes 512 undergraduate students enrolled in Chatham College for Women, 418 other undergraduate students, and 1,204 graduate students. The University grants certificates and degrees including bachelor, master, first-professional, and doctorate in the School of Arts, Science, and Business, the School of Health Sciences, and the Falk School of Sustainability. Chatham University implemented their solution with Campus Management in 2005. Chatham University supports its operations with CampusNexus Student, Portal, Forms Builder, CampusNexus CRM, and Talisma Fundraising. Chatham University is currently implanting the Eventing and Workflow component of CampusNexus Student.

The point of contact for Chatham University is Jenna Godfrey, jgodfrey@chatham.edu, 412.365.1152.

Baker University is a private, residential, university located in Baldwin City, Kansas. Founded in 1858, it is the oldest university in Kansas and is affiliated with the United Methodist Church. Baker University is made up of four schools. The College of Arts and Sciences and the undergraduate courses in the School of Education (SOE) are located at the campus in Baldwin City, Kansas. The School of Professional and Graduate Studies (SPGS) and the graduate branch of the SOE serve working adults at campuses in Lee's Summit, Missouri and Kansas City, Missouri, Overland Park, Kansas, Topeka, Kansas, Lawrence, Kansas, and Wichita, Kansas. The School of Nursing, which is operated in partnership with Stormont-Vail HealthCare in Topeka, offers a Bachelor of Science in Nursing degree. Enrollment in all four schools has grown to a total student population more than 3,000, with more than 900 students on the Baldwin City campus. A 2014 survey by the Kansas City Business Journal listed Baker University's MBA program as having the largest enrollment for MBA programs in the Kansas City, Missouri. Baker University implemented its solution with Campus Management in 2006. Baker University currently supports their operations with CampusVue Student, Portal, Talisma Fundraising, and CampusVue Finance, HR, and Payroll.

The point of contact for Baker University is Andy Jett, Chief Information Officer, ajett@bakeru.edu, 913.344.1247.

- The offeror must be able to provide references for successful conversions from the IBM iSeries (AS/400) system to the proposed platform.

Francis Marion University, we understand that this item has changed per the following update in the university's Amendment 2:

Change from:

- The offeror ~~must be able to~~ provide references for successful conversions from the IBM iSeries (AS/400) system to the proposed platform.

Change to:

- If available, the offeror should provide references for successful conversions from the IBM iSeries (AS/400) system to the proposed platform.

Note that this AS/400 item does not apply to Campus Management Corp.

References: Offeror's References¹

The Offerors' references given for above should include, but not limited to the following contact information:

- Client name
- Client address
- Contact name
- Telephone number
- Email address
- Brief summary of the project including the date of installation

¹ The State may or may not elect to contact references provided.

Campus Management Corp. is providing Francis Marion University with the requested information for each provided reference. Please see the information provided earlier in this section for Mercer University, Nyack College, Baker University, St. Gregory's University, and Hope International University.

(b) Provide a detailed, narrative statement with adequate information to establish that you meet all the requirements stated in subparagraph (a) above. Include all appropriate documentation. If you intend for us to consider the qualifications of your key personnel, predecessor business(es), or subcontractor(s), explain the relationship between you and such person or entity. [R. 19-445.2125(F)] [05-5010-2]



Campus Management Corp. has a long and successful record at successfully implementing and supporting software solutions at higher education institutions. Regarding implementation expertise, our Professional Services department consistently ranks among the best in the industry, routinely placing among the top five in SPI Research's annual survey of professional services organizations. In 2014, our Professional Services department earned the #1

ranking from SPI Research, finishing atop more than 200 surveyed organizations. Our clients span the spectrum of higher education from small to large public and private institutions.

Each year, we perform approximately 150 campus "go lives" for our products. Additionally, we have performed more than 2000 software implementations across around the world. Campus Management Corp. focuses entirely on serving the higher education market. Today, colleges, universities, foundations, and education-related companies in 35 countries rely on our software products and services. Our clientele consists of a wide spectrum of educational organizations that includes four-year public and private colleges and universities, career and technical colleges, community colleges, online colleges and universities, proprietary postsecondary institutions, graduate and professional programs, and military educational institutions. Some of our more prominent clients are Pennsylvania State University, Auburn University, the University of Nebraska, and the University of Oregon. As of this year, Campus Management serves 471 higher education clients in total.

We also provide the industry expertise that colleges and universities may require to manage their self-hosted systems. We provide that expertise through our technical managed services and our application managed services. Campus Management's Technical Managed Services (TMS) focus on application uptime and performance. Services include database administration, SIS/CRM infrastructure administration, and operating system administration. In addition, 24/7/365 application, server, and network monitoring facilitate the proactive management of potential risks and provide quick responses to issues should they arise.

Campus Management's Application Managed Services (AMS) combine our product expertise with detailed knowledge of your institutions particular business processes and needs to maximize utilization of your software. We provide the resources and expertise for day-to-day configuration management and maintenance.

Our higher education service offerings also extend into the hosting sphere. Our CampusNet Cloud Services provides many of today's colleges and universities with fully hosted and SaaS-based solutions for our products. These solutions are increasingly popular as all maintenance of the systems is handled by our hosting experts.

And, finally, in addition to the training that takes place during product implementation, Campus Management also provides clients with product-related training through our dedicated training team, The Learning Center. Many of the training courses on our Learning Center site are free while others may require a small registration fee.

Post go-live, there are a number of training options and services available.

- *Custom virtual instructor-led training and on-site instructor-led training*
- *Custom instructor-led training in a centralized or regional location*
 - *We provide custom and on-location training as requested on a time and materials basis. Course availability depends on the level of customization. We can tailor these courses to fit the needs, business processes, and terminology of the institution.*
- *Online, self-paced training*

The Learning Center (TLC), supports customers through the use of a library of industry and product training resources via a variety of delivery methods. Both free and by subscription, The Learning Center provides training on new products, new version releases, best practices, product features and functionality, product configuration and case studies, and higher education and postsecondary operations. Customers also have the option of licensing courses for their own customization needs. In addition, The Learning Center provides over 40 pre-conference training classes at our annual users conference.

In short, Campus Management Corp. will provide Francis Marion University with quality software and services. Our commitment to your success is evidenced in our track record of excellence in serving our clientele for more than a quarter century.

Qualifications – Required Information

- Please list any failed projects or any clients within the last three (3) years that are no longer current clients. Provide a description of the system and modules that were in production, number of years in production and state the reason(s) why the project failed or why the client terminated the relationship.

As with all vendors, we have experienced occasional client loss. Those losses are attributed to a change in vendor preference, leadership or strategic changes within our client institutions, financial difficulties, and occasionally, procurement policies or state laws. Our nearly 100% client retention rate is proof that our clientele are highly satisfied with our products and services. Should a customer cancel a contract, the cancellation is not due to a lack of service or a lack of quality support. Please understand that contract cancellations consist of confidential information between Campus Management Corp. and our former clients. Due to those confidentiality agreements, we cannot publish the names and contact information of former clients without their prior approval. However, this information may be provided to Francis Marion University should the university be willing to complete a non-disclosure agreement (NDA) and should the associated parties agree to the disclosure.

- Provide a description of your organization type (public corporation, private corporation, private company, limited liability corporation (LLC), etc.).

Campus Management Corp. is a Florida-based privately owned corporation that was established in 1988.

- Provide a description of your corporate history, market segment(s), client base, and employee base.

As mentioned above, established in 1988, Campus Management Corp. is a privately owned corporation. Campus Management Corp has offices located throughout the world. Today, colleges, universities, and foundations around the globe run their operations on our enterprise software products and services. We deliver an integrated, centralized platform that unifies all higher education services, academic delivery, administrative management, and reporting for a full range of public, private, and proprietary postsecondary institutions. Our headquarters is in Florida. Additionally, we have major offices in England; Brazil, and India.

The company's first major product was superseded by CampusVue Student. CampusVue Student, an industry leading student information system (SIS), has been in constant development since its debut. Indeed, CampusVue Student is the leading SIS in the for-profit education sector and it has a substantial and rapidly growing client base in the non-for-profit higher education sector. The application is now in its 15th major version.

In 2005, Campus Management acquired Donor2, an alumni tracking and campaign fundraising software company. Donor2's software product was folded into the Campus Management product suite and was later rebranded as Talisma Fundraising.

In 2008, Campus Management Corp., acquired Talisma CRM software from NGenera. In today's higher education market, Talisma CRM is a leading software product for strategic enrollment management, student retention, student services, education finance, alumni relations, and staffing.

In 2014, Campus Management announced the availability of a fully integrated institution-wide software solution for higher education: CampusNexus. This new product consists of a student information system, a CRM, and a finance/HR and payroll system – all of which work together in unison. This is the CampusNexus solution that we are proposing as an ERP solution to Francis Marion University.

In 2015, Campus Management acquired iDenizen Smartware Pvt. Ltd., a technology company based in Bangalore, India. iDenizen is a leading developer of ERP-based automation solutions for educational institutions in India. The acquisition of iDenizen further strengthened Campus Management’s global position in higher education.

Uniquely Qualified for Higher Education Institutions

Campus Management Corp. is not only a market leader in software solutions for the higher education industry, we are also unique among the companies that serve that market. Some of the key points that differentiate us from our competitors are:

- *Campus Management has been laser focused on the proprietary market since 1988 and, as of today, 78% of the largest U.S.-based proprietary colleges rely on our solutions. You are important to us.*
- *Campus Management helps institutions manage multiple academic models and campuses in one single instance.*
- *Campus Management is at the forefront of supporting new academic and revenue models in higher education – such as Competency Based Education and its focus on variable terms and fixed learning – while always supporting standard term programs.*
- *CampusNexus includes features that allows institutions to record electronic documents to students to be automatically saved to PDF, updated to document tracking with an assigned configured status. This saves our clients time and money and it improves efficiencies in the document collection process.*
- *With Campus Management, you will have the ability to construct decision-based automation throughout the product. This allows you to optimize the execution of your institution’s defined business processes across campus.*

- The Offeror shall also provide evidence of the Offeror’s financial ability to carry out the project. All evidence under this requirement shall be in sufficient detail to allow an adequate evaluation by the state’s RFP team. Offerors should provide corporate financial information i.e. Balance Sheet, Income Statement/Profit and Loss Statement including, but not limited to, audited company financial statements for most recent three (3) fiscal years. In addition, request a cover letter from the individual evaluating the financials to indicate if the financial data was audited, compiled, or reviewed. Acceptable secondary forms of financial stability would include: Annual Reports, and/or any Dunn & Bradstreet Ratings, etc. However, audited financials are preferred.

As a private company, Campus Management Corp. does not publicly disclose financial details. However, we would be happy to provide, upon direct request, Francis Marion University with all information required for this particular RFP item. We respectfully invite the university to contact Campus Management Corp. for the required proofs of financial stability. Please understand that securing the required financial documentation may also require that Francis Marion University complete a non-disclosure agreement (NDA).

- Provide a disclosure of any judgments, including but not limited to: pending or expected litigation or other real or potential financial reversals that might affect the viability or stability of the corporations; or warrant that no such condition is known to exist.

Campus Management Corp. is not involved in any pending litigation or judgements that would affect the viability of the corporation or its service to its clients. Further, Campus Management Corp. does not foresee any litigation or judgements that would affect our ability to function or to serve our clients.

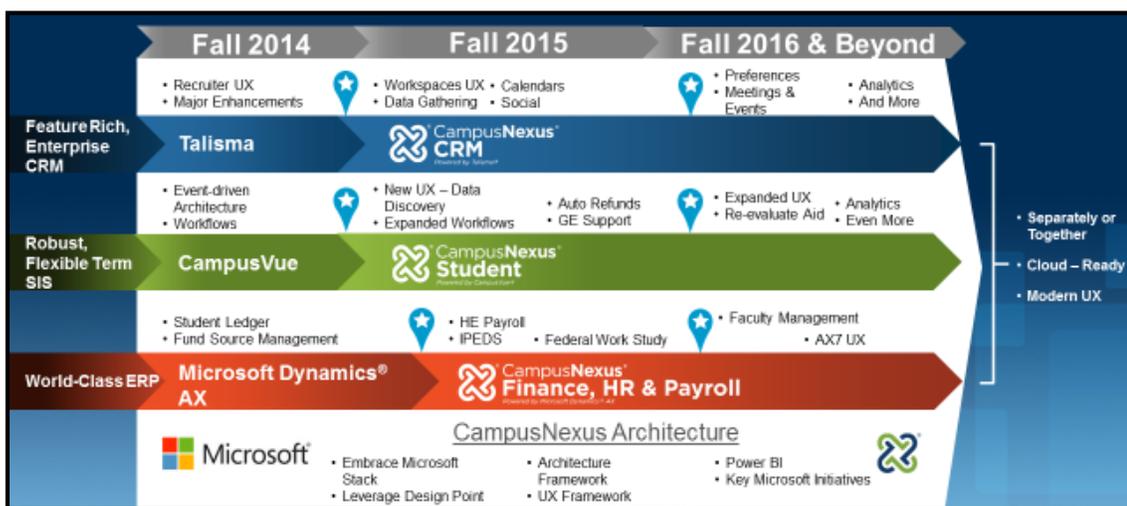
- Provide information regarding the long term viability of the products that are part of your proposed solution. Include commitments to Research & Development, functionality enhancements, compatibility to industry standard changes (for example, introduction of the Windows Vista operating system), and integrations to third (3rd) party solutions.

The graphic that we are providing as part of our answer for this item represents Campus Management's product strategy via a roadmap.

As with many of the higher education technology vendors in the last five years, determining the viability of the solutions we offer became the topic of many strategic discussions. Campus Management wanted to provide new technology and improved features to our clients, but the question was whether we would take a net new, "big bang" approach in rewriting the software, or whether we would evolve our software in an iterative process. We chose the latter so that we could provide the most value to our customers with the least amount of disruption. The CampusNexus solution was born from our predecessor systems and you can see that evolution from the former product sets to the new solution.

To provide more context regarding the strategy, Campus Management uses two milestones each year to plan and measure our accountability for our product lifecycle management. The first milestone is April to April of each year, which coincides with our CampusInsight Annual Users Conference. This is when we communicate to our clients the upcoming year's strategy and roadmap, while also presenting a scorecard of the accuracy of our deliverables for the prior 12 months.

The second milestone is EDUCAUSE of each year where we communicate our roadmap to the market at large including industry analysts and consultants. We then use this as a mid-year benchmark and provide an update to our clients regarding how well we are tracking to our promises made to them six months prior. From April 2014 to April 2015, we delivered 67 of the 72 committed features to CampusNexus, for a 93% completion rate. As of our mid-year mark, we delivered 59% of the 90 features committed for completion by April 2016. As of this month, we have completed 81% of those features. The continued evolution and usability of our products and enhancements to our current feature set are always a priority. Over the next three years, we will continue to leverage our partnership with Microsoft®. Integrating their Power BI analytics tool across our solutions is being explored as is the possibility of utilizing Azure as our hosting environment.



With regard to integrations, Campus Management provides a Web Service Catalog of over 100 APIs in the CampusNexus solution, and this catalog continues to grow. This means clients have many options when it comes to pursuing and managing integrations. Integration to our strategic partners is typically provided and maintained by Campus Management or that partner company. If we do not partner with a client’s preferred third party product, they may utilize the APIs in the Web Service Catalog to create an integration; ask that vendor to do so; or contract with Campus Management to provide a custom integration to the product.

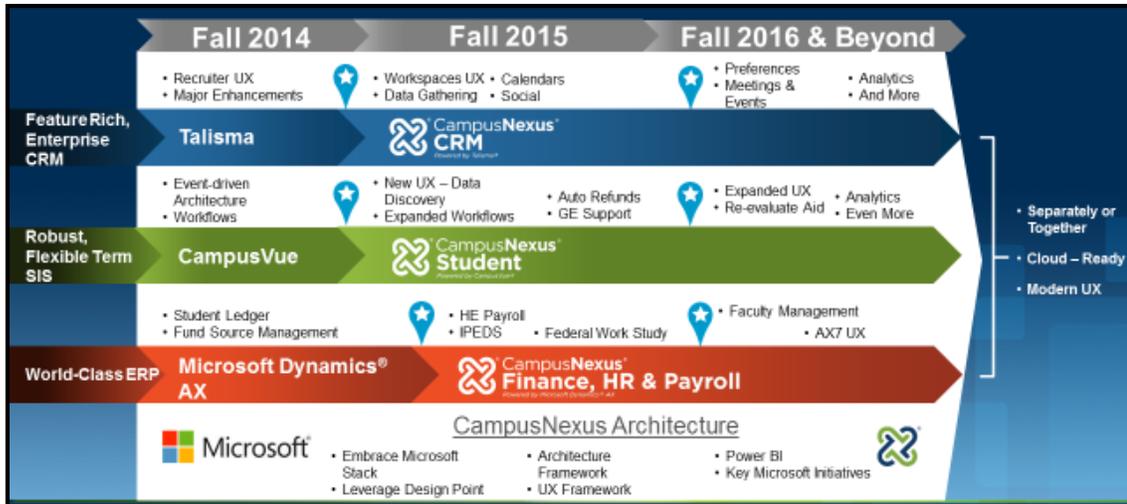
Compatibility within our product releases is mapped, as is compatibility to a variety of platform technologies. This information is published on the client-facing website www.MyCampusInsight.com. An example of platform compatibility for CampusNexus Student is demonstrated in the following table:

CampusNexus Student / CampusVue Student							
	15.1	15.2	16.0	16.1	17.0	17.1	18.0
Application Server							
Windows Server 2016	x	x	x	x	x	✓	✓
Windows Server 2012 R2 (64-bit)	x	x	✓	✓	✓	✓	✓
Windows Server 2008 R2 SP1 (64-bit)	✓	✓	✓	✓	✓	x	x
Windows Server 2008 SP2 (64-bit)	✓	✓	x	x	x	x	x
Database							
SQL Server 2016	x	x	x	x	x	✓	✓
SQL Server 2014 SP1 (64-bit)	x	x	x	✓	✓	✓	✓
SQL Server 2012 SP2 (64-bit)	✓	✓	✓	✓	✓	✓	x
SQL Server 2008 R2 SP3 (64-bit)	x	x	▲	x	x	x	x
SQL Server 2008 R2 SP2 (64-bit)	✓	✓	✓	x	x	x	x
SQL Server 2008 R2 SP2 (32-bit)	▲	▲	x	x	x	x	x
SharePoint Portal							
SharePoint 2016	x	x	x	x	x	x	x
SharePoint 2013	x	x	✓	✓	✓	✓	✓
SharePoint 2010	✓	✓	✓	✓	✓	x	x
.NET Framework							
.NET Framework 4.5	✓	✓	✓	✓	✓	✓	✓
Microsoft Office							
Office for Windows 10	x	x	x	x	x	x	x
Office 2016	x	x	x	x	x	x	✓
Office 2013	✓	✓	✓	✓	✓	✓	✓
Office 2010	✓	✓	✓	✓	✓	✓	x
Citrix							
Citrix XenApp 7.5 for Windows Server 2012 R2	x	x	✓	✓	✓	✓	✓
Citrix XenApp 6.5 for Windows Server 2008 R2	✓	✓	✓	✓	✓	x	x

We frequently conduct market research to assess trends and changings in the market including those related to regulatory/compliance. Our Product Management team maintains a dedicated team for regulatory compliance to ensure that we stay ahead of government and financial aid regulations. Our partnership with Microsoft ensures that we remain compatible with current and future Windows operating systems and technologies. We work closely with Microsoft to understand upcoming changes and make the appropriate changes to our application during our upcoming release cycles. We also provide our customers with a Platform Compatibility Matrix that provides the needed guidance to plan for any required technology changes. And, finally, we have a wide range of integration capabilities through our extensive Service Catalog that provides a number of APIs that are available for third party integration solutions.

- Provide a description of where your current products are in the development lifecycle. Provide specifics on when the next scheduled upgrade will be released and how significant that release will be from an implementation or upgrade perspective for your current clients.

Francis Marion University, the following graphic provides an overview of the development lifecycle of all three modules of our CampusNexus solution (CRM, SIS, and Finance, HR & Payroll).



Regarding our student information system module specifically, we generally require that our customers perform one full system upgrade per year to support annual regulatory updates. Customers will be required to take a minimum of three regulatory updates throughout the year to accommodate annual DOE updates to COD, FISAP, and IPEDS. We maintain an isolated regulatory footprint in the product to minimize the impact of taking regulatory updates throughout the year.

- Identify Offeror's key personnel that will be assigned to this project and their professional qualifications. Include a resume for each and a description of their responsibilities/duties for this project.

Francis Marion University, for information related to this item, please see the **Project Team Résumés** section located in the appendix of this technical proposal document.

- Identify same information as stated above for key personnel of all proposed third (3rd) party business partners.

Campus Management Corp. respectfully requests that the university contact our third-party partner, SchoolDocs, directly for the personnel that they may schedule for this project. The contact information for SchoolDocs is located in the **Subcontractor – Identification (Feb 2015)** section of this proposal document.

- Identify Offeror's non-key personnel by number and areas of responsibility for this project.

Francis Marion University, we consider all personnel in the implementation phase to be key personnel. Non-key personnel, however, may be said to comprise of the support personnel who will handle technical support issues during and, eventually, after what we refer to as the "transition to support" period. This is the period when technical support is transferred from our implementation team to our long-term support team proper. Once the transition is complete, our support team members effectively also become key to the success of your implemented solution. As CampusNexus consists of three modules, the support personnel who will be responsible for assuring the successful technical operation of your CampusNexus product largely span the breadth of our support services -- approximately 50 staff here in the United States. During the implementation period, your dedicated Account Manager may also be considered to be non-key at least until the end of the implementation period.

Subcontractor -- Identification (Feb 2015)

If you intend to subcontract, at any tier level, with another business for any portion of the work and that portion either (1) exceeds 10% of your cost, (2) involves access to any "government information," as defined in the clause entitled "Information Security - Definitions," if included, or (3) otherwise involves services critical to your performance of the work (err on the side of inclusion), your offer must identify that business and the work which they are to perform. Identify potential subcontractors by providing the business name, address, phone, taxpayer identification number, **and point of contact**. In determining your responsibility, the state may contact and evaluate your proposed subcontractors. [05-5030-2]

Generally, Campus Management Corp. uses its own personnel to perform product-related implementations. For the ERP solution for Francis Marion University, we anticipate the use of only subcontractor, SchoolDocs. The contact information for SchoolDocs is as follows:

*Andrew R. Hatfield
VP of Sales and Marketing
Office: (866) 311-2293 x 708
Email: ahatfield@schooldocsllc.com*

We do not anticipate that any work performed by SchoolDocs will exceed 10% of the project cost, involve access to any "government information," as defined in the clause entitled "Information Security - Definitions," if included, or otherwise involve services that are critical to Campus Management Corp. performance of the work.

Subcontractor's References

The subcontractor's references should include, but not limited to, three (3) references of comparable size and complexity. The references should include:

- Client name
- Client address
- Contact name
- Telephone number
- Email address
- Description of the working and contractual relationship with the primary Offeror.
- Brief summary of the project including the date of installation

Offerors should provide subcontractor's references and financials if any subcontractor will contribute more than 10% of the performance requirements of the contract. In additional, The State may or may not elect to contact the reference provided.

Campus Management does not anticipate that any sub-contractor will perform more than 10% of the work on this project. Clients who are using our solutions in conjunction with the subcontractor, SchoolDocs, who will assist with this CampusNexus project are:

*Client name: American Musical and Dramatic Academy (AMDA)
Client address: 211 West 61st Street, New York, New York 10023
Contact name: Peg Dunmire
Telephone number: 407-267-7121
Email address: pdunmire@amda.edu*

Client name: Keiser University (a.k.a. Everglades College)
Client address: 1900 West Commercial Boulevard, Suite 180, Fort Lauderdale, Florida 33309
Contact name: Andrew Lee, Associate Vice Chancellor IT
Telephone number: 954-776-4476
Email address: alee@keiseruniversity.edu

Client name: Prospect Education
Client address: 750 Sandhill Rd, Suite 100, Reno, Nevada 89521
Contact name: Brad Conner, Application Specialist
Telephone number: 775-849-9900
Email address: brad.conway@prospecteducation.com

For additional references, Campus Management respectfully requests that Francis Marion University contact SchoolDocs via the following information:

Andrew R. Hatfield
VP of Sales and Marketing
Office: (866) 311-2293 x 708
Email: ahatfield@schooldocsllc.com

VIII. Bidding Schedule / Price-Business Proposal

Francis Marion University, as required by the RFP, this section and all price-related information related to it as being provided by Campus Management Corp. in a separate business proposal document.

IX. Attachments to Solicitation

- **Nonresident Taxpayer Registration Affidavit Income Tax Withholding**
- **Attachment A - Current Technical Environment**
- **Attachment B - Current Software Systems**
- **Commercial Off-the-Shelf (COTS) Piggyback Document**
- **Service Provider Security Assessment Questionnaire**
- **FMU Business Process Study Analysis Document**

Francis Marion University, Campus Management Corp. reviewed all of the documents included in the RFP's Attachments to Solicitation section. Note that we are including them here in our proposal as verification of review. The FMU Business Process Study Analysis Document was also reviewed. We are not including it here for verification, however, as that specific document was a document that was embedded in the original RFP.

IMPORTANT TAX NOTICE - NONRESIDENTS ONLY

Withholding Requirements for Payments to Nonresidents: Section 12-8-550 of the South Carolina Code of Laws requires persons hiring or contracting with a nonresident conducting a business or performing personal services of a temporary nature within South Carolina to withhold 2% of each payment made to the nonresident. The withholding requirement does not apply to (1) payments on purchase orders for tangible personal property when the payments are not accompanied by services to be performed in South Carolina, (2) nonresidents who are not conducting business in South Carolina, (3) nonresidents for contracts that do not exceed \$10,000 in a calendar year, or (4) payments to a nonresident who (a) registers with either the S.C. Department of Revenue or the S.C. Secretary of State and (b) submits a Nonresident Taxpayer Registration Affidavit - Income Tax Withholding, Form I-312 to the person letting the contract.

The withholding requirement applies to every governmental entity that uses a contract ("Using Entity"). Nonresidents should submit a separate copy of the Nonresident Taxpayer Registration Affidavit - Income Tax Withholding, Form I-312 to every Using Entity that makes payment to the nonresident pursuant to this solicitation. Once submitted, an affidavit is valid for all contracts between the nonresident and the Using Entity, unless the Using Entity receives notice from the Department of Revenue that the exemption from withholding has been revoked.

Section 12-8-540 requires persons making payment to a nonresident taxpayer of rentals or royalties at a rate of \$1,200.00 or more a year for the use of or for the privilege of using property in South Carolina to withhold 7% of the total of each payment made to a nonresident taxpayer who is not a corporation and 5% if the payment is made to a corporation. Contact the Department of Revenue for any applicable exceptions.

For information about other withholding requirements (e.g., employee withholding), contact the Withholding Section at the South Carolina Department of Revenue at 803-898-5383 or visit the Department's website at: www.sctax.org

This notice is for informational purposes only. This agency does not administer and has no authority over tax issues. All registration questions should be directed to the License and Registration Section at 803-898-5872 or to the South Carolina Department of Revenue, Registration Unit, Columbia, S.C. 29214-0140. All withholding questions should be directed to the Withholding Section at 803-896-1420.

PLEASE SEE THE "NONRESIDENT TAXPAYER REGISTRATION AFFIDAVIT INCOME TAX WITHHOLDING" FORM (FORM NUMBER I-312) LOCATED AT: <http://www.sctax.org/forms/withholding/i-312-form>

[09-9005-2]

Attachment A: Current Technical Environment

Technical Environment/Information Architecture

The University is moving toward mainstream, standards-based, interoperable technologies in its services and infrastructure systems wherever possible, in order to minimize our risks and optimize our collective success.

In order to achieve higher manageability and reduce redundancy, we would prefer products, which use, rather than replicate, existing products at any layer. However, we would prefer to replace products currently in use that do not conform to standards.

Network

The computer network provides the connection between multiple workstations and server platforms. These connections are used to access data, share information, transmit messages, and expand the processing capabilities of a single platform.

Current Standard: Transfer Control Protocol/Internetworking Protocol (TCP/IP) over Ethernet (100Mbps and 10Mbps to desktop with a 10 gigabit core) using Cisco routers and HP switches. Layer 3 down to the access switch.
Wireless through the IEEE 802.11b/g/n standard

Anticipated Standard: TCP/IP over Ethernet (gigabit to desktop with a 10 gigabit core) using Cisco or HP routers and HP switches. Layer 3 down to the access switch.
No bridging of VLANs.
Wireless through the IEEE 802.11n/ac standard
Remote access via SSL Virtual Private Networks (VPN)
Distributed firewalls appropriate to system/ application characteristics

Infrastructure Platform

This is the operating system and internal software upon which applications are deployed.

Current Standard: IBM iSeries v7.1, Windows 2008 server, VMware, Microsoft Exchange and Active Directory.

Anticipated Standard: Windows 2012 server, VMware, Microsoft Exchange and Active Directory.

Application Server

The infrastructure platform dedicated to processing a specific application. Typically focused on processing business logic, calculations, data manipulation; communicates to the database and presentation layers.

Current Standard: Microsoft's IIS v5, Apache, Tomcat

Anticipated Standard: TBD

Web Server

A program that uses the client/server model and the World Wide Web's Hypertext Transfer Protocol (HTTP) which serves the files that form Web pages to Web users. Every computer on the Internet that contains a Web site utilizes a Web server program.

Current Standard: Apache, Microsoft's IIS v5, Tomcat

Anticipated Standard: Apache; Microsoft's IIS – TBD

Database

A database is any collection of data or information that is specially organized for rapid search and retrieval by a computer. Databases are structured to facilitate the storage, retrieval, and modification of data.

Current Standard: MS SQL Server 2008
DB2

Anticipated Standard: MS SQL Server (current version)

Web Content Management

An application server dedicated to managing the documents of which web sites are composed.

Current: XHTML
Javascript

Anticipated Standard: TBD

Document Management

An application server dedicated to the capture and management of documents used by an organization. Today, the term has become an umbrella under which fall the activities of document imaging (scanning); workflow; text retrieval and multimedia.

Current Standard: None.

Anticipated Standard: TBD.

Reporting Tools and Interface

The tools and interfaces used for creating and presenting reports and extracts from the database.

Current Standard: MS Sequel
SQL

Anticipated Standard: TBD.

Middleware

This software provides services such as identification (user name), authentication (password), and authorization (privileges).

Current Standard: No Standard at this time

Anticipated Standard: TBD.

Presentation

This software provides an interactive interface to other services which constitute the most-visible portions of the infrastructure – those seen by users. “Look and feel” characteristics of services result from this layer. A Web Portal is an example of presentation software.

Current Standard: Terminal emulator
"HTTP/HTML, browser- and platform-independent web service".

Anticipated Standard: "HTTP/HTML, browser- and platform-independent web service", (thick clients restricted to specific justification)

Security

Security is designed to protect the University at multiple levels. This includes business processes and physical access. The University employs a combination of strategies to achieve its objectives which include: applications, firewalls and encryption.

Current Standard: "HTTPS/HTML for IIE and Firefox browsers
Authentication Secure/FTP –
Network Access control for students' network

Anticipated Standard: "HTTP/HTML, browser and platform independent web service" (thick clients restricted to specific justification)
LDAP – Authentication Secure/FTP – File Transfers Firewalled
Network Layers – Application and Network Access control/NAP for all on campus computers

Programming Environment

Application systems are developed using programming languages.

Current Standard: RPG/400
Lansa Web
Lansa RAMP
PHP

Anticipated Standard: TBD.

Desktop Environment

New ERP should be accessible from both the PC and Mac environments.

Current Standard: Lenovo PC

Anticipated Standard: Mostly Lenovo and Dell PC
Some Mac computers

Attachment B: Current Software Systems

The University currently runs a legacy Student Information System, Financial Records System, and Human Resources System. The University uses Blackbaud's RaisersEdge software for the University's Alumni Donation and Foundation systems and a Blackbaud's NetCommunity for the Alumni Community system and Blackbaud's Financial Edge for accounting. It also uses EMAS Pro for its Customer Relation Management system and Adirondack for Housing. Data interfaces are used to support Heartland's Campus One Card solution.

All employees and students will be authenticated through the campus Active Directory using two distinct domains. All applications should likewise authenticate access through this Active Directory. All employees use the campus Microsoft Exchange email system while the students use a Webmail email solution.

The University: Network/Server Infrastructure

The current legacy system runs on an IBM i520 iSeries platform running i7.1 OS. This platform will be retired upon implementation of the new ERP system. Other University applications run primarily on IBM, Lenovo, and Dell Servers with Microsoft Windows operating systems. Some applications (other than the current ERP) use Microsoft SQL Server 2008. The University has a Dell-Equallogics - PS6010XVS, Dell-Equallogics - PS6110XS, and Dell-Equallogics - PS6210 storage system and Cisco SAN switches. The University operates in a VMWare ESX Enterprise environment. The client environment consists of mostly Lenovo Windows 7 based PCs and several Mac PCs.

The University has a fiber optic backbone connecting all campus buildings and twisted-pair copper cable within the buildings. While the majority of copper wiring is CAT5e or better, there may be as little as 10% less than CAT5e. The network is composed of Cisco switches and routers to operate the campus Ethernet network with several Aruba switches along with Aruba's campus wireless platform which covers the campus to supplement the campus wired network. The University has implemented Cisco's SSL/VPN for remote access. Palo Alto is used for firewall and intrusion detection/prevention.

CURRENT CAMPUS SYSTEMS

Provide a detailed explanation of how your proposed system will replace the following in-house developed applications:

- Leave Authorization Request

Employees can submit absence requests in CampusNexus Finance, HR & Payroll either within the solution user interface or through a web based portal. An administrator periodically reviews these requests and approves or rejects them based upon history and your institution's policies. Absences can be grouped and categorized by any codes you need to define such as Sickness, Paid Time Off, Sabbatical or others. Absence codes are also tied to payroll pay types such as Vacation, Paid, or Unpaid Leaves of Absence. The solution provides a means of tracking absence history for future planning purposes.

- Lost ID Card Replacement

CampusNexus student information system module can be used to indicate a student has a lost or stolen ID card and initiate scheduled activities in the system to notify the appropriate individual responsible for processing the replacement card. This can be done through the use of documents and/or activities in the system to initiate this using native system functionality. In additional, with the use of the Forms Builder tool and workflow in CampusNexus, Francis Marion University could develop a form for students to submit for lost/stolen ID cards that could also initiate the workflow.

- Omnileert's e2Campus Emergency Notification Opt-out Method

Both individual and mass email communications can be sent from the system. CampusNexus supports both inbound and outbound email communication. The system will automatically record the communication as a part of the student's record. The solution also has an extremely robust campaign workflow engine. The workflow engine will enable Francis Marion University to configure the group criteria and then it will automatically send dynamic email messages to the recipients. The student will always have the ability to opt-out and once they do the system will not continue to identify them as part of the group.

Other RFP Considerations:

1. Please describe your software updates and patching process and schedule.

Software updates and upgrades are handled on a request basis to our Client Services team in accordance to your CampusCare support agreement. For example, for our CRM module, Campus Management follows a planned release program with 5 to 7 minor releases per year as well as a major release every 12-18 months. Major releases incorporate new functionalities driven by the market as well as customer requested enhancements. Minor releases include software fixes, and minor enhancements.

2. System must be Web-based

Yes, CampusNexus is a web-based solution. For example, functional users of our CRM module would not need remote access as the solution is a web based solution. Administrator-level users would need a thin-client such as Citrix to provide extended functionality. For end users, our system also provides for web-based online events, calendars, listings, and more.

3. Provide a list of self-service options for faculty, staff, and students

CampusNexus' student information system functionality provides with Student, Faculty and Staff portals so they can access their own information in a self-service mode. Faculty could review student's records and post grades and assignments. Also, staff can reset/change passwords in the system. Faculty can leverage the faculty portal to pull student unofficial transcripts, review degree progress audits, post final grades, post attendance as well as review class rosters.

Students can view their schedules, enroll for classes, upload documents, communicate with advisors and receive alerts and messages. Through the portal, student self-service also allows students to can print unofficial transcripts, make payments, review degree progress audits, review and accept financial aid awards, and more

The CampusNexus Finance, HR & Payroll module provides a number of web based self-service portal options:

- *Employee expense management*
- *Requisition shopping basket with workflow approvals*
- *Absence registration and requests*
- *Time sheets*
- *Team management and recruitment*
- *Employee personal information including benefits, pay statements*
- *Institution designed questionnaires and feedback*

Because Finance, HR & Payroll is based upon an open architecture environment, other web services can surfaced on the self-service portal to accommodate other requirements for students and faculty.

And, finally, within CampusNexus' CRM portal, students can update their contact information as well as complete online applications and register for events. They have access to the knowledgebase to search frequently asked questions so they can be assisted in a self-service mode.

4. Provide toll-free twenty-four seven (24/7) support

Campus Management Corp. provides 24/7 online and email-based support for all of its products. We also provide an 800 number that can be used from 8:00 a.m. to 8:00 p.m. Eastern Time during Monday through Friday with the exception of holidays.

5. Online documentation for field-level, file-level, and record-level

Campus Management Corp. provides all required system documentation and training for your selected CampusNexus users. Product and user documentation is provided in electronic format. Note too that CampusNexus contains a comprehensive built-in help system that is easily navigable from within the application itself. For example, in student information module, the main Help system included consists of many topics covering every aspect of CampusNexus' SIS operations. To open the Help system, Francis Marion users would just need to select Help > Contents. Window-level "context-sensitive" help is available in most areas of CampusNexus. When you select a menu option and the related form is displayed, press the F1 key to display a Help topic about the active form and provide field level descriptions.

The CampusNexus Finance, HR & Payroll module provides several modes of documentation. While navigating from field to field, a longer, instructive description is displayed in the system tray for each field:

Code for terms in connection with payment

More extensive application help is described by pressing the F1 function key. The most current help is also provided by Microsoft by web browser at <https://technet.microsoft.com/en-us/> which is publicly available.

In addition to the above-mentioned items, for our student information system module, we provide a data dictionary with that module as well as a tool called DB Tree. Through DB Tree, clients can view the underlying data that is related to our SIS module including documentation on fields, columns, and tables in the system.

6. Please describe your Cloud strategy.

Campus Management Corp has an advanced cloud platform and has been delivering applications for over 18 years. We offer two unique cloud offerings, CampusNet Express Cloud and CampusNet Enterprise Cloud. Application and integrations are available in CampusNet Express Cloud with simple per user pricing. CampusNet Enterprise Cloud offers many more features and IaaS abilities as well.

7. Provide the number of "canned" reports per module and a sample report for each

*The CampusNexus Finance HR & Payroll module includes over 800 reports which are entirely based on Microsoft Sequel Server Reporting Services (SSRS). The reports can be easily modified and can serve as a basis for additional reporting needs. The individual design of each SSRS reports determines how fields can be selected, filtered and sorted. A **Select** button allows the user to include virtually any file or field from the data base if security permits. The following images are standard report-related screens.*

Any report can output to screen, printed, e-mailed or output to other file formats (including Excel and PDF). A displayed report can be re-run by re-selecting filters and parameters and clicking the run button.

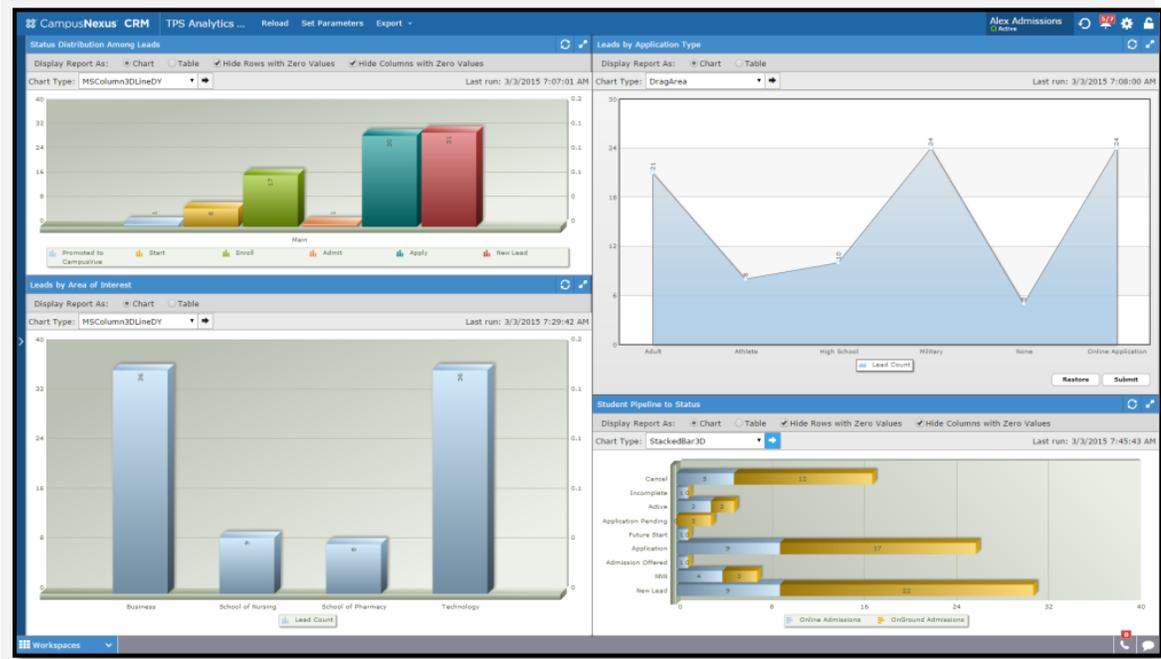
Account	Name	Vendor group	Balance as of 7/1/2015	1/2/2012 12/31/2154	1/1/2012 1/1/2012	12/2/2011 12/31/2011	10/3/2011 12/1/2011
I001	Acme Office Supplies	40	-359,600.00	-359,600.00	0.00	0.00	0.00
CN-001	Contoso Asia	40	-1,885,691.00	-1,885,691.00	0.00	0.00	0.00
JP-001	Contoso Chemicals Japan	10	-48,961.67	-48,961.67	0.00	0.00	0.00
US_TX_023	Federal Tax Authority	30	-1,012.79	-1,012.79	0.00	0.00	0.00
US-101	Fabrikam Electronics	10	-759,564.81	-759,564.81	0.00	0.00	0.00
US-102	Tailspin Parts	10	-360,453.68	-360,453.68	0.00	0.00	0.00
US-104	Fabrikam Supplier	10	-23,290.68	-23,290.68	0.00	0.00	0.00
US-105	Datum Receivers	10	-6,980.68	-6,980.68	0.00	0.00	0.00
US-106	Humongous Insurance	20	-149,838.75	-149,838.75	0.00	0.00	0.00
US-107	Idaho Department of Family Services	40	-2,300.00	-2,300.00	0.00	0.00	0.00
US-108	City Power & Light	40	-9,214.88	-9,214.88	0.00	0.00	0.00
US-109	Property Management	40	-41,000.00	-41,000.00	0.00	0.00	0.00

The CampusNexus CRM module's analytics can analyze almost any type of information in the CRM database and drill down to very specific data levels or summarized entire levels of data. Essentially, if the data – whatever it may be – is accessible, CampusNexus can analyze it and report on it. The CampusNexus' CRM analytics workspace provides an interface to create and view comprehensive reports. The window is split into two - the **My Reports** pane and the **Results** pane. The **My Reports** pane (or the Left pane) lists all the reports (predefined and user-defined), and the Favorites folder to which you can add your frequently-used reports. It also lists the other predefined folders. The **Results** pane displays the selected report. If a selected report has not been run, the **Results** pane displays the message, "This report has not been run. Click **Run Latest** to run it." The report is displayed using Microsoft® Excel. In any CRM workspace, select **Analytics** from the **GoTo** menu to go to the CampusNexus' CRM analytics workspace.

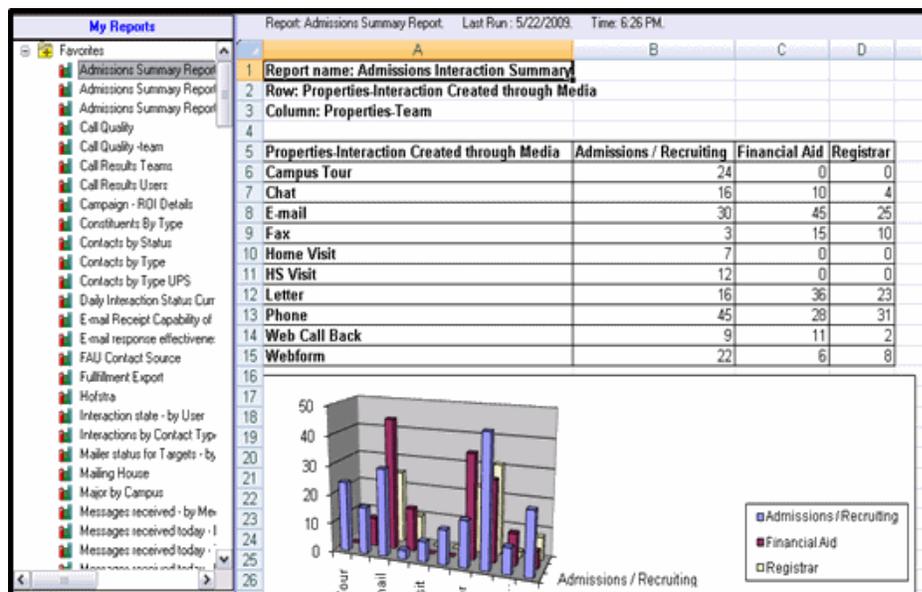
In our CRM module, Francis Marion University can schedule reports to run automatically, on-demand in real time, as a one-time only or as periodic activity. Additionally, frequently used reports can be saved as favorites in a user's workspace.

There are over 75 reports included out-of-the-box with the system in the CampusNexus CRM module. The following two images are sample reports from CampusNexus' CRM module.

Sample Workspace Report in the CRM Module



Sample Staff Report in the CRM Module

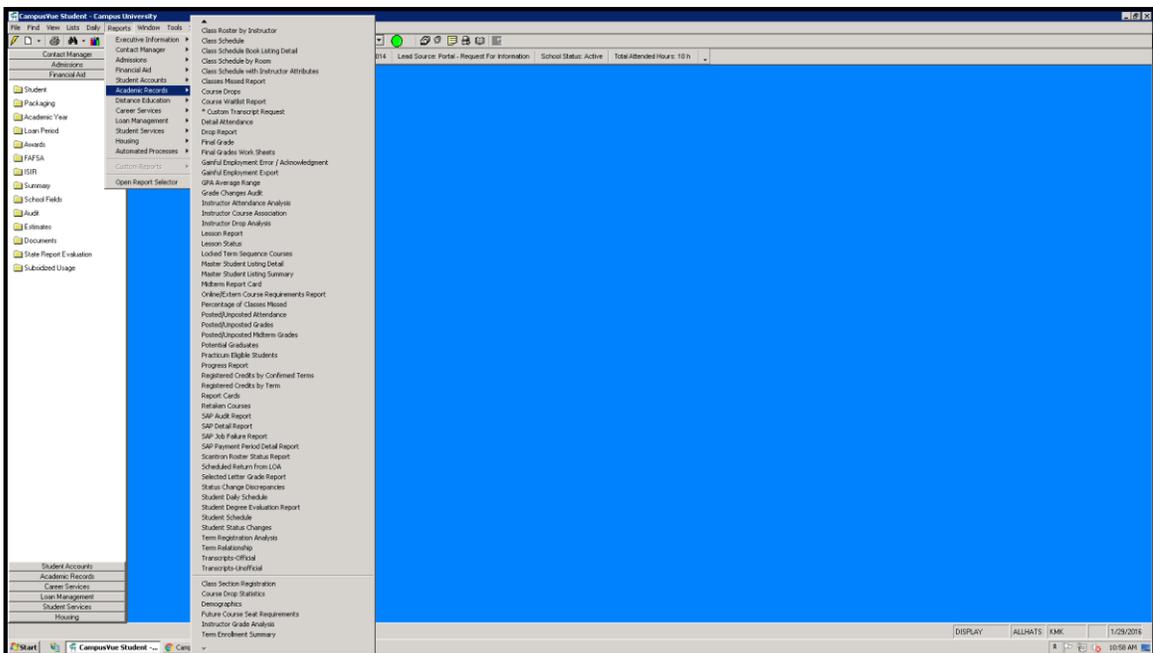


*In the CampusNexus student information system module, reports retrieve information from your school's database. From the **Reports** menu, you can access reports specific to a department (e.g., Admissions, Academic Records, Housing, etc.), choose the rules for selecting data, view reports, and print reports. You can run standard SIS reports and customize reports to accommodate your special reporting requirements.*

The SIS report wizard simplifies the process of running a report. The wizard guides you through the process of selecting parameters for displaying or printing reports. The **Report Viewer** allows you to browse, print, and export a report. Using the **Report Viewer** you can also add students from the report to a student group or modify existing student groups based on report data. Further, you can use the report viewer's mail-merge tool to merge report data with letter activities. The **Cube Reports** option offer a means of producing a multidimensional, spreadsheet-style report that can accommodate three or more dimensions in a report presentation. The **Executive Summary Report** option is a collection of reports that provide a comprehensive summary of key business indicators within a school's operation.

CampusNexus' student information module includes over 250 out-of-the-box reports. The reports are organized by department modules. Each module has an alphabetically sorted list of reports. The number of reports for each module varies. The following images are samples of some of our solution's SIS report screens:

Academic Records Report



Report Viewer

Master Student Listing Detail 1/29/2018 11:13:26AM

Name	Program Version	Status	Start Date	Phone (H)
Student ID	Start	Adm Exp	Exp Start	Phone (M)
Email	Lead Source	Previous Educ	Grad Date	Phone (Oth)
Other Email	Enroll Status	Referral	Status Date	Phone (M)
Address	Degree	Academic Advisor	Orig Enroll	LDA
County	Concentration(s)	E Exp. Credits per Term	Exp Start	Status Reason
Country	Catalog	E Exp. Credits per Week	Original Exp Start	
0303 CC Way Kuwat	Diploma	Math	0.00	0202010
Kuwat		0.00	0.00	0202010
Al-Roumil, Mohamed A	ACC Civil Engineering Diploma	Active		
	Day/Weekday	Wancy Alkub	0202010	
	Full Time	Referral from a Student	0202012	
0017 Middleby Lane Kuwat City	Diploma	Wolander	0.00	0202010
Kuwat		0.00	0.00	0202010
Al-Freihat, Waseeh	Bachelor Of Business	Pending Applicant		095 26376115
	Referral from a Student	Wancy Alkub		
huf@kwaat.net		Business	0202010	
349th St, Block 4, Dima St, Bldg 205 PO Box 12101 Tafel	Bachelor's		0.00	
Kuwat		0.00	0.00	
Al-Mozat, Abdullah	Bachelor Of Business	Application Received		095 0021114
	Community Need	Wancy Alkub		
ALC@kwaat.net		Business	0202010	
Wazir Mishaef, Block 2, Street 10, Bldg 10 PO Box 2552 Tafel	Bachelor's		0.00	
Kuwat		0.00	0.00	
Al-Mozat, Mohamed Abdulmoneem	ACC Aviation Diploma	Pending Applicant		095 25976234
	Referral from a Student	Wancy Alkub		
AMMA@kwaat.net		Business		

Cube Report

Demographics

Options: Show Totals

Filters: [Name] [DOB] [Race] [DOB] [Country] [Nationality] [MaritalStatus] [Program] [ProgramVersion] [Districts] [State] [Campus] [GradDate] [DOB] [Status] [Hispanic]

	AK	AL	AR	AS	AZ	CA	CO	DE	FL	GA	IA	ID	IL	IN	KS	KY	LA	MA	MD	ME	MI	MN	MO	MS	NC	ND	NE	NH	NJ	NV	NY	OK	PA	SC	TX	VA	VT	WV	Total	
Gender																																								
Ethnicity																																								
Black or African American																																								
Hispanic/Latino																																								
Race and Ethnicity Unknown																																								
Total	81	9	10	3	5	1	13	5	1	5	3	2	2	4	2	3	4	10	3	2	5	11	3	7	1	1	53	34	86	15	8	3	24	2	2	3	4	437		
American Indian or Alaska Native																																								
Hispanic/Latino																																								
Race and Ethnicity Unknown																																								
White																																								
Total	1	1	1	4	1	1	1	1	1	1	2	1	2	1																									20	
Asian																																								
Black or African American																																								
Hispanic/Latino																																								
Native Hawaiian or Other Pacific																																								
Race and Ethnicity Unknown																																								
Two or more races																																								
White																																								
Total	7	1	4	3	1	1	2						1	4							2																		44	
Total	96	9	19	4	9	1	18	10	1	7	6	3	2	2	5	1	2	9	4	11	3	2	5	11	4	7	2	1	57	34	102	15	12	4	26	2	3	5	4	521

In general, our student information system module contains the following number of reports per reporting area:

- Contact Manager – More than 40
- Admissions – More than 40

- *Academics – More than 100*
- *Financial Aid – More than 100*
- *Student Accounts – More than 80*
- *Distance Education – More than 10*
- *Career Service – More than 30*
- *Bookstore – 1*
- *Housing – More than 20*
- *Student Services – More than 10*
- *Automated Processes – 5*

8. Describe your reporting strategy

The Campus Management reporting strategy is to provide standard reports for an organization's daily operational needs, form fulfillment, etc. within the core application. This strategy allows our clients to run and analyze essential data quickly upon the go-live of their solutions. Our strategy also includes assuring that clients can create sophisticated reports to analyze trends regarding information and data that may be unique to their needs.

9. Describe rules for customizing modules without impacting core systems

CampusNexus is designed to be tailored to the specific needs from Francis Marion University. Tailoring the solution does not customize the software itself. Throughout the implementation, CMC is prepared to tailor CampusNexus on behalf of Francis Marion University of train identified, non-technical staff to do this going forward.

10. Include a Document Management System as option

As part of our proposal, Campus Management Corp. is including the SchoolDocs document management system.

11. Include TouchNet Payment System

CampusNexus can be configured to integrate with and synchronize data with multiple sources – including the TouchNet system – to provide Francis Marion University with bi-directional functionality for those applications.

12. Include disaster recovery using Cloud strategy

CampusNet offers a complete and mature process for disaster recovery. We have a complete business continuity plan that covers failures from component all the way through a complete site failure. Data is archived to Iron Mountain on a daily basis for a period of one year. Data is also replicated to the Disaster Recovery site for failover.

13. Omnilert's e2Campus integration with cell phone and carriers

Campus Management's preferred method of integration would be via the Omnilert API that is offered. Campus Management assumes that the API allows us to provide all of the necessary contact information to link with personal information for any of our product. Mostly likely, the integration is most closely related

to CampusNexus Student or CampusNexus Finance, HR, and Payroll for emergency management. An integration for CampusNexus CRM may also make sense for emergency management for prospective students if they are onsite for any type of recruiting events.

**SOUTH CAROLINA STANDARD AMENDMENT TO END USER LICENSE AGREEMENTS FOR
COMMERCIAL OFF-THE-SHELF SOFTWARE**

This Agreement is made the _____ day of _____, 20__ (the "Effective Date") between [Company Name], a corporation organized and existing under the laws of [State], and having its principal office at [address] (referred to as "Licensor") and Licensees (as defined herein). Licensor and Licensees may also be referred to in this Agreement collectively as the "Parties."

Recitals

ITMO is the central purchasing office for South Carolina state government responsible for the acquisition of information technology. On behalf of Licensees, ITMO intends to establish an agreement with Licensor in order to facilitate the acquisition by certain South Carolina state and local governmental units of licenses regarding Licensor's products. Licensor seeks to facilitate such acquisitions by establishing the terms and conditions of its relationship with the Licensees.

Agreement

For the reasons recited above, and in consideration of the mutual covenants contained herein, the Parties agree as follows:

Definitions

Distributor means the generic category of entities authorized by Licensor, if any, that participate in the distribution chain between Licensor and Licensee, including, but not limited to, value added resellers (VARs), original equipment manufacturers (OEMs), distributors, dealers, independent sales organizations (ISOs), resellers, and retail outlets.

Documentation means all materials supplied, directly or indirectly, to Licensees by Licensor, by any means or media, that explain or facilitate the use of the Software, which may include, without limitation, users' manuals, standard operational manuals or instructions, training materials, flow charts, logic diagrams, system manuals, program manuals and modification manuals.

End User License Agreement ("EULA") means any license agreement or other commercial license or lease agreement, regardless of how designated, pertaining to any Software licensed by Licensor to Licensees, including, but not limited to, any such agreement proposed prior to or after execution of this Agreement, and including without limitation any such agreement that either is affixed to (e.g., shrinkwrap), imbedded in (e.g., clickwrap), or in any way accompanies the Software upon delivery. The term "EULA" does not include this Agreement. The term "EULA" does not include any contract awarded by or on behalf of a licensee as a result of a formal solicitation (e.g., invitation for bids or request for proposals) issued by or on behalf of a licensee.

ITMO means the Information Technology Management Office established by South Carolina Code Section 11-35-820, as amended, or its successor in interest. Pursuant to Section 11-35-510 of the South Carolina Code of Laws, ITMO is authorized to act as the statutory procurement agent for every South Carolina Governmental Body (as defined by S.C. Code Ann. § 11-35-310(18), as amended) covered by the South Carolina Consolidated Procurement Code. Pursuant to Section 11-35-4810, ITMO is authorized to conduct and administer cooperative purchasing agreements on behalf of South Carolina Public Procurement Units (as defined by S.C. Code Ann. § 11-35-4610(5), as amended), both state and local. Consistent with its statutory authority, ITMO is acting solely in a representative capacity and on behalf of Licensees. ITMO is not a party to this Agreement. Notwithstanding any other provision of this Agreement, ITMO bears no liability for any party's losses arising out of or relating in any way to this Agreement.

Licensee means all South Carolina Governmental Bodies (as defined by S.C. Code Ann. § 11-35-310(18), as amended), except those entities exempted from the South Carolina Consolidated Procurement Code by S.C. Code Ann. § 11-35-710, as amended. Licensee also means any South Carolina Public Procurement Unit (as defined by S.C. Code Ann. § 11-35-4610(5), as amended) which has executed a copy of the Enrollment Agreement attached as Exhibit A.

Distributor Contract means a contract between a Licensee and a Distributor by which Licensee can acquire licenses of the Software.

Software means any computer program or computer data base referenced on Exhibit "B". Upon notice to ITMO, Licensor may remove any item of Software from Exhibit "B" if the Software is no longer commercially available for licensing from Licensor.

Attachments

Exhibit A - SC Public Entities Enrollment Agreement
Exhibit B - Authorized Software
Exhibit C - Authorized EULA

1. LIMITED SCOPE OF AGREEMENT.

- 1.1 This Agreement and any authorized EULA apply only to (a) the direct licensing of Software by Licensee and (b) technical support or software maintenance services which a Licensee must acquire in order to continue licensing the Software (hereinafter "mandatory support services"). All terms in a EULA regarding services are void except to the extent they regard mandatory support services.
- 1.2 Subject to the limits of paragraph 1.1, this Agreement and any authorized EULA apply to all licenses of Software licensed from Licensor by a Licensee during the term of this Agreement, whether acquired directly from Licensor or indirectly through a Distributor. This Agreement and any authorized EULA is independent of, and does not form a part of any other contract for the acquisition of goods, services, supplies, or information technology. This Agreement does not authorize any Public Procurement Unit to pay any funds directly to Licensor.
- 1.3 Subject to the limits of paragraph 1.1, this Agreement and any authorized EULA agreed to pursuant to this Agreement apply to all licenses of Software licensed from Licensor by a Licensee prior to execution of this Agreement, unless the license was acquired pursuant to a written agreement negotiated and signed in pen and ink by an authorized representative of a Licensee.
- 1.4 This Agreement does not authorize any Public Procurement Unit to enter any type of financing arrangement with Licensor or any affiliate of Licensor. State Government Bodies are advised to comply with S.C. Code Ann. Regs 19-445.2152 and S.C. Code Ann. § 1-1-1020 (Supp. 2002), both as amended, as financing transactions are subject to the Consolidated Procurement Code.

2. RELATIONSHIP BETWEEN THIS AGREEMENT AND LICENSOR'S EULAs.

- 2.1 Authorized EULA. Subject to the provisions of this Agreement, Licensee agrees to the terms and conditions of any EULA attached as Exhibit "C". Upon the written approval of both Licensor and ITMO, Exhibit C may be amended to include an additional EULA.
- 2.2 Entire Agreement. Within the scope of this Agreement, as defined in paragraph 1, this Agreement and any authorized EULA constitute the entire agreement between the Parties and supersede all other prior or contemporaneous agreements, representations, or discussions, whether oral or written. This Agreement and any authorized EULA shall apply notwithstanding any provisions in either (a) a purchase order or other instrument submitted by Licensee, (b) any invoice or other document submitted by Licensor. Any EULA that is not attached as an agreed exhibit to this Agreement shall be void and of no effect.
- 2.3 Primacy of Agreement. The terms of this Agreement shall be given full effect prior to the application of any term in any authorized EULA. To the extent of any inconsistency or conflict, the terms of this Agreement take precedence over any similar terms in an authorized EULA. To the extent an authorized EULA provides Licensee with options or rights in addition to or beyond those available under this Agreement, nothing in this Agreement is intended to limit Licensee's exercise of such options or rights.

3. TERM OF AGREEMENT.

- 3.1 With regard to any particular license of Software, the terms of this Agreement and any authorized EULA shall continue for the duration of the applicable authorized EULA.
- 3.2 This Agreement shall be in effect for one year from the Effective Date. On each anniversary of the Effective Date, this Agreement shall automatically renew for a term of one year unless ITMO or Licensor sends the other written notice, at least thirty days before the anniversary date, that this Agreement shall not automatically renew. This Agreement shall terminate no later than seven years after the Effective Date.

4. LICENSE GRANT.

- 4.1 Any rights granted by Licensor to Licensee in an authorized EULA are in addition to any rights granted by this Paragraph 4. Licensor agrees that Licensee shall have the rights that are set forth in subparagraphs 4.2, 4.3, and 4.4 below.
- 4.2 For each license acquired, the Software may be:
- 4.2.1 Used or copied for use in or with the computer or computers for which it was acquired, including without limitation use at any of Licensee's installations to which such computer or computers may be transferred;
 - 4.2.2 Used or copied for use in or with a backup computer if any computer for which it was acquired is inoperative;
 - 4.2.3 Reproduced for safekeeping (archives) or backup purposes;
 - 4.2.4 Adapted or combined with other computer software, provided that such adaptation or combination is done in accordance with the applicable Documentation;
 - 4.2.5 Disclosed to and used by support service contractors or their subcontractors for the benefit of the Licensee, subject to the restrictions set forth in this Agreement; and,
 - 4.2.6 Used or copied for use in or transferred to a replacement computer.
- 4.3 If the license acquired is a single CPU license and Licensee has available at the same site multiple suitably configured CPUs, Licensee may operate Software on any such CPU at the site provided that such Software is not in productive use on more than one CPU at any given time and that, if greater license fees are required for a more powerful model of CPU, that any use of such more powerful model shall only be for temporary or backup use.
- 4.4 If usage is expressly restricted to an authorized site or an authorized CPU serial number, Licensee may change any authorized site to an alternate site or an authorized CPU serial number designation to that of an alternate CPU after providing Licensor written notice of the new site or serial number. If greater license fees are required for use on a more powerful model of CPU, Licensee shall pay then current difference in fees to Licensor.

5. INTELLECTUAL PROPERTY INFRINGEMENT.

- 5.1 In the event of any claim by any third party against Licensee, its instrumentalities, agencies, departments, boards, political subdivisions and all their respective officers, agents and employees (hereinafter Indemnitee) asserting or involving an IP right which concerns any acquired item(s), Licensor shall defend Indemnitee, at its expense, against all actions, proceedings or claims of any nature and shall, without limitation, indemnify Indemnitee for and against any loss, cost, expense, attorneys' fees and expenses (including inside counsel), or liability, resulting from such claim whether or not such claim is successful.
- 5.2 Indemnitee must notify Licensor in writing within a reasonable period of time after Indemnitee first receives written notice of any such claim or action, reasonably cooperate with Licensor's defense of such claims or suits, and allow Licensor sole control of the defense so long as the defense is diligently and capably prosecuted. Licensee may participate in the defense of any action. Licensee's consent is necessary for any settlement that requires Licensee to part with any right or make any payment or subjects Licensee to any

injunction, except for an injunction requiring cessation of use of an acquired item that is the subject of the claim.

- 5.3 In the event an injunction or order shall be obtained against Licensee's use of any acquired item, or if in Licensor's reasonable opinion, the acquired item is likely to become the subject of a claim of infringement or violation of an IP right, Licensor shall, without in any way limiting the foregoing, and at its expense, either: (a) procure for Licensee the right to continue to use, or have used, the acquired item, or (b) replace or modify the acquired item so that it becomes non-infringing but only if the modification or replacement does not adversely affect the functionality of the acquired item or its use by Licensee. If neither (a) nor (b) above is practical, Licensee may require that Licensor remove the acquired item from Licensee, refund to Licensee any charges paid by Licensee therefor, and take all steps necessary to have any Indemnitees released from any further liability.
- 5.4 Licensor's obligations under this paragraph do not apply to a claim to the extent (a) that the claim is caused by Licensor's compliance with specifications furnished by Licensee unless Licensor knew its compliance with the Licensee's specifications would infringe an IP right, or (b) that the claim is caused by Licensor's compliance with specifications furnished by Licensee if the State knowingly relied on a third party's IP right to develop the specifications provided to Licensor and failed to identify such product to Licensor.
- 5.5 As used in this paragraph 5, these terms are defined as follows: "IP right(s)" means a patent, copyright, trademark, trade secret, or any other proprietary right. "Acquired item(s)" means the rights, goods, software, or services, if any, furnished under this Agreement or any authorized EULA. "Specification(s)" means a detailed, exact statement of particulars such as a statement prescribing materials, dimensions, and quality of work.
- 5.6 Notwithstanding any other provision, Licensor's obligations pursuant to this clause are without any limitation whatsoever. Contractor's obligations under this clause shall survive the termination, cancellation, rejection, or expiration of this Agreement.

6. LIMITATION OF RECOVERY.

- 6.1 Limitation of Damages – Licensor. Notwithstanding any type of exclusion or limitation on liability, damages, or remedies, Licensor's liability to a specific Licensee for any type of claim or loss may not be limited in any way to less than an amount equal to twice the cumulative fees paid by Licensee to license Software and for any mandatory support services.
- 6.2 Limitation of Damages - Licensee. Except as provided in paragraph 7 (Audit), the maximum liability, if any, of Licensee for all direct, indirect, incidental, punitive, consequential, or special damages, including without limitation contract damages, statutory damages, and damages for injuries to persons or property, whether arising from Licensee's breach of this Agreement, an EULA, breach of warranty, negligence, strict liability, statutory liability, or other tort, shall in no event exceed an amount equal to twice the cumulative fees paid by Licensee to license Software and for any mandatory support services.

7. AUDIT.

- 7.1 Right to Audit. For the duration of the authorized EULA, Licensor has the right to audit Licensee at Licensor's expense. Licensor shall conduct an audit and use the information obtained in an audit only to enforce Licensor's rights and to determine whether Licensee is in compliance with the terms of this Agreement and the authorized EULA. Any audit will be subject to a confidentiality obligation and will take place upon not fewer than 30 days notice, during Licensee's normal business hours, and in a manner that does not interfere unreasonably with Licensee's operations. Licensor's sole audit right regarding Licensee is provided by this paragraph 7.
- 7.2 Remedy; Exclusivity. If an audit reveals unlicensed use of Software by Licensee, Licensee shall either (a) promptly order sufficient licenses to permit all Software usage disclosed, or (b) immediately terminate any unlicensed use of Software and pay any applicable license fees for any noncompliance disclosed by the audit. If a Distributor Contract exists, Licensee may order licenses from, and pay license fees to, a Distributor at a price established by a Distributor Contract. If Licensee's unlicensed use of the Software would be within the scope of license rights granted by this Agreement and any authorized EULA but for Licensee's failure to acquire an adequate number of licenses or an available license, Licensor's exclusive remedy for the unlicensed use shall be the remedy provided by this paragraph 7.2. If Licensee fails to execute either option

within a reasonable time, Licensor may pursue all remedies available to it at law or in equity, subject to the terms of this Agreement.

- 7.3 If Licensor undertakes an audit and does not find material unlicensed use of Software, Licensor shall not require another audit of Licensee for at least one year. Licensor's right to conduct an audit is limited by any applicable statutory or regulatory limitations on access to public records.
- 8. LICENSEE'S RECORDS.** For each license of Software acquired pursuant to this Agreement, Licensee agrees to retain records of that license for one year beyond the duration of that license, provided that Licensee has no obligation to retain records of a license beyond one year after Licensee ceases to retain a copy of the Software to which a license applies. Licensor may access Licensee's records as provided in the South Carolina Freedom of Information Act and any other applicable law. Except as stated in this Agreement, Licensor agrees that Licensee has no obligation to retain any records.
- 9. CONFIDENTIALITY & NONDISCLOSURE.** This Agreement and any EULA are subject to public disclosure. All provisions of an authorized EULA regarding confidentiality or nondisclosure are subject to the South Carolina Freedom of Information Act and other applicable laws. Any duty of confidentiality or nondisclosure established by an authorized EULA does not apply to material or information developed by or received from Licensor if such material or information has not been conspicuously marked with the words confidential, proprietary, or trade secret.
- 10. TERMINATION.** Licensor may not terminate either this Agreement or an authorized EULA in the absence of a material breach by Licensee. Termination of one Licensee does not constitute grounds for termination of a different Licensee. If Licensor exercises any termination rights under any authorized EULA, Licensee may, in addition to any rights provided in the EULA, continue using software pursuant to this Agreement for a period of six months in order to allow Licensee to convert from the use of Software. During the conversion period, Licensee shall pay any applicable license fees at the price last available from Licensor to Licensee prior to termination or, at Licensee's option, at the price established by an applicable Distributor Contract, if any.
- 11. WARRANTIES.** The warranties provided in this paragraph 11 are in addition to any other warranties provided by law and not excluded or provided in an authorized EULA. Licensor warrants (a) that an item of Software, without unauthorized modification, will perform substantially in accordance with the Documentation applicable to the Software for a period of 365 days from the date the item of Software is delivered to Licensee, (b) that Licensor has all necessary right and authority to grant the licenses granted hereunder, and (c) that there is currently no actual or threatened suit against Licensor by any third party based on an alleged violation of an intellectual or proprietary property right that has not been disclosed to ITMO. Licensor agrees that it will not electronically repossess, trigger any lock, or use any device capable of halting operations or erasing or altering data or programs with regard to any Software that it has licensed to Licensee.
- 12. BANKRUPTCY.**
- 12.1 Notice of Insolvency.** Licensor shall provide ITMO and Licensee with written notice immediately upon the filing by Licensor of a petition in bankruptcy or insolvency or upon any other proceeding or action by or against Licensor under the relevant law on insolvency or bankruptcy, or after the making by Licensor of any assignment or attempted assignment for the benefit of creditors or upon or after the institution of any proceedings for the liquidation or winding up of Licensor's business or for the termination of its corporate charter.
- 12.2 Rejection of Executory License.** The Parties agree that the Software is "intellectual property" as defined in Section § 101(35A) of the U.S. Bankruptcy Code. Upon the filing by Licensor of a petition in bankruptcy or insolvency or upon any other proceeding or action by or against the Licensor under the relevant law on insolvency or bankruptcy, this Agreement and any authorized EULA shall be governed by Section 365(n) of the U.S. Bankruptcy Code. If any person seeks to reject this Agreement or an authorized EULA pursuant to bankruptcy law, Licensee shall have the option of using the Software for either the original term of the authorized EULA or a period of two years after rejection is requested.

13. RIGHTS IN LICENSEE-DEVELOPED COMPUTER PROGRAM OR DATA BASE. Nothing in this Agreement or any authorized EULA shall be construed to give Licensor any rights with regard to computer programs or databases developed by Licensee, regardless of whether or not such programs or databases are connected to or embedded in Software or are functionally similar, in whole or part, to Software.

14. GENERAL

14.1 Choice of Law & Choice of Forum. Both the rights and obligations of the Parties and this Agreement and any EULA, as well as any dispute, claim, or controversy arising out of or relating to this Agreement or any EULA, shall, in all respects, be established, interpreted, construed, enforced and governed by and under the laws of the State of South Carolina, without regard to any provision governing conflicts of law. All disputes, claims, or controversies arising out of or in any way relating to this Agreement or any EULA shall be resolved exclusively by the appropriate Chief Procurement Officer in accordance with Title 11, Chapter 35, Article 17 of the South Carolina Code of Laws, or in the absence of jurisdiction, only in the Court of Common Pleas for, or a federal court located in, Richland County, State of South Carolina.

14.2 Sovereign Immunity. Title 11, Chapter 35, Article 17 constitutes a limited statutory waiver of sovereign immunity. Licensor agrees that any act by either ITMO or Licensee regarding this Agreement and any EULA is not a waiver of either their sovereign immunity or their immunity under the Eleventh Amendment of the United State's Constitution.

14.3 Subject to Applicable Law. This Agreement is entered into pursuant to the South Carolina Consolidated Procurement Code (Title 11, Chapter 35 of the South Carolina Code of Laws.) As a public entity, all of Licensee's obligations are subject to any applicable laws.

14.4 Alternative Dispute Resolution. Unless mandated by law, no method of mandatory alternative dispute resolution shall apply to any dispute, claim, or controversy arising out of or relating to this Agreement or any authorized EULA.

14.5 CISG / UCITA. Neither the UN Convention on the International Sale of Goods nor the Uniform Computer Information Transactions Act (nor any non-uniform version) shall apply to this Agreement or any authorized EULA.

14.6 ITMO Participation In Contract Disputes. Consistent with its statutory authority, ITMO is acting solely in a representative capacity and on behalf of Licensees. Accordingly, ITMO is not a party to this Agreement and need not be joined as a party to any dispute that may arise out of this Agreement. With regard to this Agreement, the officers, agents and employees of ITMO are acting solely in their official capacity and need not be joined as a party to any dispute that may arise out of this Agreement.

14.7 Notices. In addition to any other obligations the parties may have regarding notice, all **NOTICES OR OTHER COMMUNICATIONS REGARDING THIS AGREEMENT SHALL BE COPIED TO ITMO AT THE FOLLOWING ADDRESS. LICENSOR AGREES THIS OBLIGATION IS A MATERIAL PROVISION OF THIS AGREEMENT.**

Information Technology Management Office
Office of the State CIO
4330 Broad River Road
Columbia, SC 29210

14.8 Third Party Beneficiary. This Agreement and any EULA is made solely and specifically among and for the benefit of the Parties hereto, and their respective successors and assigns, and no other person will have any rights, interest, or claims hereunder or be entitled to any benefits under or on account of this Agreement or any EULA as a third party beneficiary or otherwise.

14.9 Assignment. Except as set forth below, neither party may assign or transfer this Agreement, any authorized EULA, or any rights regarding either, without the prior written consent of the other party. Such consent shall not be unreasonably withheld. Any attempted assignment, delegation or transfer in derogation of this paragraph shall be null and void.

14.9.1 This Agreement, and any authorized EULA, or any rights regarding either, may be assigned to affiliates of the Licensor, or to successors in interest of substantially all the assets of the Licensor, if the assignee

expressly assumes the Licensor's obligations under the assigned agreement. Licensor must give Licensee reasonable notice of any assignment.

14.9.2 If Licensee is reorganized such that certain operations or functions are transferred from one Licensee to another, then in connection with such reorganization, a Licensee may, upon written notice to Licensor, transfer licenses to another Licensee provided that the transferee is performing some substantially similar business and/or operational functions as the original Licensee. Both Licensees shall execute such paperwork as Licensor may reasonably require.

14.10 Interpretation. Any question of interpretation or construction shall not be resolved by any rule providing for interpretation or construction against the party who causes the uncertainty to exist or against the drafters of this Agreement.

14.11 Headings. The headings contained in this Agreement are for the purposes of convenience only and are not intended to define or limit the contents of this Agreement.

14.12 Publicity. Licensor agrees not to refer to Licensees in such a manner as to state or imply that either Licensor or its Software is endorsed or preferred by Licensee, the State of South Carolina, or any unit of either. The foregoing shall not prohibit the Licensor from identifying a Licensee as a customer in a customer list.

14.13 Relationship of the Parties. Licensor is an independent contractors and neither party is an employee, agent, partner, or joint venturer of the other. Neither party has the right or ability to bind the other to any agreement with a third party or to incur any obligation or liability on behalf of the other party.

14.14 Relationship Among Public Entities. Each Licensee's obligations and liabilities are independent of every other Licensee's obligations and liabilities.

14.15 Language of Agreement & Notices. The language of this Agreement is English. If translated into another language, this English version of the Agreement shall be controlling. All notices required or permitted to be given hereunder shall be written in the English language.

14.16 Survival of Obligations. The Parties' rights and obligations which, by their nature, would continue beyond the termination, cancellation, rejection, or expiration of this Agreement shall survive such termination, cancellation, rejection, or expiration, including, but not limited to, the rights and obligations created by the following clauses: Indemnification, Records, Audit, Bankruptcy, Termination, and General.

14.17 Waiver & Modification. No waiver of any default by either party shall act as a waiver of a subsequent or different default. The provisions of this Agreement and any authorized EULA may not be modified or waived except by another agreement in writing executed by the Chief Procurement Officer for Information Technology and an authorized representative of Licensor.

14.18 Anti-Indemnification. Any provision in any authorized EULA is void to the extent it requires ITMO or a Licensee to indemnify anyone.

14.19 Statute of Limitations. Any provision in any authorized EULA is void to the extent that it modifies the statute of limitations or alters the time period within which an action must be brought.

14.20 Non-appropriations. Payment and performance obligations for succeeding fiscal periods shall be subject to the availability and appropriation of funds therefore. When funds are not appropriated or otherwise made available to support continuation of performance in a subsequent fiscal period, the contract shall be cancelled.

14.21 Attorneys' Fees. Except as otherwise provided herein, each party waives any claim it may have to recover attorneys' fees from any other party.

14.22 Payment & Interest: Any provision regarding payment or interest is void.

IN WITNESS WHEREOF, the Parties hereto have executed this Agreement, by their duly authorized agents, each of whom personally warrants that he or she has full and legal authority to enter into this Agreement and to consummate the transactions contemplated hereby.

LICENSOR.

By:

Its:

INFORMATION TECHNOLOGY MANAGEMENT OFFICE, acting on behalf of Licensee.

By:

Its:

Service Provider Security Assessment Questionnaire

Instructions: (1) Attach additional pages or documents as appropriate and make sure answers cross reference to the questions below. (2) As used in this Questionnaire, the phrase "government information" shall have the meaning defined in the clause titled "Information Security." (3) This Questionnaire must be read in conjunction with both of the following two clauses (a) Service Provider Security Assessment Questionnaire – Required, and (b) Service Provider Security Representation.

1. Describe your policies and procedures that ensure access to government information is limited to only those of your employees and contractors who require access to perform your proposed services.

Campus Management Corp. has provided a copy of the Data Sharing Policy which summarizes the policies and procedures around limiting access to sensitive and confidential data. The Data Sharing Policy document is located in the appendix of this proposal.

2. Describe your disaster recovery and business continuity plans.

Campus Management Corp. has an extensive Disaster Recovery (DR) and Business Continuity Plan (BCP) which is tested frequently. All BCP and DR controls are audited yearly by an external auditor and findings of these audits have been provided.

3. What safeguards and practices do you have in place to vet your employees and contractors who will have access to government information?

All Campus Management Corp. employees and contractors are vetted by a criminal background verification, education verification and drug testing.

4. Describe and explain your security policies and procedures as they relate to your use of your contractors and next-tier sub-contractors.

All Campus Management Corp. contractors are required to read and sign all security policies and complete the security awareness training program.

5. List any reports or certifications that you have from properly accredited third-parties that demonstrate that adequate security controls and assurance requirements are in place to adequately provide for the confidentiality, integrity, and availability of the information systems used to process, store, transmit, and access all government information. (For example, an ISO/IEC 27001 compliance certificate, an AICPA SOC 2 (Type 2) report, or perhaps an AICPA SOC 3 report (i.e., a SysTrust or WebTrust seal)). For each certification, describe the scope of the assessment performed. Will these reports / certifications remain in place for the duration of the contract? Will you provide the state with most recent and future versions of the applicable compliance certificate / audit report?

The scope of the ISO/IEC 27001:2013 information security management system (ISMS) covers the provisioning, administrator and supporting processes for the global CampusNet Cloud Services platform, including Proof of Concept, Build, User Acceptance Testing, Monitoring, Maintenance, Support and Disaster Recovery, per the statement of applicability Version 2.1.

The scope of our SOC 1 Type 2 report includes selected financial reporting related controls of Campus Management's CampusVue system for processing academic and administration transactions at the Boca Raton, Florida, and Bangalore, India, locations.

These reports/certifications will remain in place for the duration of the contract.

6. Describe the policies, procedures and practices you have in place to provide for the physical security of your data centers and other sites where government information will be hosted, accessed or maintained.

CampusNet's premier data center in North America is located in the Washington D.C. metropolitan area. The data center uses a centralized global security operations center that monitors all data centers, provides multiple challenge points throughout and grants permissions-based access to all data center areas. Each data center supports hundreds of external and internal video surveillance cameras. Equipment suites are outfitted with locking mechanisms. Access to the data center is performed through access card, entrance to a man trap, and biometric access and, finally, keyed access to equipment suite. Data is archived at Iron Mountain also in the Washington DC area. Our disaster recovery site is located in Miami, FL in a telecom grade, Category 5 hurricane rated building which also resides outside of FEMA's 500-year flood zone.

7. Will government information be encrypted at rest? Will government information be encrypted when transmitted? Will government information be encrypted during data backups, and on backup media? Please elaborate.

CampusNet stores data using AES-256 encryption on all data at rest. Data in transit is encrypted using industry standard TLS encryption with certificates obtained in coordination with the customer's namespace where applicable. Data that is copied to media for archival of 1 year is also encrypted using AES-256 encryption and PIN.

8. Describe safeguards that are in place to prevent unauthorized use, reuse, distribution, transmission, manipulation, copying, modification, access or disclosure of government information.

Campus Management Corp. has provided a copy of the CampusNet Data Sharing Policy which details "Constraints on Use" for data supplied by the customer to Campus Management Corp.

9. What controls are in place to detect security breaches? What system and network activity do you log? How long do you maintain these audit logs?

CampusNet has ISO 20000 and 27001 certified controls in place to detect and respond to suspicious activity. Data from systems including our firewalls, intrusion prevention devices are analyzed and alerted on by a third party SOC who specializes in preventing, detecting, and quickly reacting to threats. Network and system activity including authentication events are logged and consumed by our security incident and event monitoring system to correlate activities and analyze threats to identify and alert on suspicious behavior. The logs are retained for a period of 1 year.

10. How will government information be managed after contract termination? Will government information provided to the Contractor be deleted or destroyed? When will this occur?

The CampusNet agreement provides terms for retrieval of data by the customer and subsequent destruction of information on active media. Usually this happens within 30 days of contract termination unless special arrangements are in place with the customer. Archived media in our offsite vault will be overwritten and destroyed by our backup process in the normal course of media reuse. The oldest backup set would be overwritten after 1 year.

11. Describe your incident response policies and practices.

Campus Management Corp. has an extensive Incident Management Process including alignment to legal requirements around breach notification and communication to affected customers, which is reviewed and tested regularly. Evidence of this is audited by external auditor yearly. Notifications of an incident are sent to the contacts defined in our support system. The customer is responsible for keeping this contact list current and may include a distribution list for notifications. Notifications are sent to customers with a summary of the issue, actions being taken, update frequency for further notifications and estimated time of recovery. Once an incident is resolved, it undergoes review by our management team and corrective actions

are scheduled or performed if necessary. A post mortem is conducted and available upon request by customers.

12. Identify any third party which will host or have access to government information. Offeror's response to this questionnaire includes any other information submitted with its offer regarding information or data security.

CampusNet provides the hosting services for our customers on Campus Management's own equipment and does not subcontract roles which require access to customer data.

SIGNATURE OF PERSON AUTHORIZED TO REPRESENT THE ACCURACY OF THIS INFORMATION ON BEHALF OF CONTRACTOR:

By:



(authorized signature)

Richie Rodriguez

(printed name of person signing above)

Sr. Director, IT / CISO

(title of person signing above)

SPSAQ (JAN 2015) [09-9025-1]

Appendix

Notes

Legal Note

Campus Management Corp. recognizes that your organization may have questions regarding contract terms. Campus Management Corp. will work with your organization in good faith towards final mutually agreeable contracts.

South Carolina Standard Amendment To End User License Agreements...

Campus Management Corp. understands that the ***South Carolina Standard Amendment to End User License Agreements for Commercial Off-The-Shelf Software*** document provided in the RFP was a sample and that it applies to the vendor(s) who is/are selected to provide the ERP system to Francis Marion University.

Screenshots

As the development of our products is an ongoing process, the visual appearance of the product as shown in any screenshots provided in this proposal is subject to change.

Attachments

Francis Marion University, due to file size uploading limitations, the following documents are being provided to the university within a single, separate "Attachments" document.

- Item 1: Microsoft Dynamics AX 2012 System Requirements
- Item 2: Microsoft Dynamics® AX 2012 R3 Summary of Financial Benchmark
- Item 3: CMC Software Development Process Overview
- Item 4: CampusNet Service Level Agreement
- Item 5: CampusNet Enterprise Cloud Agreement
- Item 6: Master Agreement
- Item 7: Data Sharing Policy
- Item 8: Project Team Résumés
- Item 9: Certificate of Insurance
- Item 10: CampusNet Enterprise Cloud Diagram

Disclosure Statement

The information provided in this document shall not be disclosed outside the recipients organization and shall not be duplicated, used or disclosed in whole or in part for any purpose other than to evaluate the information, provided that if a contract is awarded to Campus Management as a result of or in connection with the submission of this information, the recipient shall have the right to duplicate, use or disclose the information to the extent provided in the contract. This restriction does not limit the right of the recipient to use information contained if it is obtained from another source without restriction. In the event that the recipient is served with a request to disclose any or all of Campus Management's confidential information pursuant to the requirements of applicable law, a judicial or governmental request, requirement or order or otherwise, Campus Management asks to be promptly notified in order to provide Campus Management sufficient time to object to such request, understanding that the recipient will take reasonable steps to cooperate with and assist Campus Management in contesting such request, requirement, or order or in otherwise protecting Campus Management's rights prior to disclosure.

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