

STATE OF NORTH CAROLINA NORTH CAROLINA COMMUNITY COLLEGE SYSTEM	REQUEST FOR BEST AND FINAL OFFER NO. IFB 50-2223035-BAFO 2	
	Offers will be received until: April 2, 2024	
	Issue Date: March 27, 2024	
Refer <u>ALL</u> inquiries regarding this BAFO to: Grant Braley braleyg@nccommunitycolleges.edu (919) 807-7199	Commodity Number: 43232303 – Customer Relationship Management (CRM) Software	
	Description: Recruiting & Admissions CRM	
	Using Agency: NC Community College System	
See page 2 for mailing instructions.	Requisition No.: N/A	


NOTICE TO VENDOR

Offers, subject to the conditions made a part hereof, will be received at this office until 2:00 PM on the day of opening and then opened, for furnishing and delivering the goods and services as described herein. Refer to page 2 for proper mailing instructions. Bids submitted via facsimile (fax) machine in response to this Best and Final Offer (BAFO) will not be accepted. Bids are subject to rejection unless submitted on this form.

EXECUTION

In compliance with this Request for Best and Final Offer (BAFO), and subject to all the conditions herein, the undersigned offers and agrees to furnish any or all goods and services which are offered, at the prices agreed upon and within the time specified herein. Pursuant to N.C.G.S. §143B-1354 and under penalty of perjury, the undersigned Vendor certifies that this offer has not been arrived at collusively or otherwise in violation of Federal or North Carolina law and this offer is made without prior understanding, agreement, or connection with any firm, corporation, or person submitting an offer for the same commodity, and is in all respects fair and without collusion of fraud.

Failure to execute/sign offer prior to submittal shall render offer invalid. Late offers are not acceptable.

OFFEROR: Element451, Inc.		
STREET ADDRESS: 1 Glenwood Ave, 5th Floor	P.O. BOX: N/A	ZIP: 27603
CITY & STATE & ZIP: Raleigh, NC 27603	TELEPHONE NUMBER: 718.644.2026	TOLL FREE TEL. NO: N/A
PRINT NAME & TITLE OF PERSON SIGNING: Ardis Kadiu, CEO		FAX NUMBER: N/A
AUTHORIZED SIGNATURE: 	DATE: 3/28/2024	E-MAIL: ardis@element451.com

Offer valid for ninety (90) days from date of offer opening unless otherwise stated here: ____ days

ACCEPTANCE OF OFFER

If the State accepts any or all parts of this offer, an authorized representative of North Carolina Community College System shall affix his/her signature to the Vendor's response to this Request for BAFO. The acceptance shall include the response to this BAFO, any provisions and requirements of the original IFB which have not been superseded by this BAFO and the Department of Information Technology Terms and Conditions. These documents shall then constitute the written agreement between the parties. A copy of this acceptance will be forwarded to the successful vendor(s).

<u>FOR STATE USE ONLY</u>	
Offer accepted and contract awarded this _____ day of _____, 20____, as indicated on attached certification, by <u>Dr. Jeff Cox, President</u> (Authorized representative of North Carolina Community College System).	12/17/2024
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DELIVERY INSTRUCTIONS:

Responses may be emailed to braleyg@ncccommunitycolleges.edu, no later than **2:00 PM, April 2, 2024**. The files must not be password-protected and must be capable of being copied to other media. Please include **IFB 50-2223035-BAFO 2** in the email subject line.

SOLICITATION REQUEST FOR BEST AND FINAL OFFER (BAFO)

This request is to acquire a best and final offer from Vendor for NCCCS Customer Relationship Management Software. The offer should integrate the previous response to the IFB 50-2223035 and any changes listed below. Any individual vendor can receive a different number of requests for BAFOs than other offerors.

NOTE: This bid is still in the evaluation period. During this period and prior to award, possession of the BAFO, original bid response and accompanying information is limited to personnel of the Department of Information Technology (DIT) Statewide IT Procurement Office, and to agencies responsible for participating in the evaluation. Bidders who attempt to gain this privileged information, or to influence the evaluation process (i.e. assist in evaluation) will be in violation of purchasing rules and their offer will not be further evaluated or considered.

In accordance IFB 50-2223035, the order of precedence will be as follows: Best and Final Offers, special terms and conditions specific to this IFB 50-2223035, Specifications of the IFB 50-2223035, the Department of Information Technology Terms and Conditions, and the agreed portion of the awarded Vendor's offer.

State encourages the vendor to supply more competitive prices. Vendor should submit its most competitive prices on page 3 of this request for BAFO.

BAFO REQUIREMENT:

Please provide a mechanism for colleges currently under contract with your services to migrate to the Systemwide contract within a 12-month period of contract award.

Please provide a deployment model for systemwide rollout of your solution.

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BAFO COST:

(If Vendor has additional options that it wants to offer and are not listed, provide them on a separate sheet with applicable costs.)

Please complete the following price table and provide total three-year costs for the following three (3) scenarios:

- Systemwide Pricing, Total Pricing if the entire system were to adopt the product (including any applicable credits for existing colleges that are already customers and how payments would work during systemwide onboarding).
- Pilot Pricing, Pricing for up to 5 colleges in a Cohort Model to pilot adoption of the product.
- Competitive Institutional level pricing. Pricing for colleges that may purchase individually.

The North Carolina Community College System may use one or multiple of the above pricing structures to implement CRM. Vendors must complete the cost table as required and may provide other pricing scenarios in addition to required tables. NCCCS will only consider additional pricing structures if it is advantageous to the state.

Most competitive pricing will consider the entire volume of the system and provide competitive pricing that institutions would not be able to achieve alone.

The pricing table provided must be complete and include any anticipated year-over-year price increases or decreases. Additionally, ITEM 5 "Other Costs" must include all additional expenses necessary to the full deployment of the solution not otherwise outlined in the table and any additional optional items that could be proposed as a part of the solution (add-ons).

ITEM	DESCRIPTION	YEAR 1 COST	YEAR 2 COST	YEAR 3 COST
1	Software Fee	\$430,000	\$442,900	\$456,187
2	Configuration, Integration Services	Flat File with SIS \$0	Flat File with SIS \$0	Flat File with SIS \$0
3	Training	\$0	\$0	\$0
4	Technical Support	\$348,000	\$358,440	\$369,193
5	Other Costs	\$1,140,000 57 additional instances	\$1,174,200 57 additional instances	\$1,209,426 57 additional instances

TOTAL THREE-YEAR COST: \$5,928,346

Note: Please refer to the chart above for our comprehensive system-wide pricing details. Additionally, our attached NCCCS Pricing Excel document provides a breakdown of pilot pricing at the end of tab 2, titled "NCCCS Per Institution Pricing." For competitive pricing at the institutional level, see both tab 2 ("NCCCS Per Institution Pricing") and tab 3 ("NCCCS Per Institution Estimates") within the same document.