

<b>STATE OF NORTH CAROLINA</b>  <b>NORTH CAROLINA COMMUNITY COLLEGE SYSTEM</b>	<b>REQUEST FOR BEST AND FINAL OFFER NO. IFB 50-2223035-BAFO #1</b>
	<b>Offers will be received until:</b> January 24, 2024
	<b>Issue Date:</b> January 17, 2024
<b>Refer <u>ALL</u> inquiries regarding this BAFO to:</b>  Grant Braley braleyg@nccommunitycolleges.edu (919) 807-7199	<b>Commodity Number:</b> 43232303 – Customer Relationship Management (CRM) Software
	<b>Description:</b> Recruiting & Admissions CRM
	<b>Using Agency:</b> NC Community College System
<b>See page 2 for mailing instructions.</b>	<b>Requisition No.:</b> 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.

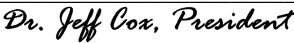
**Failure to execute/sign offer prior to submittal shall render offer invalid. Late offers are not acceptable.**

<b>OFFEROR:</b> Element451, Inc. DBA Element451		
<b>STREET ADDRESS:</b> 1 Glenwood Ave, 5th Floor	<b>P.O. BOX:</b> N/A	<b>ZIP:</b> 27603
<b>CITY &amp; STATE &amp; ZIP:</b> Raleigh, NC, 27603	<b>TELEPHONE NUMBER:</b>	<b>TOLL FREE TEL. NO</b>
<b>PRINT NAME &amp; TITLE OF PERSON SIGNING:</b> Ardis Kadiu, CEO		<b>FAX NUMBER:</b> N/A
<b>AUTHORIZED SIGNATURE:</b> 	<b>DATE:</b> 1/18/2024	<b>E-MAIL:</b> 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).

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

Responses may be emailed to [braleyg@ncccommunitycolleges.edu](mailto:braleyg@ncccommunitycolleges.edu), no later than **2:00 PM, January 24, 2024**. The files must not be password-protected and must be capable of being copied to other media. Please include **IFB 50-2223035** 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.

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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.
- 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 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.

ITEM	DESCRIPTION	YEAR 1 COST	YEAR 2 COST	YEAR 3 COST
1	Software Fee	\$430,000	\$430,000	\$430,000
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	\$348,000	\$348,000
5	Other Costs	\$1,140,000 57 additional instances	\$1,140,000 57 additional instances	\$1,140,000 57 additional instances

**TOTAL THREE-YEAR COST \$5,754,000**

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.



# STATE OF NORTH CAROLINA

Final Audit Report

2024-01-18

Created:	2024-01-18
By:	Renee Golding (renee.golding@element451.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAA9M8sfFuMo8XVFtYtC1SQA5ezsl6wuX5T

## "STATE OF NORTH CAROLINA" History

-  Document created by Renee Golding (renee.golding@element451.com)  
2024-01-18 - 8:37:24 PM GMT
-  Document emailed to Ardis Kadiu (ardis@element451.com) for signature  
2024-01-18 - 8:37:33 PM GMT
-  Email viewed by Ardis Kadiu (ardis@element451.com)  
2024-01-18 - 11:38:36 PM GMT
-  Document e-signed by Ardis Kadiu (ardis@element451.com)  
Signature Date: 2024-01-18 - 11:41:30 PM GMT - Time Source: server
-  Agreement completed.  
2024-01-18 - 11:41:30 PM GMT