



U N I V E R S I T Y O F  
**SOUTH CAROLINA**

AMENDMENT NO. 1 TO SOLICITATION

TO: ALL VENDORS

FROM: Charles Johnson, Procurement Manager

SUBJECT: SUBJECT: SOLICITATION NUMBER: USC-FPB-2030-CJ  
PROVIDE PROFESSIONAL SERVICES TO ASSIST THE UNIVERSITY TECHNOLOGY SERVICES  
(UTS) IN THE NEXT PHASE OF ITS ORACLE IDENTITY MANAGEMENT PROJECT

DATE: August 15, 2011

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This Amendment **No.1** modifies the Fixed Price Bid only in the manner and to the extent as stated herein.

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BIDDER SHALL ACKNOWLEDGE RECEIPT OF AMENDMENT **NO. 1** IN THE SPACE PROVIDED BELOW AND RETURN IT WITH THEIR BID RESPONSE. FAILURE TO DO SO MAY SUBJECT BID TO REJECTION.

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Authorized Signature

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Name of Offeror

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Date

## **THE FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR A:**

**QUESTION #1:** Under the Scope of Work at Sr. No. 1.a & 1.f it is stated that Oracle IDM/Banner Integration Assistance to 'Build connector to Banner Financial Aid', 'Build connectors to Banner HR/Payroll'. Can you clarify that the development of Connectivity is using;

- a. SunGard OIM connectors?

**ANSWER: Connectors will involve OIM Connectors using Generic Connector Framework and custom developed Banner processes to support the connector.**

- b. Custom developed?

**ANSWER: Yes.**

**QUESTION #2:** Can you provide the list of connectors currently in use by the USC for the integration with Banner?

- a. Custom developed
- b. SunGard

**ANSWER: This is specific to the Banner integration described and underscores the need for intimate knowledge of the Banner 8.x modules. The following connectors are currently in use.**

- i. Admissions - Application import
- ii. General Person – Reconciliation & GOAMTCH

**QUESTION #3:** Can you elaborate the term 'IdM matching algorithm' in terms of the university environment?

**ANSWER: An additional web service has been developed to provide this facility but it is tightly integrated with OIM and uses existing OIM APIs. It provides matching services to support migration from the legacy authoritative sources and new authoritative sources and will continue to support new person creation by attempting to find existing matching users before allowing creation. The scope will include all existing identities tracked by the university across multiple identity types.**

**QUESTION #4:** Does the task '*Build connectors and provisioning process for Active Directory Accounts, Exchange Accounts, LDAP Accounts, and custom target databases*' mean to use the

existing mainframe based provisioning or to establish direct connectivity with those target systems using respective OIM connectors?

**ANSWER: Establish direct connectivity using respective OIM connectors. Targets may include mainframe systems, DB2 and IMS. Knowledge of interacting with DB2 and IMS will be required. Specific knowledge of the existing system is not required.**

**QUESTION #5:** Is SunLDAP connector already implemented?

**ANSWER: No.**

**QUESTION #6:** Does the production support include only the components and tasks as part of present phase [OR] it is a generic OIM production support?

**ANSWER: Generic OIM Production support.**

**QUESTION #7:** Is the duration of the production support confined to the period of the contract? Or it is for an extended period beyond contract?

**ANSWER: This is an optional service and would only extend for the period (term) of the contract as defined in the Solicitation.**

**QUESTION #8:** Are you referring documentation as part of this phase only or it includes any of the tasks/work done in previous phase?

**ANSWER: Both.**

**QUESTION #9:** Does the support include monitoring and maintenance of the identity management system? Or it is only confined to functionality of the system?

**ANSWER: Both, again these are optional services.**

**QUESTION #10:** What level of production support is expected? is it L1/L2 ?

**ANSWER: Service scope is not specified in the Solicitation. Production support encompasses all OIM administrative tasks and will be a supporting or secondary role.**

**QUESTION #11:** Will this RFP will be Awarded only to one vendor or it will short list multiple vendors?

**ANSWER: This Fixed Price Bid has the potential to be awarded to multiple vendors. Please refer to Award Criteria – Fixed Price Bidding and Bids Received After Award – Fixed Pricing Bidding clauses in Section VI. Award Criteria of the solicitation.**

## **THE FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR B:**

**QUESTION #1:** What is the version of the Oracle identity manager solution do you currently have?

**ANSWER: 9.1.02 BP6**

**QUESTION #2:** Please confirm the version of OIM as to be 9.1.x.x or OIM 11gR1, that you are interested in implementing?

**ANSWER: Our implemented IdM Solution is OIM 9.1.02 BP6 running on an Oracle 11.1.0.7 (11gR1) database.**

**QUESTION #3:** Do you want to continue using Banner and Legacy mainframe systems operate as both authoritative source as well as target source? I noticed that there are some write backs to both of these systems.

**ANSWER: Yes, to facilitate the transition to the new ERP system described.**

**QUESTION #4:** Please explain the following applications: application import and GOAMTCH. What kind of technology do these applications use? Application Server, database type, etc?

**ANSWER: This is specific to the Banner integration described and underscores the need for intimate knowledge of the Banner modules. The Banner application is built on Oracle**

**Databases, Oracle Forms, Oracle Application Server and various other technologies. GOAMTCH is a Banner specific form built using Oracle forms.**

**QUESTION #5:** Can you explain what the term 'aging rule' signifies from your systems perspective?

**ANSWER:** The definition of checkpoints that an account would pass through during the user lifecycle within our organization. For example, when a staff retires or leave, the account would expire within a time frame established by the rule.

**QUESTION #6:** Please explain where the matching algorithms reside that is noted in the RFP; in OIM or is it a separate application that OIM calls out to make decisions?

**ANSWER:** An additional web service has been developed to provide this facility but it is tightly integrated with OIM and uses existing OIM APIs.

**QUESTION #7:** Please explain the nature of complexity of the Active Directory and Exchange systems? Schema changes, number of domains, number of mailboxes, customizations, etc

**ANSWER:** 1 domain exists with approximately 15 domain controllers, 2700 Exchange mailboxes, some schema changes exist and focus on a custom user class.

**QUESTION #8:** Can you provide some information on whether the required provisioning is automatic provisioning or request based provisioning? If your implementation supports request based provisioning, please provide the names of resources that have requirements for resource based provisioning?

**ANSWER:** Automatic provisioning. A design is being developed for request-based provisioning.

**QUESTION #9:** Do the users use the OIM interfaces to perform requests for provisioning operations?

**ANSWER: Not currently but a design is being developed to support request-based provisioning.**

**QUESTION #9:** What is the nature of workflows that the provisioning solution supports today?

**ANSWER: Administrative support only.**

**QUESTION #10:** Do you intend to rollout the provisioning solution for all users types (staff, students, employees, etc), including alumni?

**ANSWER: Yes.**

**QUESTION #11:** Are there any customizations to date of user Forms and OIM process forms?

**ANSWER: Yes.**

**QUESTION #12:** Are there any requirements around self service password management and/or password reset capabilities?

**ANSWER: A design for self-service password management is being developed. Existing facilities provide this functionality currently.**

**QUESTION #13:** Can you provide some explanation concerning the C60 table?

**ANSWER: This is an existing legacy provisioning process based on IMS and DB2 and multiple job streams. Knowledge of interacting with DB2 and IMS will be required. Specific knowledge of the existing system is not required. Information about and support for interacting with the existing system will be provided by existing resources.**

**THE FOLLOWING QUESTION WAS RECEIVED FROM VENDOR C:**

**QUESTION:** Should we provide a detailed SOW and pricing for this RFP response or do we just respond to Section I.V. Information for Offeror's to Submit, A. Qualifications and Experience?

**ANSWER:** Bidders should respond to the solicitation with all of the information requested in Section IV Information for Offerors to Submit of the solicitation.