



# UNIVERSITY OF SOUTH CAROLINA

## AMENDMENT NO. 1 TO SOLICITATION

TO: ALL VENDORS

FROM: Charles Johnson, Procurement Manager

SUBJECT: SOLICITATION NUMBER: USC-FPB-2569-CJ

DESCRIPTION: Provide Computer Security Incident Notification Management Services

DATE: March 24, 2014

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

### **Vendor Questions & Answers**

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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 REGARDING THE SOLICITATION WERE SUBMITTED BY VENDORS:**

**QUESTION #1:** Under Contractual Requirements, #14 states that “Incidents involving less than 1,700 individuals will be priced for notifications services based on a population count of 1,700.” Are we to assume that 1,700 and under would be a fixed price across the entire breach (minimum)? You have asked for a single price for notification and one credit monitoring – is the bidder to assume one price for each regardless of the size of the event?

**ANSWER:** a. **In the event that the impacted population is small (1,700 or under) the price for notifications services would be priced based on a population size of 1,700.**  
b. **The price which the bidder provides is the maximum amount that the bidder (if awarded contract) can charge per potentially affected individual.**

**QUESTION #2:** Under Contractual Requirements, #6 states that call center must be available between 9:00 a.m. and 5:00 p.m. Eastern Time, Monday through Friday. Our regular hours are 8:00 a.m. to 5:00 p.m. Central Time, Monday through Friday. While we can alter call center hours, this may affect the overall price of an engagement. Would our standard hours of operation be acceptable to USC for calculating the fixed price bid?

**ANSWER:** **We do expect that a bidder’s standard hours of operation encompass the stated minimum coverage period. We are not expecting bidders to alter their call center hours.**

**QUESTION #3:** The solicitation requests a Customer List, or a list of current clients. Because of our commitment to client confidentiality, it is our policy not to provide customer lists. However, we do have a list comprised of clients who have agreed to have their relationship with us divulged to outside entities. These are all clients for our computer security incident notification services. Will this be sufficient for USC?

**ANSWER:** **We understand the desire and/or need for confidentiality. A list of clients who have agreed to have their relationship divulged will be acceptable. At least one client will need to meet the client requirement RU/VH designation.**