



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

AMENDMENT NO.1 TO SOLICITATION

TO: ALL VENDORS

FROM: Kevin Sanders, Procurement Manager

SUBJECT: SOLICITATION NUMBER: USC-IFB-2361-KS
Furnish, Deliver, Install and Configure Symantec Antivirus Protection Suite and Furnish Maintenance

DATE January 24.2013

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

Vendor Questions/Answers

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.

Authorized Signature

Name of Offeror

Date

RFP Section\Verbiage

Section B.1 - Process / Product Mapping

Upon request, Offeror will provide a detailed product roadmap for all subcomponents of the SYMED Bundle and the Data Loss Protection modules identified in Section II, B of the solicitation

Question(s)

1. Symantec is the only one that can provide a product roadmap for their products, is it OK to respond that Symantec will provide this information upon request? **YES**

RFP Section\Verbiage

Section B.2.3 - Symantec Altiris IT Management Suite

Question(s)

1. For the agent deployment will USC require a turn-key client deployment or will deployment to a Pilot Group be preferred (typically up to 500 devices and 3 locations)? **Pilot groups are acceptable, however if an issue should arise we would expect advice/assistance as needed for the remainder of the deployment. Pilot group types will consist of both unmanaged and managed (Tivoli EPM, SCSM & group policy) computers. The majority of computers will be managed.**

2. Please clarify which Solutions within IT Management Suite Solutions will be implemented...

Client Management Suite:

Patch Management for Clients [Y/N]

- Is this limited to Windows OS or will Red Hat also be in scope **Windows only**

Software Management Suite for Clients [Y/N]

Inventory Solution[Y/N]

Remote Control (pcAnywhere) [Y/N]

Deployment Solution [Y/N]

- Will there be a requirement for creating an Hardware Independent Image? **We need our image creation process to be compatible with Deployment Solution as part of this implementation. We will create the images.**

Server Management Suite:

Patch Management for Servers [Y/N] **Set up for a pilot group for evaluation**

- Is this limited to Windows OS or will Linux\Unix also be in scope, if so which OS's? **Windows & Redhat**

Software Management Suite for Servers [Y/N] **Pilot group**

Inventory Solution for Servers [Y/N]

Monitor Solutions [Y/N]

- If Monitor Solution is in scope are there any specific monitoring policies identified or is this limited to out-of-box functionality? **Out of box functionality**

Deployment Solution [Y/N]

- Will there be a requirement for creating a Hardware Independent Image for servers?
- Is this limited to Windows imaging OR are scripted Linux\UNIX OS deployments in scope?

Asset Management Suite:

Are there any specific Hardware Asset Management Requirements or will the scope be limited to out of box functionality and data? **Out of Box only**

Are there any specific Software License\Contract Management requirements or will the scope be limited to out of box functionality and data [Y/N] **Out of Box only**

Is there any existing data that will be imported such as Excel Spreadsheets, Software Purchase information, Organization data, etc? **No**

RFP Section\Verbiage

Section B.4 - Training

The Contractor must provide quality instructional services and documentation related to the Symantec implemented solution. Initial training must cover all aspects for the implemented solution necessary for rollout and for ongoing system support immediately thereafter. Training by Contractor must initially be provided for UTS administrators and personnel who will be daily users of the application. As other groups of users are introduced to the Symantec implemented solution, this training will provide assistance to UTS staff to be able to give the proper assistance to campus managers and others.

Question(s)

1. Is USC asking for custom on-site training? If so will it be for each of the Symantec Solutions. Or will USC purchase the Symantec Standard training SKU's? **We are requesting on-site training from the implementation consultants during the implementation (knowledge transfer should teach our consultants how to install, configure, and use the products), and also formal training which the Symantec Standard training would cover.**
2. Where should we put the pricing for the training as the pricing worksheet on Page 26 does not include a section to include pricing for training? **This should be added as an item on the pricing worksheet.**

RFP Section\Verbiage

Section B.5 Customer Service and Support

Like all major universities, USC operates according to a strict academic calendar. Students and faculty are highly dependent upon the availability of IT services throughout the year, but especially during exam weeks. USC staff needs access to IT services on a daily basis, but most

critically during student registration, grade reports, payroll production, and end of year accounting.

The Contractor must have technical support staff readily available 24/7/365 to quickly resolve issues reported by UTS that cannot be resolved by our staff. Contractor's technical staff must be able to respond and be on-site within 4 hours for critical issues.

Question(s)

1. Is USC intending to enter into a Support Agreement with the Contractor for extended support beyond the technical support included with the purchase of the Symantec software? **Yes**
2. If a support services agreement is desired can USC provide additional details around support requirement and SLA's? **USC expects telephone, remote assistance, and on-site support for all products implemented (24/7/365) with 4-hour response for on-site support. USC expects technical account management facilitating access to the technical support team familiar with our implementation.**
3. If issues can be handled remotely, is there a need for the 4-hour onsite requirement? **Yes, there is a requirement for 4-hour response for on-site assistance when critical needs arise. We expect that the majority of issues should be able to be resolved remotely; however, if USC determines on-site support is needed for a critical issue a technician must be on site within four hours of that determination.**
3. There is no section on the Pricing Worksheet on page 26 for Support Service Agreements. How will this pricing be presented? **This should be added as an item on the pricing worksheet.**

RFP Section\Verbiage

Section C.1 - SPECIFICATION OF MANDATORY REQUIREMENTS

All individuals, certified sales and technical support, must be an FTE of the Contractor. All software, implementation, professional services and support, must come from the Contractor. This helps to ensure compatibility among components and seamless integration. This also allows for single offeror contact when support is needed.

Question(s)

1. Due to the complexity and varying set of Symantec products included in this RFP will it be acceptable for the Primary Contractor to subcontract certain portions to a Symantec Partner where appropriate to ensure the highest level of engineering capabilities are assigned to the project? **No**
1. The majority of requirements start with or reference "Upon Request". Does this mean that you are not expecting the RFP response to address these requirements beyond us agreeing that we can meet the requirement if requested? **Yes. When "Upon Request" is specifically stated, it**

does not have to be provided in the proposal. However, it will have to be provided when requested or disqualification may occur.

2.

RFP Section\Verbiage

D.1 Business Proposal – Cost of the Implemented solution

Provide a detailed cost analysis for ongoing service and support after the implementation is completed for the first year and four optional years.

Question(s)

1. This section starts with “Upon Request”. Does this mean that you are not expecting the RFP response to address these requirements beyond us agreeing that we can meet the requirement if requested? **Yes. When “Upon Request” is specifically stated, it does not have to be provided in the proposal. However, it will have to be provided when requested or disqualification may occur.**
2. Is it USC’s intention to enter into a Support Agreement with the Contractor for Engineering Support? **We do expect to enter into a Support Agreement, but do not understand the reference to “engineering support”. The details of the Support Agreement should be provided in the RFP response along with cost.**
3. Is this separate from the Implementation Services? **Yes. This is ongoing support after the implementation is complete. It should include technical support services and software maintenance costs.**
4. Can USC Provide additional details on SLA requirements? **USC expects telephone, remote assistance, and on-site support for all products implemented (24/7/365) with 4-hour response for on-site support. USC expects technical account management facilitating access to the technical support team familiar with our implementation**

RFP Section\Verbiage

Bottom third of page 18...

THE IREQUESTED NFORMATION ABOVE WILL NOT BE EVALUATED; IT IS FOR PLANNING PURPOSES ONLY. **This statement is only applicable to Section IV, Item D-2(a) (b)(c)**

Question(s)

1. What does this mean? **This should apply only to Page 18, item D2. This section deals with features that are either optional or are descriptions for advantages for USC from this implementation. This will be corrected with the addition of an amendment to the original proposal.**

1. From the requirements below this appears to be what we call a “teach to fish” type engagement. Meaning, consultant(s) would be working side by side with UTS during the engagement to provide informal knowledge transfer as to the solutions and best practice. Is this correct? **We are requesting on-site training from the implementation consultants during the implementation (knowledge transfer should teach our consultants how to install, configure, and use the products), and also formal training which the Symantec Standard training would cover.**
2. Typical engagements include an Assessment/Design phase, followed by install, configuration, and rollout. With regards to the actual rollout, we find it works better to have consultant(s) build process for rollout with customer teams, conduct a portion of the rollout with the customer, then have the customer conduct the remainder of the rollout. Would this process be acceptable or is the consultant(s) expected to be involved in the rollout to all devices? If this process is acceptable, how many “pilot” endpoints would the customer like assistance rolling out to? (Typically this number is 100-200 across 2-3 locations) **Pilot groups are acceptable, however if an issue should arise we would expect advice/assistance as needed for the remainder of the deployment. Pilot group types will consist of both unmanaged and managed (Tivoli EPM, SCSM & group policy) computers. The majority of computers will be managed. We expect a maximum of 800 pilot devices for Endpoint Protection, 30 for Mobile Management, and up to 500 Altiris IT Management suite & Workspace Streaming endpoints..**
3. Are you looking for official training to supplement the included knowledge transfer during the implementation engagement? **Yes**
4. Typically engagements described above, are conducted in a “time and materials” fashion. Meaning a Statement of Work and Quote will be prepared with a set of deliverable to be delivered in an estimated time frame. Is this type of proposal acceptable? **Yes**

1. Symantec Protection Suite Enterprise Edition (AV)

- a. Install necessary servers: Management, Insight Cache, Central Quarantine, Live Update, and Database
- b. Architect policies for antivirus and antimalware; these policies will be based on UTS/USC security needs
- c. Architect the Endpoint Protection Client for deployment to UTS and all departments under SLA with ITSM; this will enable UTS to provide assistance to campus managers
- d. Configure and deploy the Symantec Mail Security package for the USC Microsoft Exchange environment managed by UTS
- e. Configure logging to meet customer expectations
- f. Provide ITSM with basics in how to use and support this product

1. Which features of Symantec Endpoint Protection are you looking to implement? Only Antivirus? Local Firewall, Intrusion Prevention, Device Control? **Antivirus, Intrusion Prevention & Device Control**

2. Are there any requirements for a Symantec Endpoint Protection Server (SEPM) in the customer DMZ? **No, but they will need to be accessible externally. Can be NAT'ed for external devices if needed.**
3. During a typical engagement described above, we will configure up to 3 Group Update Provider (GUP) servers and the customer will be responsible for any additional GUP Servers. Is this acceptable? **Yes, and we would prefer to have additional SEP Managers at remote sites rather than GUPs which can be decided during the assessment and design phase.**

2. Symantec Mobile Management Suite

- a. Install necessary servers: Mobile Management
 - b. Architect policies for mobile devices; work with ITSM to tailor this for our environment
 - 14c. Deploy Mobile Management for devices supported by ITSM; this will enable UTS to provide assistance to campus managers
 - d. Configure logging to meet customer expectations
 - e. Provide ITSM with basics in how to use and support this product
1. What are your logging requirements? Can you explain more about what information you are looking to capture via logs? **To be determined based on recommendations during the assessment and design phase.**
 2. How many Mobile OS's are you looking to support? What are those OS's? **All supported versions of IOS, Android and Windows Phone OSs**
 3. What sort of certificate authority will you be leveraging with the Mobile Management Solution? **Externally signed (Currently use AddTrust External CA Root)**
 4. How many configurations are you looking to build? I.e. Configuration for Exchange ActiveSync, Wifi Profiles, Device/Application Restrictions, etc). **To be determined (based on recommended industry best practice).**
 - a. How many "profiles" (groups of configurations targeted at certain devices, device types, groups of devices) will you need to have built? **To be determined.**
 5. Will the customer be looking to leverage the Symantec Management Agent Application available in iTunes or will the customer be looking for assistance in building their own agent to be delivered "in-house" **Unknown**
 - a. Is the customer aware of the difference between "publicly available agent" and "in-house" agent? **No**
 6. Will deployment of Mobile Management Agent be to brand new devices or devices already live in the environment? **Both new and existing**
 - a. How many "pilot" devices would you like help in enrolling? **30**

3. Symantec Altiris IT Management Suite

- a. Install and configure the IT Management Suite

- b. Deploy clients to endpoints
- c. Develop a viable deployment strategy for Windows Updates, Java and Adobe patches
- d. Provide ITSM with basics in how to use and support this product

1. Section B: Deploy clients to endpoints, is this both desktop and servers? **Yes, however server set up will be for a pilot group for evaluation**
 - a. In the engagement scenario above, how many “pilot” machines would you want to include in the rollout? **500**
2. This appears to be focused only Patch Management at this point. Is this Patch Management for both desktops and servers? **Yes, however server patch management will be for evaluation at this time**
3. Are you planning to rollout Inventory Solution in addition to Patch Management? (This is recommended, as Inventory Solution will be the “heartbeat” to the rest of the Altiris solutions moving forward). **Yes**
4. Are any of the following solutions or use cases going to be “in scope” for this portion of the project?
 - a. Application Metering (helps with license compliance)? **Yes**
 - b. pcAnywhere? – remote control? **No**
 - c. Software Delivery? **Yes**
 - d. Deployment Solutions – Imaging? **Yes**
 - e. Asset Management Solution? **Yes**
 - f. Server Monitoring Solution? **Yes**

4. Symantec Workspace Streaming

- a. Install and configure the server infrastructure
- b. Configure virtual packages for commonly used USC software
- c. Deploy packages created in (2) above
- d. Provide ITSM with basics in how to use and support this product

1. How many clients need to be in the pilot group? **500**
2. How many packages are there for item B? **10 to 15**
 - a. Are you able to tell us what those packages are? **To be determined.**

5. Symantec Data Loss Prevention Suite

The **Data Loss Prevention Suite** is a separate product from the SYMED bundle. It is comprised of two components:

- a. Install and configure the server(s) required for this module
- b. Create/develop client software/packages for endpoints

- c. Configure logging to meet customer expectations
- d. Provide our Security Team and ITSM with basics in how to use and support the solution

1. Which feature of Symantec DLP are you looking to implement?
 - a. Network Monitor/Network Prevent (Data in Motion)
 - b. Network Discover/Network Protect (Data at Rest)
 - c. Endpoint Discover/Endpoint Prevent with centralized logging
2. If the customer is dealing with Network Monitor for Data in Motion incidents, how many egress points does the customer have?
Not dealing with Network Monitoring - Only host based.
3. What is the driving point for DLP? Is it a breach or another issue?
Detection of policy violations and breaches.
4. How many locations will we be scanning data against?
All faculty/staff machines and servers.

IV. Information For Offerors To Submit Section Questions

1. Need clarification in this section, there are a number of statements in this section that include the words "upon request". Are you asking/expecting to have all information pertaining in Subsection A,B,C,D answered and reflected in our response by 1/31/2012? Yes, unless "Upon Request" is specifically stated. In those cases, it does not have to be provided in the proposal. However, it will have to be provided when requested or disqualification may occur.
2. Are you expecting for the response to have a comprehensive Total Cost of Ownership? Yes
3. What details specifically are you requiring outside of the Executive Overview/Letter? All items listed in Section IV. Information For Offerors To Submit must be provided unless "Upon Request" is specifically stated. In those cases, it does not have to be provided in the proposal. However, it will have to be provided when requested or disqualification may occur.