



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: SOLICITATION NUMBER: USC-RFP-1722-CJ

INDEPENDENT VERIFICATION VALIDATION (IV & V) SERVICES FOR UNIVERSITY OF SOUTH CAROLINA ERP IMPLEMENTATION

DATE: May 12, 2010

This Amendment **No. 1** modifies the Request For Proposals only in the manner and to the extent as stated herein.

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

THE FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR A:

QUESTION 1: Reference: Qualifications, Section 5.3. Our company has experience providing IV&V on multiple ERP implementations, but has no direct SunGard experience. However, several of our staff members have direct experience providing IV&V support of SunGard Banner ERP implementation projects. Will the University accept IV&V references from our staff's SunGard Banner work as evidence of relevant experience for the University of South Carolina ERP Implementation?

ANSWER: Yes

THE FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR B:

QUESTION 1: There is a clause stating, "Price Reasonableness: Any offer may be rejected if the Procurement Officer determines in writing that it is unreasonable as to price". Furthermore, the RFP states: "Your offer should include an hourly rate for IV&V services. The hourly rate shall be a total cost rate, inclusive of all expenses". However, the RFP also states: "This RFP is a Solutions-Based solicitation. The University is declaring its current situation and asking the vendor community to provide a solution". Our questions are as follows:

- a. In looking for a solution-based solicitation, will you accept a fixed price (including expenses), fixed deliverable bid that does not have to reveal hourly rates?

ANSWER: Section IV. Information For Offerors To Submit, Subsection B. Detailed Technical Explanation of Proposed Solution & Business Proposal, Paragraph 4. Business Proposal indicates that each Offeror must provide its hourly rate for IV&V services. The hourly rate shall be a total cost hourly rate, inclusive of all expenses. The rate should be fixed for the duration of the anticipated contract period (July 1, 2010 to June 30, 2012).

- b. If providing hourly rates, will this be used as criteria to eliminate bidders? In other words, do you have a ceiling on bill rates above which you will not accept a bid? Is so, can you tell us what that ceiling is?

ANSWER: Hourly rate is one of the factors used to evaluate an offeror's proposal response. The evaluation criteria that will be used to evaluate responsive offers are stated in the relative order of importance, with the first factor being the most important, in Section VI. Award Criteria of the solicitation.

c. Are you looking for highest value or lowest cost? Can you explain your priorities against these two financial criteria?

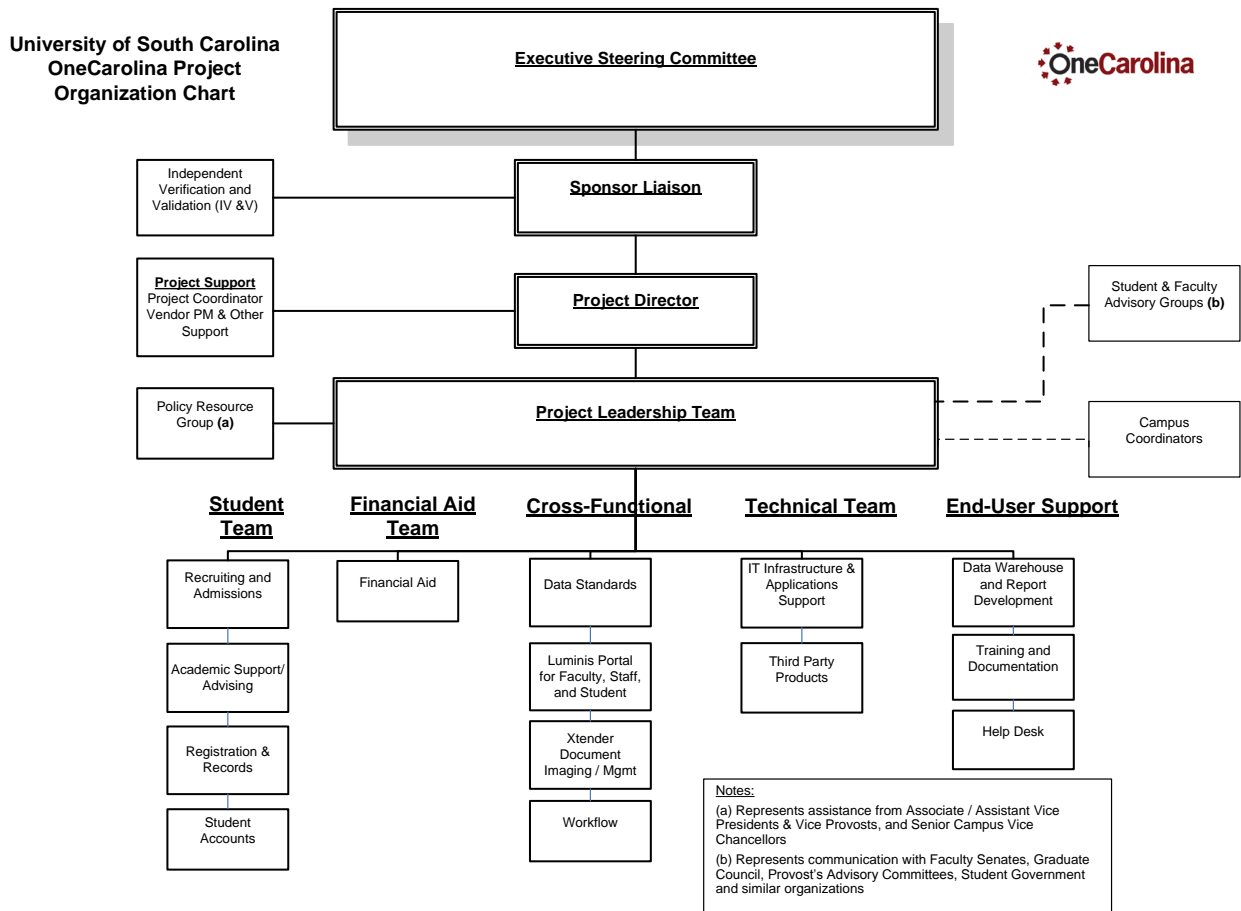
ANSWER: See the Award Criteria – Proposals clause and the Evaluations Factors – Proposals clause in Section VI. Award Criteria of the solicitation.

QUESTION 2: On the implementation plan graphic, it is unclear if the July 11 date associated with Portal & Document Imaging and ODS/EDW is a “go-live” milestone or some other milestone since the words “go-live” are not included in the graphic where these words are shown for other milestone dates. Please clarify how we should interpret this. If these are “go-live” dates for those two items, please explain what you are actually going live with.

ANSWER: Features of the Portal and Document Imaging needed to support the Recruiting/Admissions Go Live are to be ready by this date.

QUESTION 3: Can you provide a project team organization chart that shows the makeup of your internal team, the SunGard team, any extended team members, any other significant 3rd parties, and any governance bodies?

ANSWER: The following represents the organization and governance structure of the OneCarolina project.



Note: This represents an integrated team, including resources from USC, Sungard and other third-party contractors.

QUESTION 4: Can you provide a list of the key deliverables (project management as well as Process Modeling/Foundations Build) that will be produced by the August milestone?

ANSWER: See Section III. Scope of Work / Specifications , Subsection C. Targeted Review Areas of the solicitation. The deliverables marked as “planning phase” will be complete by the August milestone. They are: Project Governance Plan; Project Management Review; Business Process Modeling and Foundations Build; and Infrastructure and Data Center Review.

QUESTION 5: With respect to the timing of reviews, are you looking for quarterly reviews regardless of milestone timing or are you looking for milestone-based reviews regardless of how close or far apart the milestones are?

ANSWER: Quarterly is a guide and timing may vary depending on the areas of review. See Section III. Scope of Work / Specifications , Subsection C. Targeted Review Areas of the solicitation C (first paragraph) – Targeted Review Areas... “As a guide, we anticipate that the services will be tied to the phase of the project and areas for review will be identified in advance of each review cycle”.

QUESTION 6: Explain your desire regarding who should receive the report out of the work products/deliverables for each of the following? Also indicate if you require this to be face-to-face:

- a. Findings
- b. Initial Recommendations
- c. Final Report

ANSWER: See Answer to Question 3 above. In the OneCarolina project organization chart, the IV&V contractor reports to the Sponsor Liaison / Executive Sponsor. See Section III. Scope of Work / Specifications , Subsection C. Targeted Review Areas of the solicitation. The last paragraph of Subsection C. Targeted Review Areas details when face-to-face meetings are needed.

QUESTION 7: Who is the ultimate customer of this service? The project team? The Steering Committee? Some higher level board?

ANSWER: The Executive Steering Committee.

QUESTION 8: Under Section IV.B.4, you ask the Offeror to provide its hourly rate for IV&V services as a total cost hourly rate inclusive of all expenses. Are you requesting an individual blended hourly rate for a single consulting resource or the total cumulative blended hourly rate across all resources working on the engagement?

ANSWER: The description in Section IV. Information For Offerors To Submit, Subsection B. Detailed Technical Explanation of Proposed Solution & Business Proposal, Paragraph 4. Business Proposal – “Each Offeror must provide its hourly rate for IV&V services.”, is self explanatory.

QUESTION 9: Under Section III.B, you indicate that “A new portal will provide student access to online, web-based services not provided today. Critical infrastructure such as identity management, document imaging, workflow, and data warehouse reporting also will be implemented”. Are any of these infrastructural applications being provided under the SunGard suite of applications, or by other package vendors, or by custom development? What technologies are being used?

ANSWER: The technologies being implemented are packaged products from Sungard, Oracle, and Cognos.

Do you expect the “Targeted Review Areas” listed under Section III.C of “Infrastructure & Data Center Review” and “Technical Development Review” to include the review of the other technologies potentially being used to implement these other applications, i.e. Portal, IDM, Document Imaging, Workflow, ODS/Data Warehouse”?

ANSWER: Portal, document imaging, workflow, ODS/EDW are all packaged technologies provided by Sungard Higher Education. Cognos will support the ODS/EDW and the Oracle identity management suite will support IDM. These technologies are all being implemented under one project and organization (i.e. OneCarolina).

THE FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR C:

QUESTION 1: The University seeks consultants with IV&V experience for SunGard Banner ERP implementations at institutions of similar size and complexity as the University of South Carolina. Many of the areas targeted for IV&V support are not specific to SunGard Banner ERP implementations but are more closely aligned with the nature of the organization - in this case, a flagship academic and research institution with multiple campuses and an academic medical center. If a consultant has experience with these targeted areas with institutions of similar size and complexity as the University of South Carolina, but does not have IV&V experience in a SunGard Banner implementation setting, will the consultant remain eligible to provide these services?

ANSWER: Yes, see Section VI. Award Criteria. of the solicitation.

QUESTION 2: If a consultant has experience with the targeted areas but as an implementation partner rather than as an IV&V service provider in institutions of similar size and complexity as the University of South Carolina, will the consultant remain eligible to provide the services requested in the RFP? If the consultant only has experience as an implementation partner and only with software other than Sungard Banner, will the consultant remain eligible to provide the services requested in the RFP?

ANSWER: Yes, see Section VI. Award Criteria. of the solicitation.

QUESTION 3: If the University were to prioritize the following three components of the qualifications of a consultant to provide the services requested in the RFP, how would the University prioritize the following:

- a) Experience with the targeted areas in an enterprise-wide implementation
- b) Experience with universities of comparable size and complexity (including serving as an implementation partner with other software packages)
- c) Experience as an IV&V provider
- d) Experience with SunGard Banner ERP implementations

ANSWER: Prioritization of award criteria is detailed in Section VI. Award Criteria of the solicitation.

THE FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR D:

QUESTION 1: Page 10, Section II (Magnetic Media format): Would the University accept a PDF file of our complete proposal on CD in lieu of a Microsoft Word file?

ANSWER: See Magnetic Media – Required Format clause in Section II. Instructions to Offerors – B. Special Instruction of the solicitation for acceptable formats.

QUESTION 2: Page 15, Section IV.B.2: As part of our proposed Approach and Methodology, is the University seeking estimated hours by position for each of the quarterly IV&V review cycles?

ANSWER: Estimated hours by position are not required. However, hours by position may be provided as a part of the offeror's recommended solution and will be evaluated based upon the award criteria in Section VI. Award Criteria. of the solicitation.

QUESTION 3: Page 15, Section IV.B.3: Is IV&V experience for a SunGard Banner implementation required or preferred? Would the University consider a proposal from a firm that brings a comparable level experience (e.g., providing IV&V for large ERP system implementations, with extensive SunGard Banner subject matter expertise)?

ANSWER: See Section VI. Award Criteria of the solicitation and the answers to Vendor C's questions 1 and 2.

QUESTION 4: Does the University have any requirements for subcontracting with certified Minority or Women-owned Business Enterprises for this procurement?

ANSWER: No.

QUESTION 5: Did the University work with a consultant to develop requirements and an RFP for the ERP vendor? If so, is that consultant eligible to propose on this IV&V procurement?

ANSWER: No.