



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-RFP-1944-CJ
FURNISH, DELIVER, IMPLEMENT AND SUPPORT A COMPREHENSIVE SERVICE DESK
SYSTEM THAT IS ITIL v3 COMPLIANT FOR THE UNIVERSITY TECHNOLOGY SERVICES OF
THE UNIVERSITY OF SOUTH CAROLINA

DATE: May 2, 2011

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 QUESTION WAS RECEIVED FROM VENDOR A:

QUESTION: what system your IT department current has.

ANSWER: We're using Pinnacle version 5.4.11.1 by PAETEC.

THE FIRST PARAGRAPH OF THE STAGE 2 EVALUATION CLAUSE IN SECTION VI. AWARD CRITERIA OF THE SOLICITATION HAS BEEN MODIFIED AND NOW READS AS FOLLOWS:

In the second stage, Offerors with qualifying proposals from the Stage 1 evaluation will be asked to provide a demonstration of their proposed solution. Demonstrations will be scheduled starting on **June 13, 2011** and will continue on a daily basis until all qualifying proposals from Stage 1 have been demonstrated. Offerors will not be allowed to request a specific day for their demonstration. These assignments will be made by the Procurement Officer.