



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

AMENDMENT NO. 2 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 4, 2011

This Amendment **No.2** modifies the Request for Proposals only in the manner and to the extent as stated herein.

BIDDER SHALL ACKNOWLEDGE RECEIPT OF AMENDMENT **NO. 2** 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 B:**

**QUESTION:** Our team noticed that item 2 under Mandatory Requirements – Administration (page 20 of RFP) stipulates “Administrative user interfaces to be used by UTS personnel must be browser-based...” The Administrator console is the one component in our solution is web-based, that it is it leverages a highly-capable smart client interface via the web instead of a browser via the web.

That said, an appropriate question might be: “Will our proposed solution that utilizes a web-based smart-client for Administration preclude our solution from consideration?”

**Vendor’s Clarification of what is meant by a “smart client interface”:** Our Administration solution is an application delivered over a web http connection (think Apple iTunes), that is installed and updated automatically as determined by your administrative settings.

Smart client applications have been positioned as solutions that “bridge the gap between web applications and desktop applications. They provide the benefits of a web application (such as leveraging the internet and offering remote access to data) while still providing the snappy look and feel inherent to desktop applications.”

**ANSWER:** The mandatory requirement that “Administrative user interfaces to be used by UTS personnel must be browser-based’ is based upon the necessity to have all Service Desk functions performed from any Internet-connected system, regardless of operating system. This must be accomplished without having to install any special software on any system. Failure to meet these expectations would indeed disqualify a solution from consideration.