AMENDMENT NO. 3 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 6, 2011

This Amendment ==No.3== modifies the Request for Proposals only in the manner and to the extent as stated herein.

BIDDER SHALL ACKNOWLEDGE RECEIPT OF AMENDMENT ==NO. 3== 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 C:

QUESTION: How many IT assets (desktops, laptops, smart phones, servers) will be tracked/entered into the CMDB/Asset management module.

ANSWER: Because the ITIL Service Asset and Configuration Management process is not a mandatory process for this procurement we have not done detailed scoping to provide an answer to this question. If the purpose of the question is to ascertain how many configuration servers will be required for our environment, our initial thoughts are that we would require three (3).

QUESTION: Pg 13 Magnetic Media: Will information on flash drive be permissible?

ANSWER: No. An original hard copy of your offer must be accompanied by the specified number of copies (one) in the following electronic format: <u>compact disk (CD)</u> in one of the following formats: CD-R; DVD ROM; DVD-R; or DVD+R.

QUESTION: Pg 28, IV E 1 (b): What is meant by "Daily" users? Would this be named users who will be in and out of system every day?

ANSWER: The term "Daily" user was used to represent those persons for who the Service Desk application will be an integral part of their job. For example, the Service Desk personnel, managers of service request queues, and similar roles would be using the application all day long.   Contrast these "Daily" users with technical personnel who need to respond to incidents for their configuration items on a weekly basis or less. Some of our staff will require access to the application in the event that something is assigned to them but the likelihood of such an assignment is very minimal.