



# UNIVERSITY OF SOUTH CAROLINA

AMENDMENT NO. 1 TO SOLICITATION

TO: ALL VENDORS

FROM: Charles Johnson, Procurement Manager

SUBJECT: SOLICITATION NUMBER: USC-FPB-3223-CJ

DESCRIPTION: Provide Remote Monitoring and Evaluation Services and Technical Support to Assist University Housing in the Management of its Servers, Databases, Network and Applications

DATE: December 13, 2017

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This Amendment No. 1 modifies the Fixed Price Bid only in the manner and to the extent as stated herein.

Vendor Questions and Answers

New clause (Authorized Agent) is added to Section II-A of the solicitation

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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 #1:** Can you provide the number of servers?

**ANSWER:** There are three servers.

**THE FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR B:**

**Question #1:** What types of databases are being used?

**ANSWER:** Oracle

**Question # 2:** How many database servers?

**ANSWER:** 2

**Question # 3:** How many servers?

**ANSWER:** 3

**Question # 4:** Are they Clustered?

**ANSWER:** No.

**Question # 5:** How many workstation devices? By OS/version

**ANSWER:** None

**Question # 6:** How many network devices (routers switches firewalls)?

**ANSWER:** None

**Question # 7:** How many printers/multifunction devices/faxes? Types of each?

**ANSWER:** None

**Question # 8:** What is the current backup/disaster recovery system?

**ANSWER:** Veeam, Isilon.

**Question # 9:** Is there a separate backup/disaster recovery solution for database systems?

**ANSWER:** No

**Question # 10:** What type of email is being used?

**ANSWER:** Outlook

**Question # 11:** On-premise Microsoft Exchange environment?

**ANSWER: Yes**

**Question # 12:** Office365 cloud hosted?

**ANSWER: No**

**Question # 13:** Are all software licenses up-to-date?

**ANSWER: Yes**

**Question # 14:** Is FAMIS XiR2 and Odyssey 7.10 HMS internally hosted or third-party hosted?

**ANSWER: FAMIS is hosted by Division of IT, Odyssey is hosted by University Housing**

**Question # 15:** What do they use for web servers/services?

**ANSWER: None**

**Question # 16:** Does 'additional services' include data analysis and data mining?

**ANSWER: Yes**

**THE FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR C:**

**Question # 1:** Is current monitoring and technical services being support with in-house staff or is there an incumbent providing these services today?

**ANSWER: In House**

**Question # 2:** Is there a set of monitoring tools already implemented that the winner of this bid would be expected to manage?

**ANSWER: No**

**Question # 3:** If so, what is that tool(s) and in what areas have monitoring/automation/scripts are currently in place to support the infrastructure.

**ANSWER: We are responding as problems develop, and would benefit from monitoring.**

**Question # 4:** If the monitoring tools are those of an incumbent, is there an expectation that the bidder will include in the response an alternative tool along with pricing?

**ANSWER: Yes**

**Question # 5:** Will the University share an inventory of servers/appliances that need to be supported with specifics like Operating Systems, Type of Virtualization, Type of Databases and Applications running on each server/appliance?

**ANSWER: Yes**

**Question # 6:** What is the current backup and recovery software that is used?

**ANSWER: Veeam, Isilon**

**Question # 7:** Are all servers backed up?

**ANSWER: Yes**

**Question # 8:** Can you be more specific on your expectation for database support? We are assuming that you are not requiring support at a level equivalent to a Database Administrator.

**ANSWER: Windows and Oracle Patching and assist data analyst with issues to ensure 100% uptime of servers**

**Question # 9:** For FAMIS and Odyssey, can a bidder respond with a commitment to be knowledgeable of these applications and processes with XX days of providing support?

**ANSWER: They need to be knowledgeable before bid is accepted.**

**Question # 10:** Page 34- Bidding Schedule: Is the rates and prices document the current cost to the University?

**ANSWER: No**

**THE FOLLOWING NEW CLAUSE HAS BEEN ADDED TO SECTION II. INSTRUCTIONS TO OFFERORS – A. GENERAL INSTRUCTIONS:**

AUTHORIZED AGENT (FEB 2015)

All authority regarding this procurement is vested solely with the responsible Procurement Officer. Unless specifically delegated in writing, the Procurement Officer is the only government official authorized to bind the government with regard to this procurement or the resulting contract. [02-2A007-1]