



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

AMENDMENT NO. 1 TO SOLICITATION

TO: ALL VENDORS

FROM: Kevin Sanders

SUBJECT: SOLICITATION NUMBER: USC-FPB-3209-KS Cloud Computing Services

DATE: 10.12.17

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

Vendor Questions and Answers

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

On p. 17 in Cloud Platform Requirements, it is stated *“In accordance with Division of Information Technology’s authentication policy, offereror should be able to integrate with Shibboleth/SAML identity infrastructure. The offereror should provide a customizable management portal integration with our on-campus Shibboleth infrastructure.”* **Does the University already has a management portal that needs integration or does the university need a vendor to build the portal?**

Answer: The University desires to authenticate using Shibboleth/SAML to enable users to get single sign-on access to the cloud provider’s management console. An example “customization” or “coding” of the infrastructure would be using AD as an identity store and Shibboleth as an identity provider to configure SAML-based federation to the cloud provider solution.

On page 17, it is stated that *“Solutions such as Amazon Web Services (AWS), Microsoft Azure Services, Google Cloud Services and other cloud services providers may potentially replace existing on-premise infrastructure as part of a phased approach.”* **Should the scope of work (and our offering) include any implementation, migration, or other services necessary for “replacing on-premise” infrastructure? If yes, then in addition to AWS Service Catalogue, we will provide a catalogue of our standard infrastructure migration services. Typically, replacing infrastructure involves professional services required for AWS products & services implementation.**

Answer: The scope and offering does NOT include consulting, implementation or migration services.

On page 43 in “Note” it is stated *“The University has listed above a maximum rate for each service in the bidding schedule. Bidder is to insert a rate for each item that the bidder can provide and return the bidding schedule with the bid.”*

Question# 1: I only see a one item, referenced a “catalogue of services.” **I do not see a “maximum rate for each service in the bidding schedule.” Can you please advise where we can find “maximum rates that the university listed”? Is there a list of services with maximum rates?**

Answer: Note is modified to read: *The University has listed above a **Minimum discount** for each service in the bidding schedule. Bidder is to insert a **Discount** for each item that the bidder can provide and return the bidding schedule with the bid*

Item	Qty	Unit of Measure	Description	Minimum Discount **	Your Discount
1	1	Each	Cloud Computing Services for the complete catalogue / menu of offeror’s Cloud Computing Service(s)	5 %	%

**** Offeror will provide the same discount across the entire catalogue of “Cloud Computing Service”**

Questions #2: The RFP lists a minimal 5% discount in the Bidding Schedule on p.43. - **Unlike Azure and Google, AWS does not offer discounts on its services and neither do AWS partners. While we do not offer discounting of AWS standard service catalogue, we offer discounts our professional services to support implementation, migration, optimization and managed support. As a Premier partner, we can also leverage various funding programs depending the type of the services our customers select. Please, clarify 5% discount requirements in the absence of discounting offered to customers or partners by AWS, the cloud provider.**

Answer: The requirements of this solicitation are to provide a minimum discount for Cloud Computing Services (Please refer to the following definition of Cloud Computing Service on Page 16 of the Solicitation. Cloud Computing Services includes, but is not limited to “a broad set of infrastructure

services (platform or suite), such as computing power, storage options, networking and databases that are delivered as a utility: on-demand for businesses and public sector. Services are provided to develop and scale new applications or run existing applications in the cloud. Further, a set of management tools may be provided to include computing, data analytics and machine learning.”). Vendors desirous of participating in this solicitation are required to provide a discount to the University of South Carolina at or above 5% off of current publicly available standard pricing schedule for the offerors’ entire catalogue/menu of Cloud Computing Services.

Are bidders’ questions publicly available? Could you please advise how we can view questions and answers? Are they available online or will you be emailing them to all bidders?

Answer: All vendor questions and University answers will be posted as amendment(s) on the University of South Carolina, Office of Procurement web page. Refer to Amendments to the Solicitation clause in section II-A of the solicitation

Is the Bid for Cloud Consulting Services or for Cloud License Subscription pricing?

Answer: Cloud License Subscription pricing

Could you provide an extension for three weeks?

Answer: at this time, there is no intention on the part of the University to extend the solicitation.

The solicitation states on page 18, “You should submit a summary of all insurance policies you have or plan to acquire to comply with the insurance requirements stated herein, if any, including policy types; coverage types; limits, sub-limits, and deductibles for each policy and coverage type; the carrier’s A.M. Best rating; and whether the policy is written on an occurrence or claims-made basis.” But also states on page 26, “Insurance Requirements: Success offerors must provide a copy of their liability insurance certificate within ten (10) days upon the posting of the intent to award statement”.

Question: Must the prospective contractor submit insurance information with the proposal? If so, please clarify what information is required (e.g., narrative summary of policies, copies of policies, certificate of insurance)

Answer: Page 18 requests the offeror provide a summary of their coverages. Page 26 requires a certificate of insurance from your provider(s) be provided to the Procurement Officer for the solicitation within 10 days after issuance of intent to award.

The price table lists “5%” in the minimum discount column.

Question: Is the 5% listed a firm fixed minimum discount required by the University or is this a sample amount? Also, is that to apply to Cloud Infrastructure usage or any integration services proposed as well?

Answer: 5% is a minimum acceptable discount for inclusion in this contract. Offerors may elect to provide a higher discount. The discount is required for all services/products in the current catalogue/menu of available services as well as new services/products that become available to the market during the contract term.

Can the university please elaborate on the ‘etc’, regarding compliance standards? We want to ensure that all compliance requirements the university would want to meet are met by the proposed solution.

Answer: The Solicitation on page 17 includes a requirement as follows:

- Offeror must be able to meet compliance requirements for FERPA, HIPPA, BAA, in-US only, and data encryption at rest, etc.

This requirement has been deleted and replaced with the following requirements:

- Offeror must possess SOC 2 certification and/or reports.
- Offeror must have the ability to enter into a HIPAA Business Associate Agreement (BAA) with the university.
- Offeror must offer data encryption at rest.
- Offeror must be able to meet compliance requirements for FERPA.

For the file storage service requirement, can the university specify all storage protocols (e.g., nfs 4.1) and client Operating systems and versions that'd connect to and utilize the shared storage? E.g. Redhat 7, Ubuntu 16.

Answer: The University does not plan to specify at this time all storage protocols or operating systems that would connect to and utilize shared storage.

Can the university elaborate on the extend of customization required for the Shibboleth/SAML portal? And information regarding existing on-campus Shibboleth infrastructure?

Answer: The University desires to authenticate using Shibboleth/SAML to enable users to get single sign-on access to the cloud provider's management console. An example "customization" or "coding" of the infrastructure would be using AD as an identity store and Shibboleth as an identity provider to configure SAML-based federation to the cloud provider solution.

Can the university provide a list of all required cloud networking services beyond peering with Internet2?

Answer: We are not aware of any at this time other than Internet2

On page 28, it is stated that "Coverage shall have limits no less than ...ten million dollars aggregate" Our current insurance is below the 10M number. Is the aggregate amount negotiable?

Answer: The requirements for insurance coverage will remain as stated in the solicitation

In order for vendors to provide a complete response to this opportunity a minimum of 2 weeks is needed after the Q&A are answered. For this reason we request an extension of 10 business days after the answers are posted. Thank you for considering to extend to approximately October 28th, 2017.

Answer: Extend opening date to October 25th, 2017 at 2:30pm
Extend award posting date to October 30th, 2017

Page 43, VIII. Bidding Schedule: I this a mandatory Minimum discount, please confirm. If yes, will responses be rejected if the minimum discount is not able to be met? Cost structures between OEM's may not be similar therefore it is possible responding vendors will not be able to meet this requirement if mandatory.

Answer: 5% is a minimum acceptable discount for inclusion in this contract. Offerors may elect to provide a higher discount. The discount is required for all services/products in the publishers current catalogue/menu of available services as well as new services/products that become available from the publisher to the market. Responses to the solicitation not meeting the MINIMUM discount will not be considered for award

Will USC accept amendment to terms of the solicitation if the vendor responding is not able to meet? Will terms be able to be negotiated? If all terms are not negotiable, please provide a list of the terms and/or requirements that are mandatory and must be met as written in the solicitation.

Answer: The terms and conditions of the solicitation will not be altered.

Page 16, (7) Award: this states that all responsive bidders will receive an award. Please confirm this is a multi-award contract to all responsive bidders.

Answer: It is the intention of the University of South Carolina to issue awards to all Responsive and Responsible offerors.

Page 15, Additional Contractors added to contract: Will USC open this solicitation up for periodic recruitment during the award term to allow additional vendors to be considered for award?

Answer: Yes, The University of South Carolina will review and award additional offerors on a quarterly basis during the first year of the contract term, then annually following the first year of the contract term.

Page 47, bullet 3 states vendors bid response must not take exception to any of the State's mandatory requirements. Please provide guidance/listing on what items in the solicitation are mandatory and may not be amended.

Answer: All stated requirements of the solicitation are mandatory. No exceptions will be permitted.

Page 47, bullet 2 states boilerplate contract clauses may not be added. Please confirm responding will be able to include the terms of use for the cloud services that are being bid.

Answer: Additional boilerplate clauses may not be added. See Legal Agreements~Section 2-B

In the RFP, the primary goal seems to be about shifting existing infrastructure and workloads to the cloud. Which workloads are primary concerns for the University of South Carolina It would help us to be more specific in our responses to understand more about USC's specific use cases.

Answer: Over time, the University intends to take advantage of the full range of Cloud Computing Services provided by an offeror to meet the demand of our constituents and in order to scale our data center. Providing individual use cases is not necessary.

Please clarify if USC is additionally interested in Professional Services, Managed Services, Staff Augmentation or other resources.

Answer: The scope and offering does NOT include consulting, implementation or migration services.

We would like to understand the metrics that will be used to make your vendor decisions. Would you please describe these?

Answer: Section VI. "Award Criteria" that "Award will be made to all responsive and responsible Offerors."

We understand that some higher education organizations are interested in working with cloud vendors that have experience working with major commercial customers and can bring that knowledge base to bear. Is this of interest to USC?

Answer: The University is interested in the qualifications of the Offeror. Please be reminded that awards will be made to all responsive and responsible offerors – refer to Section VI. "Award Criteria" on page 21 of the solicitation.

In what format are responses to be delivered (.pdf, WORD, etc.)

Answer: See cover page of solicitation. 1 Original Hard Copy and 1 Electronic copy (flash drive, cd, etc.)

As the timeline from receiving the RFP to delivering a response is very short, 2nd Watch is requesting a 7 day extension to deliver our final response. Can you please confirm? Thanks again for the opportunity to serve.

Answer: at this time, there is no intention on the part of the University to extend the solicitation.

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