



UNIVERSITY OF SOUTH CAROLINA

AMENDMENT NO. 1 TO SOLICITATION

TO: ALL VENDORS

FROM: Charles Johnson, Procurement Manager

SUBJECT: SOLICITATION NUMBER: USC-FPB-2638-CJ

DESCRIPTION: **ITIL Training and Workshops**

DATE: June 26, 2014

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

Additional Information is added to Section III Scope of Work / Specifications of the solicitation that applies to Lot C – ITIL Workshops & Excelerators of the Bidding Schedule in Section VIII Bidding Schedule / Price-Business Proposal of the solicitation. Definitions clause in Section III Scope of Work / Specifications of the solicitation is modified.

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 INFORMATION HAS BEEN ADDED TO SECTION III SCOPE OF WORK / SPECIFICATIONS OF THE SOLICITATION:

Lot C – ITIL Workshops and Excelerators

UTS realizes there are a number of workshops available that are not listed below. However, UTS reserves the right to select any workshops or Excelerators available that meets its needs.

- ITIL Process Workshops
 - Incident
 - Change
 - Problem
 - Release and Deployment
 - Demand
 - Access, etc
- Portfolio Management
- Service Management and Project Management Integrations
- Service Catalog
- Vision & Strategy Planning
- Excelerators

THE DEFINITIONS CLAUSE IN SECTION III SCOPE OF WORK / SPECIFICATIONS HAS BEEN MODIFIED AND NOW READS AS FOLLOWS:

Definitions:

Information Technology Infrastructure Library (ITIL) – is a global set of best practices for IT Service Management (ITSM). Organizations use ITIL best practices to add value to service offerings, service delivery and support methodology, and continue service improvement initiatives. The current version of ITIL V3 2011 consists of five (5) core publications and twenty-six processes.

ITIL Foundation Training – an entry level qualification that focuses on general awareness, basic knowledge and understanding of key elements, concepts and terminology used in service management best practice. The Foundation qualification builds the bridge between the lifecycle stages, processes and association to IT service management practices. Successful

completion of the Foundation qualification fulfills the prerequisite criteria to enter the Intermediate qualification training (i.e. Service Lifecycle and Service Capability modules). Candidates will receive an ITIL V3 Foundation certification upon the successful completion and passing of the Foundation exam.

ITIL Intermediate Training Qualification – there are two qualification streams and they are: Service Lifecycle and Service Capability. Each course in the Service Lifecycle and Service Capability stream is targeted and role-based. Candidates can select one or more courses from either of the Intermediate stream or complete course work in each qualification stream. Candidates are certified in each course based upon the successful completion and passing of exams.

Managing Across the Lifecycle (MALC) Qualification - MALC is for candidates who have a broader management focus and work across teams. MALC candidates are able to assist with organizational transformation in service management. However, they must have achieved the necessary credit hours prior to entering the MALC qualification training. Successful candidates will receive a Managing Across the Lifecycle and ITIL Expert Certificate upon the completion and passing of the MALC exam.

Excelerators – a preconfigured instance that includes best practice processes that allows the customer to adapt documents/templates to meet their organizational needs.

Class/Class Size – Classes will be held onsite at a University of South Carolina location determined by UTS. UTS will also determine the participants for courses and provide. Class size is on a sliding scale. See entries in Section VIII - Bidding Schedule/Price-Business Proposal.

THROUGHOUT THE SOLICITATION AND AMENDMENT TO THE SOLICITATIONS, THE TERM “EXCELERATORS” IS SYNONOMOUS WITH THE TERM “ACCELERATORS”.