*AMENDMENT NO. 2 TO SOLICITATION*

TO:        ALL VENDORS

FROM:      Charles Johnson, Procurement Manager

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

DESCRIPTION:  ITIL Training and Workshops

DATE:  July 8, 2014

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This Amendment No.2 modifies the Fixed Price Bid only in the manner and to the extent as stated herein.

**Vendor Questions and Answers**

**Revised Section VIII Bidding Schedule / Price-Business Proposal to use when submitting bids**

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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 QUESTIONS WERE SUBMITTED BY VENDOR A:

**QUESTION #1:** What is the estimated total number of students anticipated for each class type (foundations, Intermediate and MALC)?

**ANSWER:  That has not been determined.**

**QUESTION #2:** What s the anticipated class size for each class type?

**ANSWER:  Please refer to the class sizes for each class type in the Bidding Schedule of Revised Section VIII Bidding Schedule / Price-Business Proposal in this amendment.**

**QUESTION #3:** Can we establish a minimum class size as part of our bid?

**ANSWER:  No.  We prefer to have flexibility in class size variance as listed in the Bidding Schedule of Revised Section VIII Bidding Schedule / Price-Business Proposal in this amendment.**

**QUESTION #4:** On page 13 of the RFP you define an accelerator as:  "a preconfigured instance that includes best practice processes that allows the customer to adapt documents/templates to meet their organizational needs." Can you please clarify:

- o   are these accelerators a collection of process document templates, for example, process guides and process flow diagrams that can be customized?

    **ANSWER:  Yes.**

- o   is this software, for example a pre-configured instance of ServiceNow (update set) that lays out best practices?

    **ANSWER:  Yes**

- o   is the end result / requirement a customized version of ServiceNow, ie: software code, javascript, customizations...?

    **ANSWER:  A customized version of ServiceNow, ie: software code, javascript, customizations...is not included in the scope of this solicitation**

- o   Is the accelerator different than a workshop?  if yes, how so?

    **ANSWER:  No.**

- o   what is the exact deliverable of an Accelerator?

**ANSWER:  A collection of process document templates, for example, process guides** and process flow diagrams that can be customized

**QUESTION #5:**  On page 29 of the RFP you have a table of workshops and Accelerators.  In the first column of the table you have a description of the workshop.  Each workshop says "as per specification in solicitation", for example: "PROCESS WORKSHOPS per specification in solicitation".  We cannot find specifications for each workshop within the RFP.  Therefore we have these questions:

- o What is the goal of the Workshop?
- o What is the expected deliverable from each workshop?  tailored documents, process flows...
- o Do any of the workshops result in customizations to your service now environment, meaning detailed technical specifications to customize the process within ServiceNow
- o Do you have a proposed agenda for each workshop or are you leaving that to the vendor?
- o How do you see the accelerator playing into the workshop - for example, as a starting point?

**ANSWER:  There is a general statement under Section III – Scope of Work/Specifications of the solicitation regarding the definition of Accelerators and Classes/Class Size.  The workshops and EXCELERATORS listed in the Bidding Schedule of Revised Section VIII Bidding Schedule / Price-Business Proposal in this amendment is a sample listing.  UTS wants the flexibility to select additional workshops or EXCELERATORS that may be offered by your organization.  Additionally, see Section V.  Qualifications – page 16 of the solicitation for Special Qualifications and Experience we are seeking.**

# THE FOLLOWING QUESTIONS WERE SUBMITTED BY VENDOR B:

In relation to this solicitation, we have the following questions:

**QUESTION #1:**  Although the solicitation is for ITIL Training, there are a few items (the Excelerators) which are ServiceNow modules and only available through ServiceNow resellers.  Does the university intend to accept responses only from ServiceNow resellers?

**ANSWER:  This solicitation is based on Lots; bidders may submit offers for one or more Lots that they are qualified to offer.**

**QUESTION #2:**  Given that the Excelerators are unrelated to ITIL training, will respondents who are unable to offer the Excelartors be at a disadvantage in scoring?

**ANSWER:  No.  Same answer as provided to Question #1 above.**

**QUESTION #3:** The Award criteria indicates that the "Award will be made to all responsive and responsible offerors". Should this be interpreted to mean that the University will award this contract to multiple vendors?

**ANSWER: Yes. This is a fixed price bid.**


**QUESTION #4:** Have funds been budgeted for the items in this solicitation?

**ANSWER: Actual funds are not budgeted until after the award is issued.**

**QUESTION #5:** What is the anticipated annual spending on this contract over the next 24 months?

**ANSWER: Anticipated spending is determined prior to issuance of award when an estimated potential value of the contract is determined.**

Questions specifically related to pricing:

**QUESTION #6:** For LOT A: ITIL FOUNDATION TRAINING – can we assume that the maximum stated price per student per class, up to 20 students should be interpreted as a flat fee for up to 20 students, not to exceed $22,000?

**ANSWER: Yes.**

**QUESTION #7:** For LOT A: ITIL FOUNDATION TRAINING – can we assume that the maximum rate per student per class – over 20 students, maximum 25 students should be interpreted as the incremental price for each additional student beyond the 20 students included in the flat rate?

**ANSWER: Yes**

**QUESTION #8:** How were the maximum rates determined?

**ANSWER: Based on research from multiple (local and national ) vendors and averages.**

QUESTION #9: If our best offer price is above the maximum rate listed for a given line item, would you prefer we submit a bid in excess of the maximum or not submit at all?

**ANSWER: The Maximum Rates set by the University on the Bidding Schedule of the Revised Section VIII Bidding Schedule / Price-Business Proposal in this amendment cannot be exceeded by bidders in the bids they submit. For any Lot on the Bidding Schedule of the Revised Section VIII Bidding Schedule / Price-Business Proposal in this amendment that you choose to bid on, the prices you bid for the items in the Lot cannot exceed the Maximum Rates for the items in the Lot set by the University.**

**QUESTION #10:** If all offers submitted for a given line item are above the stated maximum rate, will the University move forward with the procurement at the best offer price?

**ANSWER: No. Contracts from the solicitation will only be awarded to responsive and responsible bidders whose prices bid for the items in a Lot don't exceed the Maximum Rates for the items in the Lot. This is a fixed price bid.**

# THE FOLLOWING QUESTIONS WERE SUBMITTED BY VENDOR C:

We have several questions regarding the ITIL Training and Workshops. They include the following:

**QUESTION #1:** Page 14. Lot B – Service Lifecycle – Is the expectation that all of these courses would be delivered in a total of four(4) days, or is the expectation to have each of these courses done in four(4) days for a total of twenty (20) days? The five(5) courses over a twenty(15)-day span is the standard, 3 days per course.

**ANSWER: Page 14. Lot B – Service Lifecycle. The intent is for ITIL Service Lifecycle classes to run for a total of 4 days each and the exam is done on day 4.**

**QUESTION #2:** Page 14. Lot B – Service Capability – Is the expectation that each of these courses would be delivered in a total of five (5) days, or is the expectation to have each of these courses done in five (5) days for a total of twenty(20) days. The four(4) courses over a twenty(20)-day span is the standard.

**ANSWER: Page 14. Lot B – Service Capability. The intent is for the ITIL Service Capability classes to run for a total of 5 days each and the exam is done on day 5.**

**QUESTION #3:** Page 29. Lot C – Each workshop mentions "per specifications in solicitation". Where are these specifications?

**ANSWER: Lot C of the Bidding Schedule of the Revised Section VIII Bidding Schedule / Price-Business Proposal in this amendment. There is a general statement under Section III – Scope of Work/Specifications of the solicitation regarding the definition of Accelerators and Classes/Class Size. The workshops and EXCELERATORS listed on the Bidding Schedule of the Revised Section VIII Bidding Schedule / Price-Business Proposal in this amendment is a sample listing. UTS wants the flexibility to select additional workshops or EXCELERATORS that may be offered by your organization. Additionally, see Section V. Qualifications – page 16 of the solicitation for Special Qualifications and Experience we are seeking.**

# THE FOLLOWING QUESTIONS WERE SUBMITTED BY VENDOR D:

**QUESTION #1:** In the bidding schedule, there is no minimum number of students indicated that USC will guarantee.  For example, in the section of ITIL foundation training, for up to 20 students category, whether there are 1 or 20 students the per student rate should be the same?  Will USC guarantee a number of students before the event is scheduled?

**Answer:  For example, in Revised Section VIII Bidding Schedule / Price-Business Proposal in this amendment – pricing per student for ITIL Foundations has been established.  For example, ITIL Foundations, there is a rate for 1 to 20 students as well as an incremental rate for over 20 students up to maximum of 25 students.   The second part of the question regarding USC guaranteeing the number of students before the event is scheduled, please refer to Section III on page 13 of the solicitation, under definitions, we state "UTS will also determine the participants and courses and provide.  Class size is on a sliding scale."  Also, in Section III, page 14 of the solicitation, we state, "UTS  will designate a representative(s) to coordinate training sessions and participants with Contractors post-award.  Contractors will generate a statement of work based on specific training needs requested by the UTS designated representative and based on the bidding schedule rates (See Section VIII – Bidding Schedule/Price Business Proposal of the solicitation)."**

# SECTION VIII. BIDDING SCHEDULE / PRICE-BUSINESS PROPOSAL OF THE SOLICITATION HAS BEEN REVISED AND NOW READS AS FOLLOWS:

**VIII. BIDDING SCHEDULE / PRICE-BUSINESS PROPOSAL**

**Bidder must provide the per student rate, per course from Lot A to be the maximum amount charged to UTS for performing the services described in Section III – Scope of Work/Specifications of the solicitation in the tables below.**

**LOT A:  ITIL FOUNDATION TRAINING**

| DESCRIPTION OF ITIL TRAINING | MAXIMUM RATE (PRICE) PER STUDENT, PER CLASS – UP TO 20 STUDENTS | BIDDER'S RATE (PRICE) PER STUDENT PER CLASS – UP TO 20 STUDENTS | MAXIMUM RATE (PRICE) PER STUDENT, PER CLASS – OVER 20 STUDENTS, MAXIMUM 25 STUDENTS | BIDDER'S RATE (PRICE) PER STUDENT PER CLASS – OVER 20 STUDENTS, MAXIMUM 25 STUDENTS |
|---|---|---|---|---|
| ITIL FOUNDATION TRAINING – 3 Days per  specifications in solicitation | $1,100.00 | $ | $400.00 | $ |

**LOT B: ITIL INTERMEDIATE & MANAGING ACROSS THE LIFECYCLE/ ITIL EXPERT TRAINING**

Bidder must provide the per student rate, per course from LotB to be the maximum amount charged to UTS for performing the services described in Section III – Scope of Work/Specifications of the solicitation in the tables below.

| DESCRIPTION OF ITIL TRAINING | MAXIMUM RATE (PRICE) PER STUDENT, PER CLASS – UP TO 6 STUDENTS | BIDDER'S RATE (PRICE) PER STUDENT PER CLASS – UP TO 6 STUDENTS | MAXIMUM RATE (PRICE) PER STUDENT, PER CLASS – OVER 6 STUDENTS, MAXIMUM 15 STUDENTS | BIDDER'S RATE (PRICE) PER STUDENT PER CLASS – OVER 6 STUDENTS, MAXIMUM 15 STUDENTS | MAXIMUM RATE (PRICE) PER STUDENT PER CLASS- OVER 15 STUDENTS, MAXIMUM 25 | BIDDER'S RATE (PRICE) PER STUDENT PER CLASS- OVER 15 STUDENT MAXIMUM 25 |
|---|---|---|---|---|---|---|
| ITIL INTERMEDUATE SERVICE LIFECYCLE TRAINING – 4 Days per specifications in solicitation | $1,388.67 | $ | $400.00 | $ | $300.00 | $ |
| ITIL INTERMEDUATE SERVICE CAPABILITY TRAINING – 5 Days per specifications in solicitation | $2,508.33 | $ | $600.00 | $ | $500.00 | $ |
| Managing Across the Lifecycle/ITIL Expert – 5 Days per specifications in solicitation | $2,658.67 | $ | $500.00 | $ | $400.00 | $ |

## LOT C: ITIL WORKSHOPS & EXCELERATORS

| DESCRIPTION OF ITIL WORKSHOPS - 2 TO 3 DAYS | MAXIMUM RATE (PRICE) PER WORKSHOP/EXCELERATOR | BIDDER'S RATE (PRICE) PER WORKSHOP/EXCELERATOR |
|---|---|---|
| PROCESS WORKSHOPS per specifications in solicitation | $10,000.00 | $ |
| PORTFOLIO MANAGEMENT per specifications in solicitation | $10,000.00 | $ |
| SERVICE MANAGEMENT & PROJECT MANAGEMENT INTEGRATIONS per specifications in solicitation | $15,000.00 | $ |
| SERVICE CATALOG per specifications in solicitation | $10,000.00 | $ |
| VISION & STRATEGY PLANNING per specifications in solicitation | $20,000.00 | $ |
| EXCELERATORS – per process per specifications in solicitation | $10,000.00 | $ |

==**PLEASE COMPLETE THE REVISED SECTION VIII. BIDDING SCHEDULE / PRICE-BUSINESS PROPOSAL INSTEAD OF SECTION VIII. BIDDING SCHEDULE / PRICE-BUSINESS PROPOSAL IN THE SOLICITATION AND INCLUDE IT WITH SUBMITTED BIDS.**==