



UNIVERSITY OF SOUTH CAROLINA

AMENDMENT NO. 4 TO SOLICITATION

TO: ALL VENDORS

FROM: Charles Johnson, Procurement Manager

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

DESCRIPTION: ITIL Training and Workshops

DATE: July 16, 2014

This Amendment No.4 modifies the Fixed Price Bid only in the manner and to the extent as stated herein.

THE DEADLINE FOR RECEIPT OF BIDS (BID OPENING) HAS BEEN EXTENDED TO JULY 30, 2014 AT 11:00 AM.

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

INFORMATION HAS BEEN ADDED TO SECTION V QUALIFICATIONS OF THE SOLICITATION

REVISED SECTION VIII BIDDING SCHEDULE / PRICE-BUSINESS PROPOSAL TO USE WHEN SUBMITTING BIDS

BIDDER SHALL ACKNOWLEDGE RECEIPT OF AMENDMENT NO. 4 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 MODIFIED/ADDED TO SECTION III SCOPE OF WORK / SPECIFICATIONS OF THE SOLICITATION:

Lot C – Workshops

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

Lot D – EXCELERATORS

UTS reserves the right to select any EXCELERATORS available that meets its needs.

- **EXCELERATORS**

Lot E – PROFESSIONAL SERVICES

From time to time, UTS may engage Contractor to assist in ITSM/CSI improvements/implementation, i.e., service catalog planning, maturity assessment/roadmap strategy, provide advice to the UTS Service Management team process documentation. **The expectation is that most of the professional services performed will be done remotely.** This is not an exhaustive list; however, those professional services rendered by the Contractor shall be based on an established statement of work for each instance based on the **SECTION VIII. BIDDING SCHEDULE / PRICE-BUSINESS PROPOSAL.** Additionally, qualifications for the Contractor personnel providing professional services are described in Section V:

Qualification – Special Qualifications. UTS will designate a representative to coordinate all activity related to professional services upon post award. Contractor personnel and representatives shall comply with USC policies and procedures.

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

Definitions:

ITIL Continual Service Improvement (CSI) – the process of continually aligning and re-aligning IT services to the changing business needs by identifying and implementing improvements to IT services that support business processes.

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.

Information Technology Service Management (ITSM) – is process focused that focuses on management of quality information services and the interactions of IT personnel with business customers and users.

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 succession 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.

Professional Services – From time to time UTS may leverage vendor expertise to exchange ideas, seek advice or mentor UTS service management team on ITSM processes and/or EXCELERATOR update questions. This is primarily consulting service time to advise/help automate, enhance ITSM best practice.

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

**THE FOLLOWING INFORMATION HAS
BEEN ADDED TO SECTION V
QUALIFICATIONS OF THE SOLICITATION:**

Section V: Qualifications

Special Qualifications and Experience

Bullet 1 – revised to include Lots A-E.

Bullet 2 – revised to include Lots A-E.

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 – 6 STUDENTS	BIDDER’S RATE (PRICE) PER STUDENT PER CLASS – 6 STUDENTS	MAXIMUM RATE (PRICE) PER STUDENT, PER CLASS – OVER 6 STUDENTS, MAXIMUM 25 STUDENTS	BIDDER’S RATE (PRICE) PER STUDENT PER CLASS – OVER 6 STUDENTS, MAXIMUM 25 STUDENTS
ITIL FOUNDATION TRAINING – 3 Days per specifications in solicitation	\$1,400	\$	\$400.00	\$

The above prices are inclusive of the exam vouchers, materials for the course, postage/handling, exam prep, travel and other related expenses.

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

Bidder must provide the per student rate, per course from Lot B 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 – 6 STUDENTS	BIDDER’S RATE (PRICE) PER STUDENT PER CLASS – 6 STUDENTS	MAXIMUM RATE (PRICE) PER STUDENT, PER CLASS – OVER 6 STUDENTS, MAXIMUM 25 STUDENTS	BIDDER’S RATE (PRICE) PER STUDENT PER CLASS – OVER 6 STUDENTS, MAXIMUM 25 STUDENTS
ITIL INTERMEDIATE SERVICE LIFECYCLE TRAINING – 4 Days per specifications in solicitation	\$2,000.00	\$	\$500.00	\$
ITIL INTERMEDIATE SERVICE CAPABILITY TRAINING – 5 Days per specifications in solicitation	\$2,700.00	\$	\$550.00	\$
Managing Across the Lifecycle/ITIL Expert – 5 Days per specifications in solicitation	\$2,900.00	\$	\$570.00	\$

The above prices are inclusive of the exam vouchers, materials for the course, postage/handling, exam prep, travel and other related expenses.

LOT C: ITIL WORKSHOPS

Bidder must provide the rate, per workshop from Lot C 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 WORKSHOPS - 2 TO 3 DAYS	MAXIMUM RATE (PRICE) PER WORKSHOP	BIDDER'S RATE (PRICE) PER WORKSHOP
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	\$

The above prices are inclusive of the materials for the workshop, postage/handling, travel and other related expenses.

LOT D: EXCELERATORS

Bidder must provide the rate, per process from Lot D 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	MAXIMUM RATE (PRICE) PER EXCELERATOR	BIDDER'S RATE (PRICE) PER EXCELERATOR
EXCELERATORS – per process per specifications in solicitation	\$10,000.00	\$

The above prices are inclusive of the materials for the excelerator(s), postage/handling, travel and other related expenses.

LOT E: PROFESSIONAL SERVICES

Bidder must provide the rate, per hour from Lot E 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	MAXIMUM RATE (PRICE) PER HOUR	BIDDER'S RATE (PRICE) PER HOUR
PROFESSIONAL SERVICES – for up to 20 hours per month for 12 months per specifications in solicitation	\$212.50	\$

The above prices are inclusive of the materials for the professional services (if applicable); postage/handling, travel and other related expenses (if applicable).

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.