



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

AMENDMENT NO. 1 TO SOLICITATION

TO: ALL VENDORS

FROM: Charles Johnson, Procurement Manager

SUBJECT: SOLICITATION NUMBER: USC-RFP-2381-CJ
ITIL TRAINING FOR UNIVERSITY TECHNOLOGY SERVICES (UTS)

DATE: February 28, 2013

This Amendment **No.1** modifies the Requests for Proposals only in the manner and to the extent as stated herein.

THE MINIMUM REQUIREMENTS SUBSECTION OF SECTION III. SCOPE OF WORK / SPECIFICATIONS OF THE SOLICITATION HAS BEEN REVISED/MODIFIED AND NOW READS AS FOLLOWS:

Minimum Requirements

1. Contractor must provide one or more qualified, experienced and competent instructor(s) to teach courses described above onsite at the USC Columbia campus.
2. The contractor's instructor(s) must be ITIL V3 certified at the expert or master level with a minimum of two years of experience in ITIL processes, process mapping.
3. **The University reserves the right to try and negotiate a lower rate as required and select which portion of the Tier II Service Capability module and Service Life Cycle module is applicable to its needs.**
4. The contractor's instructor(s) must be qualified to teach all of the following ITIL V3 2011 Foundations and Intermediate Modules.
 - a. Service Life Cycle to include Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement
 - b. Service Capability to include Service Offerings and Agreements, Release, Control and Validation, Operational Support and Analysis, Planning, Protection and Optimization
5. The contractor must provide the course materials for each participant at no additional charge to the University.
6. The contractor's instructor(s) must be able to proctor and monitor the certification exam at no additional charge to the University.
7. The contractor's instructor(s) must be able to provide certification certificates once the participant has successfully completed each exam.

8. The UTS core team will schedule training dates and provide a list of participants to the contractor after the contract is awarded. See bid schedule for specific details regarding estimated training schedules.
9. The preferred training days are Monday-Friday. The contractor and UTS will determine training time slots after the contract is awarded.
10. The contractor's instructor(s) must be associated with an Accredited Training Organization or Exam Institutes in order to administer the certification exam.
11. The contractor's instructor(s) should include a real world IT case study or simulation that will allow those taking the training the ability to apply ITIL key concepts, terminology, and processes.

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