



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

AMENDMENT NO. 2 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: March 12, 2013

This Amendment **No.2** modifies the Requests for Proposals only in the manner and to the extent as stated herein.

Vendor questions / requests for clarification and answers/clarification

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

VENDOR A's REQUEST FOR CLARIFICATION:

Request for Clarification: I am thinking about pursuing this bid and needed additional clarification. Under the description of services, it appears that you want the contractors to be familiar with this ITIL v3 process and yet it seems to be very specific to USC and not a training or certification that someone on the outside would be very familiar with. I have brainstormed with programmer consultants and colleagues who are not familiar with this software or certification....is this school specific to just USC? Are you hoping to find a vendor who has persons that already possess the competencies in this prior to being retained with USC? I know you can't share a whole lot but just curious as to what you expect the instructors to possess coming into the project. I read your requirements many time over....but want to by crystal clear from your end.

Response/Clarification: ITIL V3 is not specific to USC. It is an international standard of best practices for IT Service Management. Yes, we are seeking a contractor who already has instructors certified in ITIL V3 2011 that can teach and the contractor's instructors are able to help prep the participants in the courses as well as able to proctor the certification exams.

VENDOR B's QUESTIONS REGARDING THE SOLICITATION:

QUESTION NUMBER 1: The half-day session to senior management...

- Is this supposed to be an overview of ITIL Service Management Practices in general, an overview of the Foundations class, or a different class? What is the content supposed to be?
- Or
- By use of the word "simulation" do you want the instructor to basically go through a case study showing how ITIL Service Management would play out in a given situation?

ANSWER: The expectation is to have a contractor instructor lead our senior leaders in a real world simulation that introduces them to ITIL and helps them to use the ITIL concepts in the simulation. Some of these senior leaders will also participate in the foundations course.

QUESTION NUMBER 2: Four days of Intermediate Service Lifecycle Training for six students in Service Strategy, Service Design, ...

- Sounds like you want pricing for one, four-day course that could be on any of the four modules and that could result in a request for one or several of the Lifecycle modules being taught, correct?

ANSWER: We want costs per course for six participants in the Intermediate Service Life Cycle and Service Capability modules.

QUESTION NUMBER 3: Sounds like you want the same thing for the Service Capability modules as noted under item two. These are typically five day classes. Do you still want us to bid on them in a 4-day format?

ANSWER: Yes. We want the bid in a four days format