



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

AMENDMENT NO. 3 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 13, 2013

This Amendment **No.3** modifies the Requests for Proposals only in the manner and to the extent as stated herein.

The University Technology Services now understands that the ITIL Service Capability Module is usually five days instead of four. Therefore, necessary changes have been made to Sections III and IV of the solicitation.

The Deadline for Receipt of Proposals has been changed to March 22, 2013 at 2:30 PM. The Award Posting Date has been changed to April 3, 2013.

BIDDER SHALL ACKNOWLEDGE RECEIPT OF AMENDMENT **NO. 3** 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

Sections III Scope of Work / Specifications and IV Information for Offerors to Submit of the solicitation are amended to four (4) day training on the Service Life Cycle and five (5) day training on the Intermediate Service Capability course with the following highlighted changes:

Section III. Scope of Work/Specifications – Background/Introduction subsection

- Item 1. **One (1) day** simulation training for its senior management team of up to 15 participants.
- Item 4. **Five days** of Intermediate (Tier II – Service Capability Certification Training) for the project team of six (6) participants. Pricing for this module should be a la carte to allow the team to select the most applicable course of study to pursue.

Section III. Scope of Work/Specifications – Minimum Requirements subsection

- Item 6. The contractor's instructor(s) must be able to proctor and monitor the certification exam at no additional charge to the University. **The University prefers for the certification exam to be available via an online delivery method.**
- Item 10. The contractor's instructor(s) must be associated with an Accredited Training Organization or Exam Institutes in order to administer the certification exam. **The University prefers the contractor to have a partnership with CSME, Inc., which is a certification body.**

Section IV. Information For Offerors To Submit – PROPOSAL CONTENTS subsection – Item C. Offeror's Cost Proposal (separately bound)

- Item 1. Offeror's total cost for performing the following contractual tasks:
- a. **Simulation training for senior leaders per specifications in Section III of the solicitation;**
 - b. ITIL V3 Foundation Module Training per specifications in Section III of the solicitation;
 - c. Intermediate (Tier II) ITIL Service Life Cycle Training per specifications in Section III of the solicitation; and
 - d. Intermediate (Tier II) ITIL Service Capability Modules Training per specifications in Section III of the solicitation