

## **ANNEX I**

### **TO REQUEST FOR PROPOSAL N° PCD/08/062**



#### **Terms of Reference**

#### **BMC Service Desk Express Maintenance and Support**

#### **CONFIDENTIAL NOTICE**

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## GOAL OF THE TENDER

The goal of this tender is to build a contractual agreement for the renewal of current BMC Service Desk Express (SDE) software licenses, the future purchase of additional SDE product licenses, and the provision of technical support services.

## INTRODUCTION

### General Information

WIPO is a specialized agency of the United Nations. The number of its full time employees is about 1,300. The size of its IT operations is characterized by the following figures:

- § number of users: ~1,300 onsite
- § number of workstations connected to the network: ~1,500
- § number of users of mainframe systems: ~450
- § locations outside Geneva with very limited number of users in: New York, Washington, Tokyo, Singapore, Brussels (~10 persons altogether)
- § number of teleworkers: ~30
- § number of laptops: ~250
- § operating system of the workstations: XP
- § office automation company standard: Microsoft Office 2003
- § E-mail system: GroupWise (however, WIPO is in the phase of transition to Microsoft Exchange, scheduled for January 2008)
- § PC park (based on 2 standard models from Dell and HP)

### Number of IT staff

- § ~55 for the IT Division
- § ~20 for the PCT (Patent Cooperation Treaty) IT Service, plus approximately 10 external contractors
- § ~10 for other units (specialized in IT-oriented work)

### Operating systems

- § BM Mainframe
- § Unix/Linux (HP-UX, AIX; Red Hat)
- § Novell Netware
- § Microsoft Windows XP

## Variety of applications

- § ~250 items in the Desktop Application Catalogue (applications distributed by the Service Desk)

## Current use of BMC SDE at WIPO

- § The current version of BMC SDE at WIPO is 9.2. The migration from Magic version 7.5 to Service Desk Express was accomplished in 3Q 2008.
- § Two instances are in use and have Test and Production environments, both are mission critical
  - § IT Helpdesk (21 concurrent SDE suite licenses)
  - § PCT-SAFE Helpdesk (6 concurrent SDE suite licenses)
- § BMC SDE is used for basic Incident Management “ticketing” functionality with business rules for email notifications
- § IT Helpdesk use the white board functionality
- § PCT-SAFE Helpdesk use a “mail listen” business rule for ticket creation or re-opening
- § Self service not yet activated (1 Client Services license)
- § Knowledge base not yet activated

## IT Helpdesk Overview

- § This is the general IT Helpdesk function that handles calls from WIPO staff related to the WIPO IT Infrastructure. Ticket creation is manual
- § The Helpdesk function, Incident and Problem management roles are currently under the control of the IT Helpdesk.
- § IT Helpdesk is staffed by 5-7 persons as follows:
  - § 4-5 persons performing call centre and incident management roles, one of which would be involved in process and service improvement
  - § 1-2 persons in problem management, separated from call centre and incident management
- § Statistics:
  - § number of tickets per month: 1,000-1,200
  - § percentage of tickets resolved by the Helpdesk: 70-80%
  - § number of emails received per month: 800-1200
  - § number of emails sent per month: 600-1,000
  - § number of service requests per month: 200
  - § estimated number of phone calls per month: 2,000 (including abandoned calls)
  - § Language of communication: 65% French, 35% English

## PCT-SAFE Helpdesk Overview

- § This is a Helpdesk function specific to the PCT-SAFE service and its software. Its clients are external WIPO customers.
- § Ticket creation is mostly automatic driven by emails received in a generic mailbox and processed by a “mail listen” business rule.
- § PCT-SAFE Helpdesk is staffed by 3.5 persons performing call centre and incident management roles. These roles together constitute approximately 25% of their workload.
- § Statistics:
  - § number of incidents handled per month: 400
  - § percentage of calls received via email: 95%
  - § percentage of calls received via telephone: 4%

## **REQUIREMENTS**

The bidder must belong to the BMC Partner Network and have relevant demonstrated experience with the BMC Service Desk Express product line. It will be an advantage if they are listed as a BSM Certified Solution Partner. The bidder must be able to provide responses to the three following requirements.

### 1. Renewal of current BMC SDE licenses and support

- § IT Helpdesk (21 concurrent SDE suite licenses)
- § PCT-SAFE Helpdesk (6 concurrent SDE suite licenses)
- § SDE Client Services (1 external user license)

### 2. Possible future license requirements relating to BMC SDE product line

WIPO is considering the extension of use of the BMC SDE product line including but not restricted to the following elements:

- § Expanding access to more IT Division staff for increased second level support
- § Providing end user access to query their own incidents, and for self help
- § Implementation of Change, Problem and Configuration Management processes.

For each type of license listed below WIPO needs to know the applicable licensing policy, e.g. concurrent user, named user, per CPU/core, per node etc., with details of the list price and WIPO price including the discount that will be applicable for the duration of the signed contract.

An estimation of the required number of each type of license is included in the Annex IV Price Schedule. WIPO does not guarantee the accuracy of this estimate.

- § Additional BMC SDE Suite User licenses
- § Additional BMC SDE Client Services licenses

The following optional modules are not included in our current installation of BMC SDE:

- § BMC SDE Change Management User licenses
- § BMC Knowledge Management Express licenses
- § BMC Configuration Management
- § BMC Configuration Discovery Express
- § BMC Alignability Process model (APM) for Service Support processes
- § BMC Alignability Process model (APM) for Service Delivery processes
- § TW CTI interface (computer telephony integration)

### 3. Ad hoc consultancy for service improvements

WIPO may require ad-hoc consultancy services for the improvement of specific services in relation to the BMC SDE product line, and associated to the continued adoption of ITIL and/or ISO 20000 best practices.

Examples of such requirements may be technical consultancy for software upgrades, maintenance and functionality enhancements, or analysis, installation and training of BMC Alignability Process model (APM) for Service Support or Service Delivery processes. WIPO wishes to obtain an offer (CV(s) and all inclusive daily rate) for the potential engagement of such consultant(s).

WIPO estimates the required number of consultancy days that will be requested per year during the term of the contract to be 30 (thirty). WIPO does not guarantee to meet or exceed this number of days.

WIPO expects consultancy resources to be made available onsite at WIPO's premises by the bidder within 2 to 4 weeks following receipt of a request for such services. The exact date is to be agreed in advance by both parties.