

ANNEX IV

TO REQUEST FOR PROPOSAL N° PCD/08/062



Price Schedule

BMC Service Desk Express Maintenance and Support

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1. Your financial offer must be quoted in **Swiss francs** (excluding VAT) **and be based on fixed all-inclusive daily rates**. Per diem, travel costs and travel time to and from WIPO Headquarters shall be covered by the quoted fixed daily all-inclusive rates and may not be subject to additional cost claims. A working day corresponds to 8 hours worked.
2. You are free to adapt the tables below to your own commercial price structure. However, WIPO requests a clear breakdown of all cost-elements.
3. Your financial offer should not contain any clause linking those prices to any future fluctuation of the exchange rate between the Swiss francs and another currency for the services indicated under the Terms of Reference (see Annex I). WIPO reserves the right to reject all offers that are not in conformity with this requirement. **In addition, your financial offer shall have a cover letter wherein your company's authorized representative confirms and signs the financial offer and the period of its validity.**
4. Please note that WIPO will not accept any form of advance and/or progress payment unless it is guaranteed by a first demand performance bond or an equivalent guarantee issued by a financial institution that is considered acceptable by WIPO.

Table 1. Main Price Offer
Service Desk Express: Annual License Maintenance Renewal
(Please refer to Annex I – Terms of Reference)

<i>Product</i>	<i>Unit of measure</i>	<i>Quantity</i>	<i>List price in CHF</i>		<i>Customer Price in CHF</i>		
			<i>Unit price</i>	<i>Total</i>	<i>Discount</i>	<i>Unit price</i>	<i>Total</i>
<i>BMC SDE suite</i>	<i>Per concurrent user</i>	<i>27</i>					
<i>BMC SDE client services</i>	<i>Per external user</i>	<i>1</i>					
<i>Total maintenance</i>							

Maintenance level required: Basic (5 days x 8 hours)

**Table 2. Price Offer for Additional BMC SDE Components
(Please refer to Annex I — Terms of Reference)**

<i>Produce</i>	<i>Unit of measure</i>	<i>Quantity</i>	<i>List price in CHF</i>		<i>Customer Price in CHF</i>		
			<i>Unit price</i>	<i>Total</i>	<i>Discount</i>	<i>Unit price</i>	<i>Total</i>
<i>BMC SDE suite</i>	<i>Per concurrent user</i>	<i>10</i>					
<i>BMC SDE client services</i>	<i>Per named/internal user</i>	<i>1,500</i>					
<i>BMC SDE Change Management</i>	<i>Per concurrent user</i>	<i>5</i>					
<i>BMC Knowledge Management Express</i>	<i>Per concurrent user</i>	<i>5</i>					
<i>BMC Configuration Management Express</i>	<i>Per node</i>	<i>100</i>					
<i>BMC Configuration Discovery Express</i>	<i>Per node</i>	<i>100</i>					
<i>Alignability Process Module for Service Support</i>	<i>Per Service Support Model</i>	<i>1</i>					
<i>Alignability Process Module for Service Delivery</i>	<i>Per Service Delivery Model</i>	<i>1</i>					
<i>TW CTI Interface</i>	<i>Per TW CTI Interface</i>	<i>1</i>					
<i>Other component of BMC SDE product line</i>							

**Table 3. Price Offer for Consultancy Services
(Please refer to Annex I — Terms of Reference)**

<i>Type of Services</i>	<i>Unit price in CHF (fixed daily rate)</i>	<i>Remarks</i>
<i>General consulting</i>		
<i>Operations support</i>		
<i>Development support</i>		
<i>Product training</i>		