

BID NO: RAF/2025/00036

THE ROAD ACCIDENT FUND (RAF) SEEKS TO APPOINT AN EXPERIENCED AND SUITABLE SERVICE PROVIDER FOR IVANTI ISM MIGRATION TO CLOUD-BASED ITSM ENTERPRISE PREMIUM SAAS SOLUTION, ALONG WITH SUPPORT AND MAINTENANCE FOR A PERIOD OF FIVE (5) YEARS.

License breakdown

In the document you have provided breakdown the current licensing setup for Ivanti ISM includes 48 concurrent licenses,

- 8 licenses allocated for the Service Desk team
- 40 licenses allocated to Second-Line Support Teams.
- Change, Configuration, Problem, and Release Management capabilities are assigned 10 licenses per module
- 2 licenses dedicated to Administrators for system management.

However, in the pricing schedule you have referenced ITSM Enterprise Premium, Concurrent User, AnalystCloud Subscription – 105 Units

1. **Are the 105 unit of users actively logged on at the same time?**
Approximately 50% will be actively logged on at the same time.

Information required:

1. How much time does each user group typically spend on the system on a daily basis?
The Teams that will spend most of their time on the tool are the service desk and facilities analysts roles.
2. Do you anticipate any growth in the number of users over the next five years? If so, what percentage increase should be expected?
Estimated 10% growth over the next 5 years period.
3. How many IT assets does the RAF need to discover?
Estimated 30 000 assets

Briefing session

Phase 1: Initial Screening— At this phase, Bidders' responses are reviewed to check if Bidders have responded according to the RAF Request for Bid (RFB) document. NB: Non-compulsory Briefing session.

1. Is there a briefing session for this RFP? If so please provide details. **No briefing session.**