**REQUEST FOR PROPOSAL #2020-002**
**ITSM/PPM Solution**
**RESPONSE ADDENDUM #02**

**DATE:  August 21, 2019**

**QUESTIONS**

In our solution, we support an active named user license model, that will allow you to deactivate a license for one user and activate the same license for another.  With that in mind we have several different types of licenses based on desired functionality and each type is priced differently. Our discount model is based on overall licensing volume so knowing these estimates will help us provide a more accurate quote.

Using the below license type descriptions, can you provide a more detailed breakdown of how many of each type will be needed across your organization?

- Executive leadership – Needs the ability to run global reports across the enterprise
- Project Manager
- Portfolio Planner (involved in project governance / project request approvals / access to resource capacity reporting)
- New ITSM & PPM Solution Admin

ANSWER:

If the pricing model is structured by named users or full time equivalents ;please provide the price per unit or a range of unit pricing, i.e. 0-100, 101-200 or however your model is currently structured.  Also if there are differences in price for user types, i.e. administrative, general user, etc. please make sure this is understood.