

PROVISION OF SYSTEMS MANAGEMENT SOFTWARE

URGENT

**PLEASE FORWARD THIS DOCUMENT TO
WHOEVER IS IN POSSESSION OF THE
REQUEST FOR PROPOSAL**

ISSUED: December 1, 2010
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**THIS ADDENDUM SHALL BE INCORPORATED
INTO THE REQUEST FOR PROPOSAL AND
SHALL FORM A PART OF THE CONTRACT
DOCUMENTS**

Template Version: Ar20070420

Please note the following and attached changes, corrections, additions, deletions, information and/or instructions in connection with the Request for Proposal, and be governed accordingly. Failure to acknowledge receipt of this Addendum in Paragraph 9 of Form A: Proposal may render your Proposal non-responsive.

PART B – BIDDING PROCEDURES

Revise: B14.5 to read:

B14.5 Initial configuration

- (a) This is the capacity and associated functionality required to address our immediate business needs.
 - (i) 300 virtual Windows Operating Systems Images;
 - (ii) 70 physical Windows Operating System Images;
 - (iii) 35 virtual Linux Operating System Images;
 - (iv) 1 physical Linux Operating System Images;
 - (v) 30 virtual Solaris Operating System Images;
 - (vi) 4 physical Solaris Operating System Images;
 - (vii) 1 virtual AS/400 Operating System Images;
 - (viii) 3 physical AS/400 Operating System Images;
 - (ix) 26 VMware ESX Hosts;
 - (x) 22 Oracle Database Servers;
 - (xi) 16 SQL Server Servers;
 - (xii) 1 DB2 Servers;
 - (xiii) 35 application servers (combination of WebLogic, Oracle Application Server, TomCat, JBOSS, ...);
 - (xiv) 42 Web Servers (IIS, Apache);
 - (xv) 11 Exchange/SMTP/BES Servers;
 - (xvi) 10 network locations requiring remote client monitoring;
- (b) **This is a description of the number of staff and associated roles that exist within the operating environment serving business needs:**
 - (i) **5000 knowledge workers;**
 - (ii) **10 service desk;**
 - (iii) **50 tier-2 support;**
 - (iv) **15 business units with 5 consumers per business unit (mixed technical and business users).**