



## Can you give me the quotation for this to submit to client in pdf file?

Yes. A client-ready quotation can be prepared and exported to PDF with line items, assumptions, payment terms, and validity, based on the scope and 1-year TCO model in the RFP. Below is a complete quotation draft that can be copied into a PDF template and submitted. <sup>[1]</sup>

### Quotation overview

This quotation covers implementation services, annual subscription licenses, and annual support and maintenance for an IT Service Management platform aligned to ITIL v4/ISO 20000 with multi-instance, RBAC, assets/licenses, integrations (SSO/AD, Teams/Exchange, monitoring), reporting, training, and a 1-year support agreement. <sup>[1]</sup>

### Commercials

- Implementation services: AED 550,000–850,000 covering discovery/design, build/config, integrations, data loads, UAT, training, go-live, documentation. <sup>[1]</sup>
- Annual license/subscription: AED 450,000–900,000 assuming enterprise tier with 30–60 agents and asset/automation add-ons. <sup>[1]</sup>
- Annual support & maintenance: AED 180,000–300,000 for incident handling per SLA, hypercare rollover, and quarterly maintenance. <sup>[1]</sup>
- Indicative 1-year TCO: AED 1,180,000–1,900,000 inclusive of VAT assumptions. <sup>[1]</sup>

### Scope of work

- Functional: Incident, Request, Service Catalog, no-code workflows, RBAC, multi-instance (IT/Clinical/Facilities), Asset & License, Monitoring/Dashboards, Reporting/Analytics, POC/Sandbox. <sup>[1]</sup>
- Technical: ITIL v4/ISO 20000 alignment; GDPR/ADHICS/ISO 27001/27701 controls; SSO/AD, Teams/Exchange, monitoring integrations. <sup>[1]</sup>
- Deliverables: BRD, process maps, solution design, configured modules, integrations, audit logs/retention, UAT evidence, training, runbooks, support plan, final report, warranty documents. <sup>[1]</sup>

## Timeline and milestones

- Weeks 1–3: Discovery and design (workshops, SLAs, RBAC, integration design, compliance controls).<sup>[1]</sup>
- Weeks 4–6: Foundation build (instances, SSO, RBAC, base workflows, SLA setup, initial dashboards, POC).<sup>[1]</sup>
- Weeks 7–10: Catalog and workflows (20–30 items per instance), major incident, assets/licenses.<sup>[1]</sup>
- Weeks 11–13: Integrations and data (AD/Teams/Exchange, monitoring, CMDB/asset loads, audit logging).<sup>[1]</sup>
- Weeks 14–16: UAT and training (end-to-end tests, training, runbooks).<sup>[1]</sup>
- Weeks 17–18: Go-live and hypercare.<sup>[1]</sup>
- Weeks 19–22: Stabilization and handover.<sup>[1]</sup>

## SLA matrix (support)

- Critical: response <1 hour, resolution <8 hours.<sup>[1]</sup>
- High: response <4 hours, resolution <24 hours.<sup>[1]</sup>
- Medium: response <8 hours, resolution <3 business days.<sup>[1]</sup>
- Low: response <1 business day, resolution <5 business days.<sup>[1]</sup>

## Assumptions

- 30–60 named agents; 3 service instances (IT, Clinical, Facilities); ~20–30 catalog items per instance in phase 1.<sup>[1]</sup>
- One monitoring integration; SSO/AD and Teams/Exchange in scope; HR/ERP/device-management excluded initially.<sup>[1]</sup>
- Customer provides baseline data for assets/CMDB; remediation may extend timeline/cost if data is incomplete.<sup>[1]</sup>

## Exclusions

- Advanced HR/ERP/device-management integrations, custom mobile apps, and separate regional tenants/data residency beyond stated multi-instance model.<sup>[1]</sup>

## Payment terms

- Preference: 30-day credit period from invoice date per RFP.<sup>[1]</sup>
- Milestone billing: 20% on project kickoff, 30% at POC sign-off, 30% at UAT sign-off, 20% at go-live.<sup>[1]</sup>

## Validity and lead time

- Offer validity: 60 days from the date of this quotation.<sup>[1]</sup>
- Delivery: 18 weeks to go-live; 20–22 weeks including stabilization and handover.<sup>[1]</sup>

## Optional add-ons

- Test automation pack, additional catalog items (>30 per instance), extra monitoring sources, HR/ERP/device-management integrations, advanced analytics.<sup>[1]</sup>

If a branded PDF is needed, the above content can be formatted into a one-page or three-page quotation with a cover, scope, commercials table, and terms; a Word version can also be provided for internal approvals.<sup>[1]</sup>

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