

**Minimum Technical Specification Requirements for Unified Management Platform Software**

ITEM	DETAILS
<b>Virtual Systems Administrator (VSA) Subscription License</b>	<ol style="list-style-type: none"> <li>1. Discover, Inventory, and Audit</li> <li>2. Remote Desktop &amp; Live Connect</li> <li>3. Agent Based Monitoring</li> <li>4. Agent Scripting &amp; Software Packaging</li> <li>5. Patch Deployment &amp; Management</li> <li>6. Time Tracking</li> <li>7. Reporting</li> <li>8. Policy Management</li> <li>9. Ticketing</li> </ol>
<b>SYSTEM CERTIFICATION</b>	<p>Common Criteria Certified EAL2+ (ISO 15408)            Federal Information Processing Standards (FIPS) 140-2            9001 and 27001 ISO standards</p>
<b>Support Pack</b>	<ol style="list-style-type: none"> <li>a) 1 year of updates and support</li> <li>b) 9x5 Remote Support                Free Helpdesk Support Service to the CLIENT through email, phone, chat, and remote during the CLIENT's subscription period.</li> <li>c) Onsite Support                On-Site Technical Support covers assistance to the CLIENT for issues and problems that cannot be addressed by the Helpdesk Support through phone, email or remote access</li> </ol>
<b>Delivery Date</b>	15 days
<b>Terms of Payment</b>	30 days