

Gara a procedura aperta ai sensi dell'art. 71 del D.Lgs. 36/2023 - Accordo Quadro ai sensi dell'art. 59 comma 4 lett. a) D.Lgs. 36/2023 per la fornitura di Servizi SaaS di ITSM per le Pubbliche Amministrazioni						
ID 2873 - Appendice al CT Listinod - BMC HELIX						
Classificazione Consip: Ambito Pubblico						
Funzionalità Base	Nome Prodotto	Codice Prodotto	Unità di Vendita	Metrica	Prezzo unitario	Note
Support Ticket Management	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	553,79 €	La metrica è riferita agli utenti che gestiscono i ticket (agenti). Minimo 31 utenti
Support Ticket Contest	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
Multichannel support	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
IT Change Enablement	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
Metrica Dashboard	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
Service Definitions	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
Service Level Management	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
Technology Asset Inventory	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
Virtual Support Agent	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
Line of Business Workflows	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
Line of Business Engagement	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
Connectors	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
Distributed Environment Administration	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
Knowledge Management	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
Funzionalità Avanzate	Nome Prodotto	Codice Prodotto	Unità di Vendita	Metrica	Prezzo unitario	Note
Automated incident response	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
Observability integration	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
Release management	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
Predictive analytics	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
Workflow management	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
Technology asset discovery	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
Service visualization (CMDB)	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
AI-enabled agent advisory	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
AI-enabled knowledge discovery	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
GenAI for content generation	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
Graphical process design and orchestration	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
Self-diagnosis and healing	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
Collaborative support hub	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
Technology change automation	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
Business value dashboard	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
Federated configuration management	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
Operational assistant	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
Case clustering	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
Process mining	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
Simple knowledge discovery	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
Agent Advice	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
Anomaly detection powered by case clustering (with incidents, problems, changes, knowledge articles, configuration items)	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
Extended knowledge discovery	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
Extended agent advice	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
Content generation using generative AI	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
Natural language case extraction	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	- €	
Funzionalità Integrative	Nome Prodotto	Codice Prodotto	Unità di Vendita	Metrica	Prezzo unitario	Note
AI/ops with Metrics and Advanced AI	BMC Helix AI/ops - Advanced	LPJ31.0.0.00	Unitario	per resource unit / mese	38,98	Minimo 200
AI/ops	BMC Helix AI/ops - Standard	LPJ31.0.0.00	Unitario	per resource unit / mese	19,49	Minimo 450
Infrastructure	BMC Helix Automation Console for Devices	LPJVM.0.0.00	Unitario	per asset - average device endpoint	1,23	Add on AI/ops Standard/Advanced
Infrastructure	BMC Helix Automation Console for Servers	LPJVM.0.0.00	Unitario	per asset - average server endpoint	4,38	Add on AI/ops Standard/Advanced
Endpoint Management	BMC Helix Client Management Nodes	LASNC.0.0.00	Unitario	per node / mese	2,80	Minimo 500
Capacity Management	BMC Helix Continuous Optimization - Resource Unit	LPST1.0.0.00	Unitario	per resource unit / mese	16,89	Minimo 700
Customer Service Management	BMC Helix Customer Service Management - Advanced - Concurrent User - MarketZone	LYOWS.0.0.00	Unitario	per concurrent user / mese	546,91	Add on Service Management Standard/Advanced
Customer Service Management	BMC Helix Customer Service Management - Advanced - Named User - MarketZone	LYOWS.0.0.00	Unitario	per named user / mese	182,26	Add on Service Management Standard/Advanced
Customer Service Management	BMC Helix Customer Service Management - Concurrent User - MarketZone	LYOWS.0.0.00	Unitario	per concurrent user / mese	420,58	Add on Service Management Standard/Advanced
Customer Service Management	BMC Helix Customer Service Management - Named User - MarketZone	LYOWS.0.0.00	Unitario	per named user / mese	140,21	Add on Service Management Standard/Advanced
Digital Workplace	BMC Helix Digital Workplace Advanced - Active User (100 Users)	LPDA5.0.0.00	Unitario	per active user / mese	293,79	Add on Service Management Standard/Advanced
Digital Workplace	BMC Helix Digital Workplace Advanced - Guest User (1000 Users)	LPDA2.0.0.00	Unitario	per visit / mese	38,46	Add on Service Management Standard/Advanced
Digital Workplace	BMC Helix Digital Workplace Advanced - Self-Registered User (100 Users)	LPDA2.0.0.00	Unitario	per Self-Registered User / mese	38,46	Add on Service Management Standard/Advanced
Discovery	BMC Helix Discovery - Resource Unit	LPDA5.0.0.00	Unitario	per resource unit / mese	3,89	Minimo 1500
Integration	BMC Helix Discovery Sync for ServiceNow CMDB	LAWC.0.0.00	Unitario	per instance / mese	689,66	Add on Discovery
Employees Navigator for Third-Party ITSM	BMC Helix Employees Navigator for Third-Party ITSM	LPSS1.0.0.00	Unitario	per instance / mese	12,379,90	Stand Alone
Integration	BMC Helix Multi-Cloud Broker	LP069.0.0.00	Unitario	per instance / mese	1,428,74	Add on Service Management Standard
Infrastructure	BMC Helix Operations Management - 1 GB Log Analytics (30 Day Retention)	LA062.0.0.00	Unitario	Each / mese / mese	189,69	Add on AI/ops Standard/Advanced
Infrastructure	BMC Helix Operations Management - 1 GB Log Analytics Cold Storage	LAKR2.0.0.00	Unitario	Each / mese	89,76	Add on AI/ops Standard/Advanced
Portfolio	BMC Helix Portfolio Management - Concurrent User - MarketZone	LYO2S.0.0.00	Unitario	per concurrent user / mese	198,17	Add on Service Management Standard/Advanced
Portfolio	BMC Helix Portfolio Management - Named User - MarketZone	LYO2S.0.0.00	Unitario	per named user / mese	71,34	Add on Service Management Standard/Advanced
Service Management	BMC Helix Service Management - Advanced - Concurrent User between 1 User and 16	LPE11.0.0.00	T.1-16	per concurrent user / mese	1,661,25	Minimo 11
Service Management	BMC Helix Service Management - Advanced - Concurrent User between 16 and 50	LPE11.0.0.00	T.16-50	per concurrent user / mese	957,29	Minimo 16
Service Management	BMC Helix Service Management - Advanced - Concurrent User between 51 and 100	LPE11.0.0.00	T.51-100	per concurrent user / mese	703,53	Minimo 51
Service Management	BMC Helix Service Management - Advanced - Named User between 1 User and 100	LPE11.0.0.00	T.0-100	per named user / mese	553,79	Minimo 31
Service Management	BMC Helix Service Management - Advanced - Named User between 101 User and 500	LPE11.0.0.00	T.101-500	per named user / mese	319,10	Minimo 101
Service Management	BMC Helix Service Management - Advanced - Named User between >500 users	LPE11.0.0.00	T.501+	per named user / mese	234,51	Minimo 501
Service Management	BMC Helix Service Management - Standard - Concurrent User between 1 User and 16	LPC11.0.0.00	T.1-16	per concurrent user / mese	1,265,91	Minimo 11
Service Management	BMC Helix Service Management - Standard - Concurrent User between 17 and 50	LPC11.0.0.00	T.17-50	per concurrent user / mese	729,45	Minimo 17
Service Management	BMC Helix Service Management - Standard - Concurrent User between >51	LPC11.0.0.00	T.51+	per concurrent user / mese	536,10	Minimo 51
Service Management	BMC Helix Service Management - Standard - Named User between 1 User and 100	LPC11.0.0.00	T.0-100	per named user / mese	421,97	Minimo 31
Service Management	BMC Helix Service Management - Standard - Named User between 101 User and 500	LPC11.0.0.00	T.101-500	per named user / mese	243,16	Minimo 101
Service Management	BMC Helix Service Management - Standard - Named User between >501 users	LPC11.0.0.00	T.501+	per named user / mese	178,70	Minimo 501
Integration	MoveIt Bundle for BMC Helix Continuous Optimization - Resource Unit - MarketZone	LYOOS.0.0.00	Unitario	per resource unit / mese	4,00	Add on Helix Continuous Optimization
Network Monitoring	Ntreeto - AI/ops Autopilot SaaS Add-on	LAI11.0.0.00	Unitario	per enterprise / mese	863,94	Add on a Ntreeto Professional/Ultimate SaaS Edition
Network Monitoring	Ntreeto - IT Service Management SaaS Add-on	LAI11.0.0.00	Unitario	per enterprise / mese	863,94	Add on a Ntreeto Professional/Ultimate SaaS Edition
Network Monitoring	Ntreeto - ITM Prod Additional Instance for SaaS Deployment	LAI11.0.0.00	Unitario	Each / mese	287,99	Add on a Ntreeto Professional/Ultimate SaaS Edition
Network Monitoring	Ntreeto - Service Engines SaaS Add-on (pack of 5)	LAK11.0.0.00	Unitario	Each / mese	287,99	Add on a Ntreeto Professional/Ultimate SaaS Edition
Network Monitoring	Ntreeto DEM - User Monitoring SaaS Add-On	LAF11.0.0.00	Unitario	per user workstation / mese	0,42	Stand Alone
Network Monitoring	Ntreeto DEM Microsoft 365 Insight Central Monitoring SaaS	LP431.0.0.00	Unitario	per enterprise / mese	345,57	Stand Alone
Network Monitoring	Ntreeto Professional SaaS Edition	LP731.0.0.00	Unitario	per managed device / mese	8,65	Minimo 1000
Network Monitoring	Ntreeto Ultimate SaaS Edition	LP631.0.0.00	Unitario	per managed device / mese	17,29	Minimo 500
Integration	Sentry Bundle for BMC Helix Continuous Optimization - Resource Unit - MarketZone	LYOOS.0.0.00	Unitario	per resource unit / mese	53,82	Add on Helix Continuous Optimization
Integration	Sentry Bundle for BMC Helix Operations Management - Resource Unit - MarketZone	LYOLS.0.0.00	Unitario	per resource unit / mese	45,37	Add on AI/ops Standard/Advanced
Integration	BMC Helix iPaas - Additional Capacity - MarketZone	LAOTZ.0.0.00	Unitario	per instance / mese	7,075,67	Add on AI/ops/Service Management Standard/Advanced
Integration	BMC Helix iPaas - Additional Endpoint - MarketZone	LAOUZ.0.0.00	Unitario	Each / mese	1,310,30	Add on AI/ops/Service Management Standard/Advanced
Integration	BMC Helix iPaas - Additional Integrations (20-Pack) - MarketZone	LADY2.0.0.00	Unitario	Each / mese	42,585,04	Add on AI/ops/Service Management Standard/Advanced
Integration	BMC Helix iPaas - Additional Private Agent - MarketZone	LAOVZ.0.0.00	Unitario	Each / mese	393,09	Add on AI/ops/Service Management Standard/Advanced
Integration	BMC Helix iPaas - Template Bundle	LAOAT.0.0.00	Unitario	per enterprise / mese	6,315,04	Add on AI/ops/Service Management Standard/Advanced
Integration	BMC Helix iPaas for MuleSoft - Premium Content	LPQOY.0.0.00	Unitario	per enterprise / mese	6,315,04	Add on AI/ops/Service Management Standard/Advanced
Integration	BMC Helix iPaas Platform - MarketZone	LYOHS.0.0.00	Unitario	per enterprise / mese	7,468,76	Add on AI/ops/Service Management Standard/Advanced
Integration	BMC Helix iPaas Platform (20 Integration Pack) - MarketZone	LYOIS.0.0.00	Unitario	per enterprise / mese	42,585,04	Add on AI/ops/Service Management Standard/Advanced
Prepackaged Services - Service Management	Customer Success Essential Subscription - Converted Edu - Helix Service Management	PSO3X.0.0.00	Unitario	Each / anno	47,531,35	Servizi a task da catalogo
Prepackaged Services - AI/ops	Customer Success Essential Subscription - Converted Edu - AI/ops	PSO3X.0.0.00	Unitario	Each / anno	47,531,35	Servizi a task da catalogo
Prepackaged Services - TSSA	Customer Success Essential Subscription - Converted Edu - TSSA	PSO3X.0.0.00	Unitario	Each / anno	47,531,35	Servizi a task da catalogo
Prepackaged Services - Helix Continuous Optimization	Customer Success Essential Subscription - Converted Edu - Helix Continuous Optimization	PSO3X.0.0.00	Unitario	Each / anno	47,531,35	Servizi a task da catalogo
Prepackaged Services - Service Management	Customer Success Essential Subscription Helix Service Management	PSO5X.0.0.00	Unitario	Each / anno	47,531,35	Servizi a task da catalogo
Prepackaged Services - AI/ops	Customer Success Essential Subscription AI/ops	PSO5X.0.0.00	Unitario	Each / anno	47,531,35	Servizi a task da catalogo
Prepackaged Services - TSSA	Customer Success Essential Subscription TSSA	PSO5X.0.0.00	Unitario	Each / anno	47,531,35	Servizi a task da catalogo
Prepackaged Services - Helix Continuous Optimization	Customer Success Essential Subscription Helix Continuous Optimization	PSO5X.0.0.00	Unitario	Each / anno	47,531,35	Servizi a task da catalogo
Prepackaged Services - AI/ops	BMC Helix Operations Management Success Subscription - Converted Edu	PSOKU.0.0.00	Unitario	Each / anno	160,752,43	Servizi a task da catalogo
Prepackaged Services - AI/ops	BMC Helix Operations Management Success Subscription - Converted Support	PSOPU.0.0.00	Unitario	Each / anno	160,752,43	Servizi a task da catalogo
Prepackaged Services - AI/ops	BMC Helix Operations Management Success Subscription	PSOSU.0.0.00	Unitario	Each / anno	160,752,43	Servizi a task da catalogo
Prepackaged Services - Service Management	BMC Helix Service Management Success Subscription - Converted Edu	PSOLU.0.0.00	Unitario	Each / anno	160,752,43	Servizi a task da catalogo
Prepackaged Services - Service Management	BMC Helix Service Management Success Subscription - Converted Support	PSORU.0.0.00	Unitario	Each / anno	160,752,43	Servizi a task da catalogo
Prepackaged Services - Service Management	BMC Helix Service Management Success Subscription	PSORU.0.0.00	Unitario	Each / anno	160,752,43	Servizi a task da catalogo
Prepackaged Services - ServiceOps	BMC Helix ServiceOps Success Subscription - Converted Edu	PSOJU.0.0.00	Unitario	Each / anno	313,493,10	Servizi a task da catalogo
Prepackaged Services - ServiceOps	BMC Helix ServiceOps Success Subscription - Converted Support	PSOJU.0.0.00	Unitario	Each / anno	313,493,10	Servizi a task da catalogo
Prepackaged Services - ServiceOps	BMC Helix ServiceOps Success Subscription	PSOJU.0.0.00	Unitario	Each / anno	313,493,10	Servizi a task da catalogo