**SERVICES: TECHNICAL SUPPORT,
SPX/GENFARE NETWORK MANAGER AND GARAGE DATA SYSTEM,
ALL OPERATING GARAGE LOCATIONS**

1. SCOPE

1.1 This specification details the requirements for a Contractor to provide support services for the SPX/Genfare supplied systems listed below and its associated applications, for a period of up to 24 months from the date of contract execution.

1.2 SPX/Genfare Database Cloud based systems, Network Manager running on the Windows Server at the CTA's 350 N. Orleans Server location and SPX/Genfare Garage Data System at all operating garage locations. This agreement does not include any computer hardware maintenance.

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2.　GENERAL INFORMATION

2.1　APPLICABLE INFORMATION

2.1.1　The version of a standard, code, statute, or guideline referenced herein that is current on date of release applies.

3.　DELIVERABLES

3.1　POST-AWARD

3.1.1　The potential Contractor must provide the following items after award of Contract or within five (5) business days of CTA's request:

   a.　Status reports to be delivered by email as requested and/or required, but at least monthly.
   b.　Sample reports to be provided for review and format. Specific reporting items to be determined and agreed upon prior to contract execution.
   c.　Vendor Contacts: Call Center or principal contact person. Office phone, e-mail address and cell phone (Off hours contact listing)

4.　CHICAGO TRANSIT AUTHORITY CONTRACT REQUIREMENTS

4.1　QUALITY CONTROL AND ASSURANCE

4.1.1　The Contractor must state the titles/positions of the individuals or persons who are in charge of correcting the unsatisfactory product.

4.2　DETAILED REQUIREMENTS

4.2.1　Tasks

4.2.1.1　To be performed weekly:

   a.　Monitor database and network server disk space. Provide disk usage report.
   b.　Monitor disk space utilization on garage data systems. Recommend adjustments/enhancements and execute as required.
   c.　Monitor and verify the weekly purge process.

4.2.1.2   To be performed as needed or requested:

    a.   Verify processes are operational on the NM System.
    b.   Verify processes are operational on all Garage Data Systems. Verify Database functionality. Review report process message in the daily log verifying that software modules were completed.
    c.   Monitor and verify that the daily data is loaded.
    d.   Monitor and verify the database backup processes.
    e.   Monitor and verify data archive functionality.

4.2.1.3   As required or requested by CTA:

    a.   Provide Help Desk Support to troubleshoot and solve application related problems.
    b.   Provide Help Desk support with the identification/tracking/resolution of Network System anomalies as requested.
    c.   Provide DBA Support to troubleshoot and solve database related problems.
    d.   Recommend adjustments to enhance database performance.

4.2.2   Service/Support Requests and Availability

4.2.2.1   The Contractor shall provide the CTA with Support Services for the following related incidents and/or requests:

    a.   Incident/Request Categories:

       i.   "Support Incident:" A single, reproducible issue that focuses on one aspect of the Software and can be identified by isolating specific symptoms. If an incident can be broken down into subordinate issues, each issue shall be handled as a separate incident. A reproducible incident is any problem that can be re-created on our systems. An incident may include multiple contacts, including emails, phone communication, and any other transfer of information necessary to reproduce the problem.
       ii.   "Error:" An error in the Software which causes a material non-conformity of the Software with the specifications therefore set forth in vendors published documentation.

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iii. "Error Correction:" The use of reasonable commercial efforts to correct Errors.

iv. "Fix:" The repair or replacement of object or executable code versions of the Software to remedy an Error.

v. "Workaround:" A change in the procedures followed or data supplied by Customer to avoid an Error without substantially impairing Customer's use of the Software.

4.2.2.2 The Contractor shall label and prioritize support services based upon the following severity ratings:

a. Severity:

i. Critical: Customer's production use of the Genfare Software is stopped or so severely impacted that it cannot continue to operate, and the Customer has experienced a complete loss of the production service. The operation is mission critical to the business and the situation is an emergency.

ii. High Priority: Customer is experiencing a severe loss of service. Important features are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.

iii. Low Priority: Customer is experiencing a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality.

4.2.2.3 NOTE: Critical technical support requests shall be made via telephone using a phone number provided by the Contractor. Severity 2 - 3 technical support requests shall be submitted online through web-based customer support systems or by email.

4.2.3 The Contractor shall comply with the following target response times for all support service cases in Table 1.

4.2.4 The Contractor shall respond to all requests for support and shall begin to ascertain the problem and possible solutions within two (2) hours of the initial request made by the CTA call to the published Call Center or designated contact employee.

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4.2.5   Contractor Telephone and Email Support hours shall be 24 hours a day, seven (7) days a week, excluding national Holidays.

4.2.6   In the instance that a critical problem cannot be repaired remotely, a qualified tech(s) shall travel (at no additional cost to the CTA) to CTA's server or garage location to facilitate local repair.

4.2.7   During support service calls, the CTA shall make the system available remotely via VPN and/or Remote Desktop similar to what currently exists.

4.2.8   Vendor shall provide all application level database support, including database management as required by the CTA.

   a.   Object Management (tables/views/synonyms).
   b.   Application Performance Tuning (Jobs initiated by application accounts); Stored Procedure Management and Development.
   c.   Data Discrepancy Support.

4.2.9   Vendor shall provide software upgrades and release notes for all software updates. All updates to be installed and verified by Vendor.

4.3   WARRANTY INFORMATION

4.3.1   The product(s) and all of its components must carry a manufacturer guarantee to be free from defects in material and workmanship for the standard warranty period.

4.3.2   The Contractor agrees to promptly correct by repair or replacement any defect or failure of compliance that may develop within the standard warranty period. Any part or component replaced under this guarantee extends the original standard warranty an additional standard warranty period.

4.4   APPROVED AND NON-APPROVED ITEM INFORMATION

4.4.1   The Contractor must only furnish CTA approved items under the terms of a given Contract. Should a potential Contractor wish to offer for CTA consideration an alternate item not currently approved, the potential Contractor may coordinate the delivery of a sample to be tested with the Procurement Administrator or Buyer. The CTA's User-Group approval will be final.

4.4.2   The time required for reviewing and/or testing each item offered will vary and depend on the applicable procedures. Approval of an item does not guarantee an order under a currently proposed or future Contract.

4.5   ADDITIONAL INFORMATION FOR POTENTIAL CONTRACTORS

4.5.1   Potential Contractors requiring any additional information must contact the CTA Procurement Administrator or Buyer listed in the Contract Documents. Potential Contractors requiring additional information from a person or persons potentially listed in the Special Conditions section of the Contract Documents must route their request through the Procurement Administrator or Buyer. Potential Contractors who contact any CTA personnel other than the Procurement Administrator or Buyer during the open bidding period will be in violation of the provisions set forth in the Contract Documents.

5.   TABLES

Table 1 - Target Response Times

5.1.1.1   Target response times:

Status	Acknowledgement of Receipt of Request for Service	New Issue Response	Updates In Progress
Critical	3 Business hours	4 hours	8 hours
High Priority	4 Business Hours	6 hours	24 hours
Low Priority	24 Business Hours	24 hours	5 days hours

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DISTRIBUTION LIST:
Sr. Mgr., Maintenance - Bus Fare Systems
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