Chicago Transit Authority

Infor EAM License, Support, and Enhancement Services for period of 5 years with 2 one-year options

Scope of Services

(1) Enterprise Asset Management (EAM) Software Licensing, Maintenance & support

(2) Professional services for enhancements and configuration support on a task order basis

Overview

CTA utilizes Infor Enterprise Asset Management (EAM) software system to manage its fixed assets and the system is used to support daily operations by the Facilities Maintenance, Power & Way and Technology departments. The software helps CTA management increase labor efficiency by optimally scheduling workers (some in real-time) and allocating labor and overtime expenses to specific tasks. On a high level summary, CTA record the defects in assets into the EAM system and generate associated work orders to implement corrective measures and assign labor to fix the identified defect. CTA users make use of both the desktop-based Infor EAM application and the mobile EAM application on Android and Apple devices.

CTA is maturing its plans to implement an enterprise wide inspection and preventative maintenance program and is committed for the immediate future to having EAM as one of its Asset Management software systems due to its modular and scalable functionality. Recently, in August of 2021, CTA upgraded to the most recent EAM - 11.6 and has plans to further optimize CTA's business processes to take full advantage of EAM software version.

The Scope of Services in this Contract is for:

(1) Enterprise Asset Management (EAM) Software Licensing, Maintenance and support

(2) Professional services on a task order basis for system enhancement(s), upgrade(s), or new implementation that require technical professional service(s).

(1) Enterprise Asset Management (EAM) Software Licensing, Maintenance and support

The agreement provides for the maintenance and support for Enterprise Asset Management (EAM) system for a period of five (5) years with two (2) optional years of support renewal. The renewal includes the EAM licensed components that are available to CTA in the existing contract - B16OP03752..

SKU Description	Users
Infor EAM Enterprise Edition Advanced Reporting Author	4
Infor EAM Enterprise Edition Mobile	1
Infor EAM Enterprise Edition Databridge and Remote Agent	1

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Modifications Annual Fee - Upgrade & Support	1
Infor EAM Enterprise Edition - Oracle	70
Infor EAM Enterprise Edition Advanced Reporting Author	4
Infor EAM Enterprise Edition Requestor	25
Infor EAM Enterprise Edition Advanced Reporting Consumer	70
Infor EAM Enterprise Edition Web Services Toolkit	1
Infor EAM Enterprise Edition Web Services Connector License	1000
Infor EAM Enterprise Edition Barcoding	1

SKU Description	Users
EPAK Developer - Application Specific	2
EPAK Content – EAM	1

This Scope of Services has two elements of sub-sections: subsection (1) for the Enterprise Asset Management (EAM) Software Licensing, Maintenance and Support, which may be amended after successful execution of a task order that procures newer licenses as part of scope of services subsection (2) for professional services.

(1) EAM Software Licensing, Maintenance, and Support

The Consultant will make available to the client, without additional license fees, all additions and improvements made to the base Software package for other customers, excluding new modules or new products that are not licensed to the client. These improvements or additions to the Software may include, but are not limited to, a new reporting capability, a new command, or a new function or a system patch or security patch or service pack update or an update to be in regulatory compliance. With each patch, Consultant will include necessary migration tools and documentation to support the migration or installation effort.

If requested by the Client, such new features can be adapted and/or installed on the Client's version of the Software without any additional license fees related to their purchase. Charges related to the installation of the new updates requested by the client and performed by the consultant for installation of patches, improvements or upgrades will be payable by the Client and invoiced separately. The consultant must provide an estimate of efforts including cost estimates and obtain the clients approval before executing any portion of the work. Any charges relative to third party software licenses are payable by the Client.

The Consultant agrees not to reveal any of the Client's confidential information acquired during product installation and support activities, or any other services provided under this Contract, without the express authorization of the Client.

At a minimum, the Consultant will assign per the SLA response goals guidelines listed in Table-1 below, an employee to correct a Software defect(s), once the Client has provided consultant with a detailed description of the said defect(s). For the purposes of this Agreement, a defect is considered to exist when the Software does not perform according to the description given in the appropriate version of the User Guide and online help and when the said defect affects the performance of the Software (hereinafter a “Defect”).

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In the event CTA detects an error, failure or defect in the software, consultant will provide support services through Consultant's Customer Portal, phone, email, remote diagnostics or other agreed upon communication medium.

The Consultant will provide

- Remote telephone customer service to address client issues Monday to Friday 8AM to 5PM Chicago standard time, excluding US National holidays.
- An online support portal 24 hours a week, 7 days a week and 365 days a year to raise tickets on defects or client issues and get consultant support.
- Consultant will provide critical incident support for High priority defects, 24 hours / 7 days a week/ 365 days a year. The incident support will be available on all days including consultants or Clients observed holiday.
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"High Priority Defect" means a Defect that (i) causes the Software, or a substantial or essential part thereof, to be non-operational for a significant number of users, and (ii) causes serious disruption to the operations of the Authority.

"Medium Priority Defect" means a Defect that (i) causes a non-substantial or non-essential part of the Software to be non-operational, and (ii) causes minor disruption to the operations of the Authority. The Software is still usable, with minor difficulty (e.g. by means of a reasonable workaround).

"Low Priority Defect" means a Defect that (i) causes a non-substantial or non-essential part of the Software to be non-operational, and (ii) causes no disruption to the operations of the Authority.

Defect Priority	Action	Services Level
High	Initial response to the reporting of a Defect.	Within (1) Business Hours after Authority has reported the Defect
	Assign a member of Contractor personnel to either correct such confirmed High Priority Defect or provide a reasonable workaround.	Within two (2) Business Hours after Authority has reported the Defect
	- Escalate the correction efforts by assigning additional member(s) of Contractor personnel to the Defect correction until a correction or reasonable workaround is provided to Contractor, and - Report on to a member of	Within (4) hours after Contractor has provided a detailed description of the Defect. Reports provided every 8 hours.

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	Authority's personnel on the progress of the correction and on when such High Priority Defect is expected to be corrected or reasonable workaround is expected to be provided.	
Medium & Low	Initial response to the reporting to a member of Authority's personnel.	Within (4) hours after Authority has reported the Defect
	Assign a member of Contractor personnel to either correct the Medium Priority Defect or provide a better and reasonable workaround.	Within one (1) Business Day after Authority has reported the Defect
Low	Assign a member of Contractor personnel to either correct the Defect or propose solutions..	Within one (1) Business Day after Authority has reported the Defect

Upon identification of a possible software fault or difficulty in using any of the software features, CTA will promptly issue a sufficiently detailed trouble ticket to Consultant via Customer Portal, email, phone or other medium agreed by both parties. The trouble ticket issued by CTA will identify required information such as: Date of performance anomaly, the symptom of performance issue, software modules in question, and description of the issue, user's contacts and the priority of the issue. Consultant customer care will acknowledge all trouble tickets per the SLA goals listed in above table, assign a priority as set by CTA and acknowledge the issue via a ticket number. Consultant will assign the ticket to a customer care representative whose product Expertise and technical skills matches the issue reported.

Remote login into Client's environment - Upon request from Consultant and on CTA's approval, CTA will supply the named entities of the consultant with a method to access the EAM installed software remotely for maintenance and support purposes.

Dedicated Customer Care Manager - Consultant will assign a dedicated Customer care Manager to the client. The dedicated customer care manager will work with client on all support related follow-up requests and will work directly with Client's key business leads. The assigned customer care manager will:

- Act as a liaison between consultant and client for support issues, and conduct regular monthly meetings with client to review status of issues and escalate issues internally for a timely response to the client.
- Ensure a timely response to all support issues are provided to CTA.
- Distribute and review the SLA for the month and discuss areas for improving the service quality.
- Coordinate monthly meetings with the client and compose and deliver the agenda and minutes of the meeting.

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- Assist CTA in establishing communication with other Transit industry clients that also make use of consultant's products with the intent to exchange product implementation ideas and experience.
- Meet with representatives of the Authority and other interested parties as may be required in connection with the provision of the Scope of Work hereunder.

System Reliability Testing

In order to reduce multiple releases, and shorten communication and response time, and deliver mutually beneficial results for system reliability testing or issuing patches, the Client recommends that Consultant shall utilize a subset of Client's dataset in their factory environment as part of Consultant's internal release testing. Such dataset if utilized must be approved by the Client and refreshed on an agreed cycle.

Support Portal

The Consultant will provide an online support portal to authorized client personnel that will include EAM training content, training videos, product documentation, product guides, system administration guides and related product information that are licensed to the client. The same portal should also provide an online access for reporting new incidents, provide updates or more information to existing incidents and be available as a knowledge base for all Client-reported incidents. The portal will include access to web seminars on a variety of topics based on the licenses available to CTA.

Ownership

The database and the data contained in EAM are owned by the CTA. Documents developed and distributed to the CTA as part of executing any portion of this contract are owned by the CTA. Any access of the data by the Consultant will be provided on authorization from the CTA Project Manager. The Contractor shall not reveal any confidential or non-confidential information without prior authorization from CTA.

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(2) Professional services on a task order basis for system enhancement(s), upgrade(s), or new implementation that require technical professional service(s).

The Contractor will be expected to perform the scope of services on a task order basis. Maintenance and the procurement of licenses are considered optional and the Contractor will only provide maintenance or procure licenses if directed to do so by the CTA in a task order.

The Contractor is to be the sole point of contact for all system enhancement, operation, testing, training, warranty, problem determination, and resolution of the EAM system for matters related to task orders under this sub-section, unless otherwise agreed upon in the task order scope.

All projects and task orders that will be associated with this contract will have a Scope of Services and accompanying Level of Effort to be agreed to by the CTA Project Manager, General Manager Purchasing (or designee), CTA Budget Analyst, and the Consultant prior to the start of work. All labor costs will be based on fully loaded hourly rates. All tasks will be coordinated through CTA's EAM Project Manager and appropriate department subject matter experts, as appropriate and agreed upon for specific task orders.

Throughout execution of each individual task order, the Contractor is expected to account for the following considerations:

a. **Ease of use:** Maintain consistency with current configuration to ensure that the system remains intuitive to use, maintains a common vernacular (language in everyday use), and provides a consistent graphical user interface and associated reference materials.
b. **Configuration:** The system shall maintain the ability for the CTA to perform future configuration.

2A. Expected Task Order Requirements

The Contractor will assist the CTA with the enhancement of EAM so that the product is configured and integrated to reflect CTA's business processes and the emerging structure and terminology of transit asset management. Specific requirements and tasks will be established within each task order. It is generally expected that each task orders will contain and require one or more the following project management elements, as appropriate and agreed upon in the task order scope of work:

1) General Requirements

The contractor will assign a project manager for each task order originated with this contract. The Contractor shall be responsible for all planned project management processes including, but not limited to, project requirements, schedule, cost, risk management, communication management, quality management, contract management, steering committee engagement and contract task order administration.

2) Project Plan

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The Contractor shall be responsible for ensuring all project milestones and dates are met. The Contractor must develop a realistic schedule, a comprehensive work plan, and a through project management approach. The Contractor must provide the following:

- A project plan and schedule showing the timeline to accomplish the identified tasks.
- Summary of required time, input, and data from CTA staff members, based on the selected and/or desired enhancement.
- Identify milestones for major activities in each task order and obtain CTA's approval on a per milestone completion criteria. Each milestone should be signed off by both parties to ensure it meets the established milestone criteria defined during the project planning phase.

3) Communication

The Contractor must develop a communications plan, stakeholder engagement plan and approach. The Contractor must work with the CTA's project manager at regular project meetings and must document project status reports, risk mitigation plans, open and closed issues, accomplishments, milestones, quality control, and meeting notes. The Contractor shall also coordinate and work with a change management team for approvals in baseline changes of scope, cost, schedule, and quality.

4) Supplementary Project Management Tools

The Contractor must use project management tools and technology aligned or compatible with those used by the CTA (Microsoft Office, Project Management, Visio). The tools used must be licensed, compatible, and versioned similar to the ones used by the CTA. Post project enhancement, all related documentation and data will be owned by the CTA.

5) Functional Specifications

The Contractor will support the CTA with development of functional specifications for desired enhancements. The collaborative functional specification must describe how a product, enhancement, or business process will work entirely from the CTA's perspective, along with associated service level expectations, as applicable. The documentation must focus on features required without defining how it is to be implemented. A general concept for necessary screens, menus, processes, dialogs, flowcharts should be inclusive in the functional specification document.

6) Technical Specifications

On approval of the functional specification by CTA, the Contractor must develop necessary technical specification to describe the implementation of the program. This includes providing a technical overview and approach; architecture diagram and overview, references data structures and data flow, relational database models, choice of programming languages and tools, algorithms, resources, reports, etc within the technical design specification document.

7) Enhancement Playbook

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In advance of enhancement execution the Contractor must develop enhancement playbooks that identify detailed tasks in sequence, required to perform the enhancement. The playbook must identify tasks, staff assignments, delivery dates, and required information expected from the CTA in order to perform contracted enhancements.

Pending enhancement complexity, the contractor may be required to perform a proof of concept at the beginning of enhancement execution for CTA review and approval prior to executing full implementation.

8) Enhancement Execution

Post approval of the enhancement playbook the contractor must perform enhancements in accordance with specific task order requirements. This will require strict adherence to previously developed functional and technical specifications in accordance with the schedule establish in the approved enhancement playbook.

9) Custom Reporting, KPI's, Inboxes, Flexes and Grids

In accordance with specific task order requirements the Contractor must develop custom reports, KPI's, inboxes, flexes and grids when needed to coincide with enhancements, increased assets, and added user groups. Specific requirements will be developed based on collaborative discussions with CTA stakeholders and are expected to support long term maintenance and capital planning.

10) Testing

The Contractor will create and execute a test plan that verifies all the requirements of the EAM system as set forth in this RFP and in accordance with specific requirements listed within each individual task order. Success and failure criteria are to be established before the testing occurs. Both the test plan and the success criteria will be subject to CTA approval. Upon test completion, the Contractor shall provide the CTA with a report of all results. Final decision on test pass/fail rests with the CTA project manager.

Testing should cover:

a. System Testing: The Contractor must ensure all the components of the EAM system are working properly and meet business and technical requirements. System testing must also include all reports and imports/exports with other systems. System testing should include integration testing to ensure the data flows through all system / sub-systems / connected systems. System testing shall be conducted in development instances that closely mirror current production; and in alignment with enhancement development stages.
b. User Acceptance Test (UAT): CTA users test the usability of the application and its reports in a test environment. User acceptance testing shall be conducted in testing instance that closely mirrors current production system.
c. Device and system Load and Stress Testing: As enhancements are created and/or implemented, testing will be required to ensure that the core system and the mobile

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system, as well as associated hardware, support increases in usage and can sustain desired performance levels.

11) End User Training

The Contractor will provide a training plan executed at CTA's location or at a location approved by the CTA. The Contractor must train the CTA staff in groups, using the "Train the Trainer" format. The training shall be provided in phases to the project staff and testing staff at the start of user acceptance testing, and provided again to the trainers identified by the CTA post system acceptance. The Contractor must develop all training materials and coordinate with the CTA (Learning and Support department) to finalize the training materials and training format.

12) Deployment

The Contractor is responsible for the final execution of the enhancements to the system, and must ensure that it contains all necessary data inputs, ancillary data, configuration settings, and required initial data transfers. The Contractor is responsible for support of deployment of the final Application, following approval testing and acceptance by CTA. The Contractor should recommend a deployment schedule and is required to collaborate with CTA IT to ensure successful deployment execution. The contractor should develop and release to CTA for approval a deployment check list that at minimal includes all activities to be completed for a successful deployment, in a proper sequence and the person responsible for its execution.

13) Schedule

The Contractor must draft and maintain a detailed project schedule. Contractors should list specific risks (and mitigation tactics) that arise from the schedule constraints. Final approval of the project schedule will be at the sole discretion of the CTA. Contractors must provide a milestone deliverables schedule for the enhancement implementation, including proposed earned value of professional services at each milestone. The CTA will review and approve the requirements modifications and implementation plan. Upon acceptance of each milestone, the Contractor will be authorized to submit invoices for payment.

14) Version Upgrade and roadmap

If required, the Contractor must support CTA IT and provide recommendations with determining the appropriate time to implement new versions as well as identify the strategy for upgrade and necessary sequential steps to be conducted.

15) Hardware Need Identification & Support

The Contractor must define any hardware required to properly run the Application to deliver the task order and to meet the CTA's performance criteria. The Contractor shall provide notification to the CTA of hardware and infrastructure requirements in advance of performing any enhancements that require current configuration changes. The Contractor, per task order specifications, will be required to work with designated CTA

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IT staff to ensure the hardware for each environment is set up and configured. It is not anticipated that the Contractor will be required to procure hardware under this contract.

16) <u>License Procurement (as required)</u>

There is the potential that the Contractor may be required to procure and/or provide additional licensing through this contract. .Pricing of these items will be negotiated on an as-needed basis as task orders are requested.

Licensing

- Licensing requirements for both mobile and the desktop application.

Technical Support:

- Provide information on annual technical support programs, specifically outlining included and excluded services.

17) <u>Warranty</u>

A one-year warranty will be provided for for all enhancements provided with this contract after the go-live launch date. The "Go-Live" launch date is defined as the date the system is in deployment use or production use after acceptance and final successful execution of the deployment plan associated with each task order.

<u>2B. Anticipated Deliverables</u>

Contractor shall not perform any work or services until a task order has been issued.

In an effort to provide Contractors with an expectation of scopes of work and deliverables that may be performed under this contract, a sample of long-range enhancements from CTA's EAM roadmap are provided below. Note that the proposal response does not require pricing for the following items; rather, pricing of these items will be negotiated on an as needed basis if and when task orders are requested.

1. **Potential Future Functionalities / Enhancements -** including but not limited to:
    a. Integrate barcoding technology with EAM.
        Leverage existing software capabilities to perform pilot programs for asset barcoding.
    b. Material Management
        Ability to provide vendor management (vendor purchases, sources, statistics reports), track material procurement (financial system interface), and report on material usage
    c. Expand existing KPI and inboxes to reflect new asset and system level information
    d. Create transactions to populate custom tables in EAM
    e. Increased use of the preventative maintenance (PM) module for critical assets

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f. Continued expansion of assets within EAM, i.e. station SCADA systems, work equipment trailers, railborne work equipment, non-revenue shop equipment, etc.
g. Reduce system response time and improve user experience
h. Rollout of inspection functionality and operator checklists for critical assets
i. Asset Lifecycle Analysis and Useful Life Trend Tracking
j. Outsourced Maintenance Cost and Material Management
k. Warranty Information Tracking
l. Deployment and configuration of Infor Linear Reference Systems and Linear Overview

2. Potential System Interaction / Integration Requirements:

The CTA's core business systems that could be integrated with the EAM system are outlined below:

a. Geographic information system: GIS
b. Financial management system: Oracle
c. Decision Support Tools
d. eBuilder
e. Content Server
f. Building Automation System (B.A.S.)
g. Document management system

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