

Scope of Services for InsightSoftware (formerly Magnitude/Noetix) Maintenance & Support Services

DESCRIPTION:

This specification enumerates the requirements to maintenance and support services for up to 54 months, for the Noetix software products.

Noetix is a leading analytic reporting tool that resides within the Oracle E-Business application to make it possible for users to access production ERP data in real time to using prebuilt views of reports and dashboards. The product solution is used by more than 12 departments at CTA, including the following: Accounts Payables, Accounts Receivables, Asset Management, Benefits, Budget, Finance, Forecasting, General Ledger, Human Resources, Inventory, Payroll, Projects, Purchasing, Supply Chain, Talent Acquisition, and Workforce Development.

Roughly 388 CTA users rely upon the Noetix product solution and they have customized over 1,000 analytic reports and dashboards to help support critical business decisions. Currently, Noetix is generating reports from different systems e.g. Oracle ERP, MMIS, and TOPS, etc.

MINIMUM SUPPORT REQUIREMENTS:

- Maintenance and support for the following Noetix products: NoetixViews Financial, Projects, HR, Payroll, Noetix Platform, Supply Chain Management which is (PO, OM and INV), Benefits and Dashboard, Noetix Workbench & Noetix Search
- Vendor support Monday thru Friday during normal work hours
- Software is currently used by 388 active users
- Current version of NoetixViews is 6.5.1 and Noetix Platform is 5.9

ADDITIONAL INFORMATION:

The maintenance & support shall also consist of a variety of technical and administrative areas including, but not limited to, unlimited helpdesk support, all bug fixes, all future upgrades and enhancements, installing and configuring the product, providing corrections to identified defects, troubleshooting the system, and providing solutions for continuous improvements.

Chicago Transit Authority
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Maintenance & Support Services
Specification # _____

1. SCOPE

- 1.1. This specification details the requirements to purchase maintenance and support services for Noetix software products for up to 54 months.
- 1.2. General Information: Noetix is an enterprise-wide reporting application extensively used by more than 310 active users from different CTA departments. Currently, Noetix is generating reports from different systems e.g. Oracle ERP, MMIS, and TOPS, etc.

The current version of NoetixViews is 6.5.1 and Noetix Platform is 5.9.

2. DETAIL SPECIFICATIONS

- 2.1. The maintenance and support requirements include, but are not limited to, the following:
 - 2.1.1. Software products: NoetixViews Financial, Projects, HR, Payroll, Noetix Platform, Supply Chain Management which is (PO, OM and INV), Benefits and Dashboard, Noetix Workbench & Noetix Search
 - 2.1.2. Technical support: Monday through Friday, during normal work hours.
 - 2.1.3. CTA's customization must be preserved during upgrade or refresh of Noetix software.
 - 2.1.4. The maintenance & support shall also consist of a variety of technical and administrative areas including, but not limited to, unlimited helpdesk support, all bug fixes, all future upgrades and enhancements, installing and configuring the product, providing corrections to identified defects, troubleshooting the system, and providing solutions for continuous improvements.