



I. SCOPE OF SERVICES

The contractor will provide the following services:

A. Software and Support Services

- Software Modules
 - Vendor Management/Base System
 - Contract Compliance Module
 - Certification Management Module
 - Online Application Module
 - Outreach Management Module
 - Reviews Module
 - Goal Setting Module
 - Bid Tracking Module
 - Payment Analysis Module

- Maintenance on Oracle Interfaces
 - Inbound Vendor data
 - Outbound Vendor data
 - Contract data
 - Payment data
 - Prime vendor data

- Redundant technical infrastructure with 99.9%+ availability
- Unlimited U.S. based as available fax service
- Software licenses/maintenance/upgrades
- Guaranteed compliance with all DBE regulations
- Access to all standard reports and ad hoc
- Email and phone support for staff
- Unlimited web-based training for staff
- First-tier email technical support for vendors
- Access to online help tools
- Training manuals and quick guides

B. Service Level Agreement

Contractor will provide the Service Level Agreement (SLA) that will become part of Attachment A). The SLA shall include the details on the following:

- System access for users
- Data ownership and retention
- Security capabilities
- Hosting, system back-up and disaster recovery
- CTA system requirements
- Software upgrades/updates
- Customer Service Overview
 - Contacting Support
 - Hours of availability
- Documentation
- System monitoring and penalties
- Technical & Security Configuration