Chicago Transit Authority

Infor EAM Software Support Renewal

A. Overview

For its fixed assets, such as facilities and infrastructure, CTA uses an Enterprise Asset Management (EAM) software system – Infor EAM to manage its maintenance defect data and associated work orders. In February 2014, CTA upgraded from Infor EAM v8.5 to v10.1.2   which added asset management functionality. More recently, the system was upgraded to 11.1 to provide for Infor mobile functionality to CTA's track inspection and maintenance business processes. CTA is now in the beginning stages of setting up mature iInspection and preventative maintenance functionality on an enterprise-wide basis.

CTA is committed to having Infor EAM as one of its Asset Management software systems requiring scalable functionality, and as such system support is critical to current and future daily use.

B. Project Objectives

The objective is to secure a three (3) year support renewal of CTA's Infor EAM software system.

C. Statement of Work

The renewal includes the following:

1. Previously Licensed Components:

Description	Users
Infor EAM Enterprise Edition	70
Infor EAM Enterprise Edition Advanced Reporting Author	4
Infor EAM Enterprise Edition Advanced Reporting Consumer	70
Infor EAM Enterprise Edition Barcoding	1
Infor EAM Enterprise Edition Databridge and Remote Agent	1
Infor EAM Enterprise Edition Requestor	25
Info EAM Enterprise Edition Web Services Connector Licenses	1000
Infor EAM Enterprise Edition Web Services Toolkit	1
EPAK Content – EAM	1
EPAK Developer – Application Specific	2
Modifications Annual Fee	1

2. Ideally, support should be similar to that offered by "Infor Xtreme Support." Minimum support requirements are as follows:

Customer Service and Telephone Access – The Contractor shall provide telephone access to customer support services, support centers' business hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. Chicago time, excluding holidays observed by Infor.

On-Line Support Access – The Contractor shall provide Online Support, access to secure support website for 24-hours-a-day, 7-days-a-week, 365 days a year.

24x7 Critical Incident Support – The Contractor shall provide Critical Incident Support for severity 1 incidents based on a "follow the sun" principle for 365 days a year and 24 hours per day. This service will also be available during holidays observed by Infor.

Service Level Response Targets – The Contractor shall provide Standard Incident response targets, response targets are listed below:

Severity 1 – Production Down, within 1 business hour, customers should report all issues by telephone to their local support center.

Severity 2 – High, within 4 business hours.

Severity 3 – Medium, within 8 business hours.

Severity 4 – Low, within 12 business hours.

Number of incidents – There is no limit to the number of incidents that can be submitted.

Remote Access – With privileges granted by CTA the contractor will be granted access to work remotely to help analyze and resolve any system issues.

Updates, Patches and New Releases – The contractor will provide CTA with access to:

New releases to the products CTA has licensed including all migration tools to support CTA with the migration process.

Patches and/or fixes to reported incidents.

All scheduled service pack updates including modifications of the base product, localizations, and translated versions.

Additional Product Information:

Knowledge Base – The contractor will provide access to a website of product knowledge base information and other resources that can help CTA quickly find answers to common questions of links to available solutions.

User Groups – The contractor will inform CTA of any existing customer user groups focusing on user input to new features and/or enhancements to the product.

Web Seminars – The contractor will provide access to all web seminars designed to help users understand the latest functions, newer features available, and other specific topics.

3. **Additional Services:**

All projects (Task Order) will be agreed to by CTA Project Manager, GM Purchasing, Budget Analysts and Vendor as to scope and level of effort prior to start of work. All resource cost will be based on fully loaded hourly rates quoted at time the service is requested.

4. **Additional Support:**

As new licenses are acquired outside of this contract, the renewals will be purchased on a task order basis.