

Scope of Work

This procurement covers the renewal and continued support of CTA's enterprise application suite, which underpins multiple mission-critical systems integral to daily operations. The suite includes the Maintenance Management Information System (MMIS), Transit Operations Planning System (TOPS), Bus Fuel Management System (BFMS), Integrated Parts Catalog, and Analytic Reporting modules. Together, these systems enable effective fleet maintenance, employee fueling management, and operational planning for CTA's bus network.

Under this five-year contract renewal, with two optional one-year extensions, the selected vendor will provide the following services:

- **Software Maintenance & Enhancements:** Ongoing updates, patches, and feature improvements to maintain reliability and compliance with CTA operational standards.
- **Technical Support:** Comprehensive troubleshooting for application functionality, system integrations, and database performance.
- **License Management:** Oversight of licensing and version control to align with CTA's IT governance and security policies.
- **Preventive & Corrective Maintenance:** Proactive measures to reduce downtime and ensure continuous system availability.
- **Professional Services:** Support for system upgrades, configuration adjustments, and implementation of new functional enhancements as required.

This scope ensures sustained system performance, operational efficiency, and uninterrupted delivery of critical transit services.