

Scope of Work
Maintenance and Support of the MMIS & TOPS Applications

SOLUTION SUPPORT

The vendor will support application maintenance, firmware upgrades and both minor and major system enhancements through the life of the solution at CTA. The vendor confirms that the following support services are available as outlined below.

Hours of Support	
Hours for Support for Devices	Normal Business Hours 8:00 am to 8:00 pm Eastern Time
Hours of Support	Normal Business Hours 8:00 am to 8:00 pm Eastern Time 7 x 24 on all for Critical Issues (SL1) 24 x 7 including Holidays

Current Versions Deployed at CTA	Latest Available Versions by Trapeze (as of contract sign date)	N-2 Versions & Desupport Date
TOPS: 14.0.48.1	17.0.3.0	12.0.56.0/15.0.41.0
MMIS: 6.3.7	16.x.x	13.x.x/14.x.x
Viewpoint: 5.0.14.0	N/A	N/A

Key Requirements of Support

- 24/7 support, ensuring consistent timely responses to issues and questions
- Large, knowledgeable customer care staff with extensive technical and operational knowledge of transit operations and the applications employed to support them
- Software for life policy: All upgrades, fixes and patches provided as a part of the program, at no additional license cost to ensure CTA will always be up-to-date with the latest technology
- As new features are added to the core product, CTA receives these updates at no additional charge
- Comprehensive internal software system to manage ticket resolution and escalate tickets that go unresolved past the established target date
- Proactive programs that provides CTA the opportunity to expand their knowledge of the system (i.e. 30+ WebEx training sessions per month)
- User forums with Product Managers to discuss new innovations and common issues amongst peers employing the software
- Online customer portal (myTrapeze.com) offering valuable services including an Online Knowledge Base
- Annual and quarterly reviews with CTA to support open dialogue and ensure issues are being addressed and objectives supported

- Should be able to support each specific product offering (fixed route scheduling, demand response, operations management, traveler information, intelligent transportation systems, enterprise asset management etc.)

INCIDENT RESOLUTION PROCEDURES

The vendor should have a well-established system in place to respond quickly and effectively to problems or incidents reported by users of our software (vendor should provide outline/workflow of their incident resolution procedure process). This includes 24X7 issue resolution and monitoring (phone, email).

ENHANCEMENTS (SOFTWARE UPGRADES FOR LIFE)

Vendor will provide all software updates and upgrades for life of contract. Regarding upgrades, the vendor will support versions that follow an N-2 policy (N minus 2), where the vendor will support the current version and the 2 previous versions. With each upgrade, no additional license fees should ever be necessary to receive these upgrades.

Patches (or updates) may be issued when minor fixes are available, or when new versions of Microsoft products such as Internet Explorer are implemented.

ESCALATION MANAGEMENT MATRIX

The vendor will strive to provide exceptional customer support services. All support issues will be logged first to ensure that all required details can be recorded and allow the vendor to resolve the issues within the service level objectives.

First level Escalation Point

- Product Line Manager or comparable role

If you are concerned that your issue is not being progressed in a satisfactory manner, please refer this to the Product Line Manager.

Second Level Escalation Point

- Escalation Manager or comparable role

If you feel your escalation is not being handled at 1st Level escalation, please refer this to the Escalation Manager.

Third Level Escalation Point

- Customer Care Director or comparable role

If you feel your escalation is not being handled at 2nd Level escalation, please refer this to the Customer Care Director.

Fourth Level Escalation Point

- Vice President of Customer Care or comparable role

If you feel your escalation is not being handled at 3rd Level escalation, please refer this to the Vice President of Customer Care.