

activities during normal working hours until the problem is resolved, a workaround has been identified that restores the CAD/AVL System to full operation, a hardware failure is identified in CAD/AVL System equipment maintained by SEPTA, or agreement is reached that the problem is a low priority issue and has minimal impact on operations. The four response shall be provided twenty-four hours a day, seven days a week. Low priority problems shall be resolved within 7-calendar days.

- The Contractor shall coordinate with SEPTA's System Administrator prior to modifying or installing any software on the CAD/AVL System. The Contractor shall inform SEPTA when a reported problem is resolved and what was done to resolve the problem.
- The Contractor shall provide monthly reports identifying the status of all unresolved problems and equipment that has been returned for repair.

1.5. SPARE PARTS AND TEST EQUIPMENT

- A. The Contractor shall provide spare parts and test equipment for the CAD/AVL System as specified herein. If it becomes necessary at any time prior to acceptance of the CAD/AVL System to modify the supplied hardware that is to be maintained by SEPTA (such as the use of a different type, size or configuration of equipment) to meet the requirements of this Technical Specification, the Contractor shall provide all additional spare parts and test equipment that SEPTA needs to maintain the modified hardware at no cost to SEPTA.
- B. **Equipment Supported by Maintenance Contract** - All spare parts, special test equipment, and other special devices necessary to troubleshoot and repair the equipment that is supported via maintenance contracts shall be the responsibility of the maintenance contractor.
- C. **Equipment Maintained by SEPTA** - All spare parts, special test equipment and other special devices necessary to troubleshoot and repair the equipment to be maintained by SEPTA shall be supplied by the Contractor and delivered with the CAD/AVL System. For multiple devices of the same type the quantities of spare parts and test equipment provided shall be sufficient to maintain the devices even if multiple failures occur simultaneously. In lieu of a kit of spare parts for each subsystem or component, fully assembled additional devices shall be supplied.
1. The spare parts shall include a total of 10% of all the furnished and installed active vehicle equipment.
 2. The Contractor shall provide spare parts for all supplied equipment as follows: 10% of the total quantity of all lowest replaceable units (LRUs) for each furnished and installed active component of infrastructure equipment, or one completely assembled unit at a minimum. ~~The Contractor shall provide spare parts for the CAD/AVL System Fixed Infrastructure. The spare parts shall include a total cost of 7% of the total cost of all furnished and installed active equipment~~ including but not limited to; servers, workstations, printers, and network devices. Spare part for CAD/AVL Vehicle equipment shall be based on the quantities shown in the Contract drawings. The Contractor shall provide a spare parts list of all CAD/AVL spare parts with a unit price for each item that shall be valid for the duration of the project.