SPECIFICATIONS/SCOPE OF WORK

1. Robotic Process Automation Services

Vendor will provide Robotic Process Automation Services in support of Arizona State University’s various systems. The Services will primarily focus on automating various systematic processes to accomplish a multitude of potential goals such as improving customer satisfaction, providing better information, reducing human intervention, etc. The qualified vendor will be able to provide an off-the-shelf solution that sits on top of various University platforms, which will be capable of being customized to meet the University’s needs.

2. Implementation

Vendor will be required to collaborate with both the University and its platform providers in implementing any of the vendor’s services. Excluding circumstances where ASU personnel may cause significant delay, vendor shall be required to remain on schedule according to the timelines developed and stated in future Statements of Work.

3. Deliverable Acceptance Criteria

Deliverable acceptance criteria will consist of, but are not limited to:

- Deliverable-specific work was completed as specified in the Statement of Work and has been rendered to ASU
- Plans, schedules, designs, documentation, digital files, and reports were completed as specified and approved
- All deliverables are in a usable format by ASU

4. Ongoing Support/Maintenance

Vendor will provide ongoing technical support and/or maintenance of the services implemented and be capable of guaranteeing support for a minimum of five years from acceptance date. Vendor may propose a solution where ASU personnel take on an administrative role to provide first line support and/or maintenance. However, vendor personnel must be capable of providing support where ASU personnel are unable to resolve an issue, or perform routine updates due to any systematic issues or limitations.

5. Resources

Vendor will provide the necessary qualified personnel to implement and support the services under the Statement of Work. The vendor shall not reassign nor substitute personnel assigned to the Statement of Work during the term without prior written approval of ASU.
An account manager shall be responsible for coordinating and facilitating the implementation process and all communications and meetings between ASU and vendor’s personnel.

The account manager and support personnel shall be available during ASU operating hours, 8:00 a.m. to 5:00 p.m. Mountain Standard Time, Monday through Friday.