

**Tennessee Department of Transportation**  
**Contract Specifications**  
**Leica Customer Care Packages**  
**Agency Tracking Number: 40100-29720**  
**November 13, 2020**

1.0 This Contract is for the provision of the Leica Customer Care Packages listed below – which provide software updates and technical support for the following Leica software products: Cyclone SURVEY, Cyclone REGISTER, and Cyclone TruView PUBLISHER – from a Contractor authorized to sell Leica Customer Care Packages. These proprietary software products are currently in use by the TDOT Survey Office to process the data collected from TDOT’s existing Leica ScanStation hardware.

1.1 Software Products

- 1.1.1 Cyclone SURVEY Customer Care Package (Mfr. Part #: 6007868)
  - Technical support by telephone and/or email
  - Software module updates
- 1.1.2 Cyclone REGISTER Customer Care Package (Mfr. Part #: 6007859)
  - Technical support by telephone and/or email
  - Software module updates
- 1.1.3 Cyclone TruView PUBLISHER Customer Care Package (Mfr. Part#: 607856)
  - Technical support by telephone and/or email
  - Software module updates

1.2 Software Support and Maintenance

- 1.2.1 Support Requests – Contractor shall provide five (5) years of support via telephone or electronically.
- 1.2.2 Support Hours – Contractor support shall be provided during the hours of 7:30 A.M. to 5:00 P.M., Central Time, Monday through Friday, excluding legal State holidays, within two (2) hours of the initial call to the Contractor.
- 1.2.3 Software Updates and Upgrades – The Contractor shall provide software updates and upgrades to the State at no additional cost as enhancements, improvements, and upgrades are made to software products and associated documentation. Updates and upgrades shall be provided to the State within 30 days from date of release. Updates and upgrades shall be deliverable by download. State personnel will install the updates and upgrades with assistance provided by the Contractor as needed via telephone or electronically.
- 1.2.4 Operational Status – In the event of a software problem or failure, the Contractor shall continue to work on the reported problem until a solution satisfactory to the State is met. If a problem with the software cannot be corrected immediately during the initial call, the Contractor shall make every reasonable attempt to correct the problem within one (1) business day. However, if the problem involves a change to the software, the Contractor shall, if possible, provide a work around to the problem until the problem is resolved, and shall fix the problem as soon as possible.