**QUESTIONS ON GCRTA SCOPE OF SERVICES**

1. **Scope of Work**: The Greater Cleveland Regional Transit Authority (GCRTA) is currently looking for a Robotic Process Automation (RPA) tool that will enable the Authority to generate work instructions, automate routine, recurring business processes, and perform functional testing. The selected vendor must be able to provide a detailed description of attended and unattended robot functionality, outputs, and storage locations.

**QUESTION:** Could you provide more details about the specific business processes that you are looking to automate? Are there any priority areas?

1. **Work Instructions**: The goal is to reduce the creation of work instructions. The Authority is looking to maximize staff time by improving work instruction reliability, accuracy, and prevalence. In order to accomplish this, the tool must be able to generate work instructions as a user is performing the function. The output should be easy to correct/edit.

**QUESTION:** What is the current process for creating work instructions? Could you provide examples of the types of work instructions that will be generated?

1. **Business Processes**: The application must be able to work for a web-based application and physical hardware-based applications. with multiple platforms, software, applications, etc. to meet the business needs of GCRTA which may include, but not be limited to, Enterprise Resource Planning (ERP).

**QUESTION:**

* + Could you provide more details about the web-based and hardware-based applications that the RPA tool should be compatible with?
  + Are there specific platforms, software, or applications that the tool needs to integrate with? If so, could you provide a list?

1. **Testing**: Perform functional testing per generated scripts for changes, fixes, adjustments, patches, or verifications within a web-based and/or physical hardware-based application. Generate outcome report summarizing success or failure of generated scripts.

**QUESTION:**

* + What are the specific requirements for functional testing? Are there any specific applications or environments where the testing will be conducted?
  + What information should the outcome report include? Are there specific metrics or data points that you’re interested in?

1. **Required Functions and Features**:

In addition to the above-mentioned areas of generation of work instructions, business processes, and testing, the tool must have:

• User-friendly interface that allows users to visually plan and design automation processes. Drag and drop workflow feature, record, and playback feature.

• Built in process activities for data extraction, automation, and data entry.

• Scraping function Must work flawlessly with various program languages including SQL and PL/SQL. Ability to scrape data that has a repetitive function.

• High-security auto-login functionality to run the attended and unattended bots. o Must support Microsoft Azure connectivity and single sign-on.

• Automated testing components must be able to test an application in multiple environments such as user acceptance testing (UAT) and production.

**QUESTION:**

* + Could you provide more details on the user-friendly interface? Are there specific features or capabilities that you’re looking for?
  + Could you provide more details about the data extraction, automation, and data entry processes that the tool should support?
  + What are the specific requirements for the scraping function? Could you provide examples of the data that will be scraped?
  + Could you provide more details about the security requirements for the auto-login functionality?

1. **Robots**: Robots must be:

Super-smart, durable, and able to run attended (manual) and unattended (automated).

Translate the strategies into tasks which are then executed and carried out in the same manner as humans but without human intervention.

Deploy on an individual’s desktop/laptop as well as GCRTA servers.

**QUESTION:**

* + What are the specific tasks that the robots will be expected to perform? Are there specific strategies that they will need to translate into tasks?
  + Where will the robots need to be deployed? Are there specific system requirements or constraints for the deployment?

1. **Training**: The vendor will provide necessary training of functional and technical users to ensure proper deployment and operational use of the tool.

**QUESTION**: What is the expected number of users who will need training? What is their technical proficiency?

1. **Support**: Maintenance, upgrades, patches, break/fix solutions, and related support must be available for a multi-year agreement for up to five years.

**QUESTION:** What are your expectations for the turnaround time on maintenance, upgrades, patches, and break/fix solutions?