Advanced Professional Services Bundles

Flexible services to meet agency needs

Agencies often have supplemental projects or goals that extend beyond the scope of support provided with their AASHTOWare® licenses.

To meet agency needs, we provide flexible levels of additional service through four tiers. Each tier offers a quantity of hours that can be leveraged for a wide variety of services including technical, professional/business, training, and data analysis. Infotech will meet with agencies to define requirements and start work within three business days or less.

Benefits

+ Guarantee a response from Infotech to begin addressing your need within 3 days
+ Simplify procurement by only going through the procurement process once per year
+ Get more hours than you pay for through bonus hours in Tiers 2-4
+ Lock in today's price by purchasing 1, 2 or 3 year bundles

Service Tiers

Tier	Base Hours* per year	Bonus Hours	Total Hours per year	Service Units Price
1	120	0	120	2
2	240	12	252	4
3	480	36	516	8
4	960	96	1056	16

Unused hours cannot be rolled over at the end of an annual period. Work must be completed within the terms of the annual contract, with a 30-day grace period.

aashtowareproject.org

Frequently Asked Questions

+ **Which services are included?**
Agencies can apply contract hours to a wide range of services, including but not limited to technical assistance, implementation, upgrade, training, and data analysis services. A list of potential services is included in the section below.

+ **What are the incentives for an agency to commit to a service bundle?**
Agencies will have the convenience of going through the procurement process just one time to request a variety of services over an extended period of time, without involving additional processes.

Committing to a service bundle enables agencies to achieve their goals while locking in today's price for multiple years. For example, an agency can lock in the rate for Tier 2 at 252 hours a year across a multi-year contract.

As costs increase due to factors like inflation, agencies can ensure their budget is static across a 1-3 year period. Additionally, tiers 2-4 come with 5% to 10% extra bonus hours.

+ **Which services are not included?**
Certain services are not included due to the magnitude or complications associated with these particular services. Excluded services include source code modifications, large data migration services, services that require Infotech to purchase additional software/licensing, and select data analysis services including cost indices, market analyses, pre-award analyses, and BAMS/DSS® services.

+ **Do these services include on-site staffing or travel?**
No, these services are remote-only. However, they can be paired with an additional contract to cover travel and lodging expenses for on-site service.

+ **What if my agency ends up needing more hours than our selected tier?**
Agencies can purchase another bundle of service hours at any time.

+ **What if my agency has unused hours at the end of our contract?**
Unused hours will expire at the end of the contract. Contracts cannot be terminated early or prorated.

+ **Are these services available through AASHTOWare Project™ service units or direct contracts with Infotech?**
These services are available through AASHTOWare Project service units and direct contracts at the same price to the agency.

Available Services

For additional information on each service, view the Services in Support of AASHTOWare Project document on aashtowareproject.org. Services include, but are not limited to:

Advanced Administrative Services

From helping agencies implement AASHTOWare Project modules to creating comprehensive dashboards in PowerBI, we help agencies navigate everything AASHTOWare Project software has to offer. We can also provide technical and business services to other agency efforts outside of AASHTOWare Project support.

+ Agency Views
+ Application configurations
+ Database administration or development
+ Interfaces
+ Reports
+ Power BI Dashboards
+ Project management
+ Role administration
+ Business process to AASHTOWare Project functionality alignment
+ Implementation assistance

Upgrade Services

Struggling to keep up with AASHTOWare Project updates? We can help ensure your modules stay updated with the latest enhancements and security features.

+ New feature training/demonstration
+ Establishing individualized test plans
+ Performing User Acceptance Testing
+ Review of impacts across system

Training Services

Your agency's greatest asset is its people. We work to ensure your team is maximizing their use of AASHTOWare Project software with in-depth training programs.

+ Training material development or maintenance
+ Providing training service

Data Analysis Services

Agency teams are often so busy tackling their ongoing responsibilities, they don't have time for a complete analysis of their construction project data. That's where we can help.

+ Estimation Services
+ Construction Services
+ Data Health Check

AASHTOWare Project Data Analytics™ Software-as-a Service (SaaS)

AASHTOWare Project Data Analytics SaaS goes live in Summer 2023. Let's explore what your agency can achieve with this powerful new module.

+ Getting Started
+ Market definition for Estimation
+ Individual workshops

Getting Started & Additional Resources

To get started with any of the above services, simply reach out to your Infotech Account Manager and tell them you're interested in an Advanced Professional Services Bundle. More details around each service area can be found in the Services in Support document on aashtowareproject.org.

ACCOUNT MANAGER MAP   **SERVICES IN SUPPORT**