

## **ONGOING INVENTORY MANAGEMENT**

The Vendor shall provide DIR with an Ongoing Inventory Management Plan in its Response which discloses the Vendor's processes and procedures for ongoing management of the Inventory Database to ensure completeness and accuracy which shall include, but not be limited to:

### **Procedures for routine audits of billing against inventory database for both DIR and Vendor databases**

The Hughes Program Manager will audit billing records against the inventory management database periodically (quarterly at a minimum).

### **Notification procedures for identified Inventory database discrepancies**

Inventory discrepancies identified by the Hughes Program Manager will be communicated to DIR through the regular program reviews. The Program Manager will work with the appropriate Hughes support organizations to determine the cause of the discrepancy and take corrective action. The Hughes Program Manager will update DIR on the status of the resolution.

### **Remediation procedures and timeframes for corrections to Inventory database**

The timeframe for the resolution of an inventory discrepancy will vary depending on the nature of the discrepancy, but they can usually be resolved within thirty business days.

### **If there is an inventory discrepancy, the Vendor shall work with DIR to resolve the issue at no additional cost to DIR**

Hughes will work with DIR to resolve inventory discrepancy issues at no additional cost to DIR.

### **Support the management of inventory**

The Monthly Consolidated Invoice will allow DIR to support the management of inventory.