

# STATEMENT OF WORK

Provide, for a period of 36 months, hardware and software licensing, technical support and onsite maintenance for Chicago Transit Authority's existing telecommunication system. This scope includes, but is not limited to servers, virtual machines, gateways, media modules, interface cards, and end-user devices (analog & IP telephone sets), 24x7 alarm monitoring, next-business-day replacement of failed hardware and technician dispatch to configure and install replacements troubleshooting as needed; technical expertise to support existing PBX, voice messaging, teleconferencing, Interactive Voice Response (IVR) systems, and connectivity between and to other communication systems; and licensing on existing software levels and entitlements that will enable CTA to upgrade to newest versions of the existing telecommunication system.