

## **TELECOMMUNICATIONS SERVICE**

### **1. SCOPE**

1.1 The scope of services to be provided are for local, long distance, 800 and voice/data telecommunications services across the entire CTA system, to include all existing and new services at CTA facilities, including, but not limited to, the following.

- CTA Headquarters (567 W. Lake Street, Chicago, IL)
- CTA Control Center (120 N. Racine Avenue, Chicago, IL)\*
- CTA Warehousing (901 W. Division, Chicago, IL)
- CTA Data Center (350 N. Orleans, S-2, Chicago, IL)
- West Shops (3900 W. Maypole, Chicago, IL)
- South Shops (210 W. 79<sup>th</sup> Street, Chicago, IL)
- Skokie Shops (3701 W. Oakton, Chicago, IL)
- CTA Training (1120 E. 89<sup>th</sup> St., Chicago, IL)
- CTA University (9=7>8 3nuux\* {j 2imhflt 20.
- Beverly Maintenance (1343 W. 103<sup>rd</sup> Street, Chicago, IL)
- Rail terminals
- Rail shops
- Rail stations
- Bus garages
- Power substations
- Bus turn-around lots
- Park-N-Ride lots
- Radio transmit/receive sites
- Subways

### **2. GENERAL REQUIREMENTS**

2.1 The Contractor will be required to provide reliable local, long distance, and 800 toll-free telephone service, point-to-point and point-to-multipoint high speed data network services, and specialty analog circuit services which include copper and fiber connections to be considered for this scope. The Authority seeks to secure a master service agreement to cover the entirety of CTA's current services as well as provide contracted rates for any new service required.

2.2 The Contractor shall identify the account team and develop a master plan for the migration of telecommunications services from legacy services to new services for any circuits that may be requested by CTA during the term of the contract.

2.3 The Contractor shall provide a report of product availability at any and all CTA facilities for copper and fiber based service products as part of their proposal. Proposals that don't include copper based service will not be considered complete.

3. **DETAIL REQUIREMENTS**

- 3.1 The technical specifications contained herein represent the minimum Authority requirements for telephone service.
- 3.2 The existing primary telephone number, 312-664-7200, currently at the CTA's Headquarters, shall remain in service as the primary number for the Authority. The number is currently routed to CTA's 567 W Lake and 120 N Racine locations. The number shall continue to be routed to these locations.
- 3.3 The primary number, 312-664-7200, and the toll-free 1-888-YOUR-CTA, shall be the only numbers listed under directory assistance and published in phone directories. All other phone numbers for the CTA shall be unlisted and unpublished.
- 3.4 The service provider shall provide support for all direct inward dial (DID) lines across all area codes in the CTA service area (312, 773, 708, 847) as well as any new area codes implemented by the telephone industry in the service area as part of CTA's E911 program or as required by State of Illinois E911 Regulations. The CTA estimates there are at least 2500 DID numbers in the 312 area code and at least 2000 DID numbers across the remaining area codes.
- 3.5 The service provider shall include directory assistance, operator access, and language line assistance. It is the responsibility of the CTA to issue service orders to have these services blocked if required.
- 3.6 High speed services shall be made available to CTA under this scope. Such new services include, but are not limited to, the following:
- Switched Ethernet
  - Managed Internet Service (MIS)
  - VPN
  - IP Flexible Reach
  - VPN Services
  - VPN Tunneling Service
  - Business In A Box
  - Hosted Voice Service
  - High Speed Internet
  - Business Fiber
  - Wireless WAN Service
  - Locator ID
  - 911 Services
  - Voicemail Services
- 3.7 CTA may also evaluate and optionally include the following services
- Switched Ethernet on Demand
  - Phone for Business Advanced
  - Cloud Services-Netbond
  - Office at Hand
  - DDOS and Associated Network Security Services
  - Network Integration-Equipment and services
  - Dedicated Ethernet
  - Dedicated Ethernet Service
  - Network on Demand
  - Network Suite
  - IP VPN Remote Access
  - Remote backup as a service\
  - Synaptic storage as a service

- Wifi Solutions

3.8 The CTA intends to migrate from legacy copper services to modern high speed copper/fiber optic and IP services in 2 years coinciding with the buildout of a new Training and Control Center Facility. However there are existing AT&T legacy circuits which require continued support under this scope within the following list.

- Measured Business (MB) Line (aka POTS)
- Direct Inward Dial (DID)
- Band A Local Telephone
- Band B Local Telephone
- Band C Local Telephone
- ISDN PRI Local
- ISDN BRI Local
- T-3 Local Point-to-Point
- T-1 Local Point-to-Point
- 56K Local Point-to-Point
- DSL Local
- Intralata Switched
- Intralata Dedicated
- In-State Switched
- In-State Dedicated
- Interstate Switched
- Interstate Dedicated
- Toll-free Intralata Switched
- Toll-free Intralata Dedicated
- Toll-free In-State Switched
- Toll-free In-State Dedicated
- Toll-free Interstate Switched
- Toll-free Interstate Dedicated
- Point-to-point FDDC Circuits
- Point-to-point HWDC Circuits
- Point-to-point PLNA Circuits
- Point-to-point PLNC Circuits
- Point-to-point DHDA Circuits
- Point-to-point DHZC Circuits
- Point-to-point OSNC Circuits
- Point-to-point RTNC Circuits
- Point-to-point PLNTCircuits
- Point-to-point IPZD Circuits
- Point-to-point DWDC Circuits
- Point-to-point PGNC Circuits
- Point-to-point DHZA Circuits
- Point-to-point HRDC Circuits

**3.9 Local PBX DID service currently exists at CTA PBX locations. The existing ISDN primary rate interface (PRI) lines including T-1 transport facilities to the following locations shall remain in service**

CTA FACILITY	SVC ADDR	SVC CITY STATE
541H / CERMAK "TERMINAL	2134 541H AV, CICERO	CHICAGO, IL
61STYARO	316 E 61ST, CHGO	CHICAGO, IL
63RD / ASHLAND TERMINAL	6315 S ASHLAND AVENUE, CHGO	CHICAGO,IL
63RD / RACINE SHOP	6320 S RACINE, CHICAGO	CHICAGO, I.
741H BUS GARAGE	1815 W 741H S1REET, CHGO	CHICAGO, IL
771H BUS GARAGE/ SOUTH SHOPS	210 W 791H, CHGO	CHICAGO, IL

77th BUS GARAGE / SOUTH SHOPS	210 W 791H, CHICAGO	CHICAGO, I.
77th BUS GARAGE / SOUTH SHOPS	210 W 791H, CHICAGO	CHICAGO, IL
891H1RAINING CENTER	1120 E 891H, CHGO	CHICAGO, IL
SOUTH SHOPS	9110 S STATE, CHGO	CHICAGO, IL
APPAREL CENTER	350 NORLEANS, CHGO	CHICAGO, IL
APPAREL CENTER	350 N ORLEANS, CHGO	CHICAGO, IL
BEVERLY GARAGE	1343 W 103RD, CHICAGO	CHICAGO, IL
CENTRAL WAREHOUSE	901 W DIVISION, CHGO	CHICAGO, IL
CENTRAL WAREHOUSE	901 W DIVISION, CHICAGO	CHICAGO, IL
CHICAGO BUS GARAGE	4301 W CHICAGO AV, CHGO	CHICAGO, IL
CONTROL CENTER	120 NRACINE AV, CHGO	CHICAGO, IL
CONTROL CENTER	1201 W RANDOLPH, CHGO	CHICAGO, IL
CONTROL CENTER	1201 W RANDOLPH, CHGO	CHICAGO, IL
CONTROL CENTER	1201 W RANDOLPH, CHGO	CHICAGO, IL
DES PLAINES SHOP	711 S DES PLAINES AVENUE, FOREST PARK	FOREST PARK, IL
FOREST GLEN BUS GARAGE	5419 W ARMSTRONG AV, CHGO	CHICAGO, IL
HARLEM / LAKE TERMINAL	1 S HARLEM AVENUE, OAK PARK	OAK PARK, IL
Headquarters	567 W LAKE, CHGO	CHICAGO, IL
HEADQUARTERS	567 W LAKE, CHGO	CHICAGO, IL
HEADQUARTERS	567 W LAKE, CHGO	CHICAGO, IL
HEADQUARTERS	567 W LAKE, CHGO	CHICAGO, IL
HEADQUARTERS	567 W LAKE, CHGO	CHICAGO, IL
HEADQUARTERS	567 W LAKE, CHGO	CHICAGO, IL
HEADQUARTERS	567 W LAKE, CHGO	CHICAGO, IL
HEADQUARTERS	567 W LAKE, CHGO	CHICAGO, IL
HEADQUARTERS	567 W LAKE, CHGO	CHICAGO, IL
HOWARD TERMINAL	7519 N PAULINA, CHICAGO	CHICAGO, IL
JEFFERSON PARK "TERMINAL	4917 N MILWAUKEE AV, CHGO	CHICAGO, IL
KEDZIE BUS GARAGE	358 S KEDZIE AV, CHICAGO	CHICAGO, IL
KIMBALL "TERMINAL	3365 W LAWRENCE AV, CHGO	CHICAGO, IL
LINDEN TERMINAL	349 LINDEN AVENUE, WILMETTE	W WILMETTE IL
LOWER YARDS	313 E 63RD, CHICAGO	CHICAGO, IL
MDWAY TERMINAL	4612 W 591H ST, CHGO	CHICAGO, IL
NORTH PARK BUS GARAGE	3112 W FOSTER AV, CHICAGO	CHICAGO, IL
O'HARE TERMINAL	5000 N MANNHEIM RD, CHGO	CHICAGO, IL
ROSEMONT SHOP	5700 N RIVER RD, ROSEMT	ROSEMONT, IL
SKOKIE SHOPS	3701 OAKTON, SKOKIE	SKOKIE, IL
WEST SHOPS	3000 W MAYPOLE AV, CHGO	CHICAGO, IL

**3.10 Local point-to-point DS-1 circuits for PBX tie lines, radio lines, and data service exists at various CTA locations. It is the CTA's intent to reduce the quantity of DS-1 circuits currently in use as end user systems are decommissioned or migrated to new IP services under this contract. The CTA intends to migrate from legacy copper services to modern high speed copper/fiber optic and IP services. Existing AT&T legacy circuits however are required for continued support include, but are not limited to, the following until such time of migration**

CTA Location	Location 1	Location 2
OLD SOUTH-1 UNIT PBX	1201 W RANDOLPH, CHGO	5911 S PRAIRIE, CHGO
OLD NORTH-1 UNIT PBX	1201 W RANDOLPH, CHGO	3352 N CLARK, CHGO
77TH BUS GARAGE / SOUTH-1 SHOPS	1201 W RANDOLPH, CHGO	210 W 7911-1, CHGO
SKOKIE SHOPS	1201 W RANDOLPH, CHGO	3701 OAKTON, SKOKIE
SKOKIE SHOPS	1201 W RANDOLPH, CHGO	3701 OAKIDN, SKOKIE
WEST SHOPS	1201 W RANDOLPH, CHGO	3901 W LAKE, CHGO
KEDZ/E BUS GARAGE	1201 W RANDOLPH, CHGO	355 S KED21E AV, CHGO
CENTRAL WAREHOUSE	1201 W RANDOLPH, CHGO	901 W DIVISION. CHGO
APPAREL CENTER	567 W LAKE, CHGO	350 N ORLEANS, CHGO
APPAREL CENTER	567 W LAKE, CHGO	350 N ORLEANS, CHGO
CENTRAL WAREHOUSE	567 W LAKE, CHGO	901 W DIVISION, CHGO
CENTRAL WAREHOUSE	567 W LAKE, CHGO	901 W DIVISION, CHGO
CONTROL CENTER	567 W LAKE, CHGO	120 N RACINE AV, CHGO
CONTROL CENTER	567 W LAKE, CHGO	120 N RACINE AV, CHGO
BEVERLY GARAGE	567 W LAKE, CHGO	1343 W 103RD, CHGO
8911-1 TRAINING CENTER	1120 E 8911-1, CHGO	120 N RACINE AV, CHGO
HOWARD TERMINAL	7519 N PAULINA, CHGO	120 N RACINE AV, CHGO
CENTRAL WAREHOUSE	350 N ORLEANS, CHGO	901 W DIVISION, CHGO
CONTROL CENTER	350 N ORLEANS, CHGO	1201 W RANDOLPH, CHGO
CENTRAL WAREHOUSE	120 N RACINE AVE, Chgo	901 W DIVISION, CHGO
CENTRAL WAREHOUSE	120 N RACINE AVE, Chgo	901 W DIVISION, CHGO
FOREST GLEN BUS GARAGE	1201 W RANDOLPH, CHGO	5419 W ARMSTRONG AV. CHGO
103RD BUS GARAGE	1201 W RANDOLPH, CHGO	10201 S STONY ISLAND AV,CHGO
MIDWAY TERMINAL	1201 W RANDOLPH, CHGO	4612 W 5911-1, CHGO

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4. **SERVICE REQUEST AND INSTALLATION APPROVAL**

4.1 The Contractor shall not proceed with any service installation without written authorization by the CTA.

4.2 Service requests and installations are to be approved only by the CTA's Senior Manager of Telecommunications, or his designated representative.

4.3 Following a migration to a new service, CTA shall be responsible to issue required disconnection notices for services no longer required.

5. **MAINTENANCE SUPPORT**

5.1 Maintenance Support will be provided to the CTA pursuant to the applicable Tariff or Service Guide for the service level agreement for each Service offering.