

SCOPE OF SERVICES

Scope of Work CTA Shelter Sign Maintenance

The Chicago Transit Authority (CTA) has 415 shelter signs manufactured by Luminator (Plano, TX) installed in JCDecaux (Chicago, IL) shelters owned by the City of Chicago or at CTA Rail stations. Each shelter sign consists of a 10" x 42" x 7" digital LED sign (50lbs), containing an internal computer, modem, sound card, speaker and display board, with an external chirping button, cladding and roof mounted antenna. The CTA currently owns 30 spare signs suitable for replacement.

Vendor shall provide field services to include one (1) preventative maintenance (PM) inspection per year per sign and all corrective maintenance (CM) for all signs covered for a period of three (3) years, with two one (1) year options. Vendor shall maintain an active list of spare equipment, status of signs, last PM/CM visit and repair history log.

Preventative Maintenance (PM): Once per calendar year for the duration of the contract, the vendor shall perform a PM inspection of each sign installed. The PM shall consist of a basic cleaning, inspection and replacement of any defective cladding due to normal wear and tear. Any equipment that is not in working order shall be replaced using spare equipment via a sign, cladding, antenna, modem or button replacement. Any signs found malfunctioning from abuse, vandalism, acts of God such as hail, high winds or other damage shall be noted so that JCDecaux can remove the defective equipment.

Defective signs removed, as part of PM shall be returned to the CTA for proper authorization for retirement (AFR), after removing any useable replacement material.

PM activities shall be performed during normal business hours (8AM-5PM CT), Monday through Friday, excluding weekends and holidays.

Corrective Maintenance (CM): Vendor shall respond and perform corrective maintenance (CM) and return any malfunctioning sign to service. Vendor shall monitor a public password protected web site (<http://signapi.transitchicago.com/ctadiscover/ctasignadminro/>) to identify defective signs, and any sign found shall be returned to service within five (5) business days. Any sign identified by oral notification, telephone, or e-mail from the CTA shall be returned to service within two (2) business days.

Defective signs removed, as part of CM shall be returned to the CTA for proper authorization for retirement (AFR), after removing any useable replacement material.

Any signs found malfunctioning from abuse, vandalism, acts of God such as hail, high winds or other damage shall be noted so that JCDecaux can remove the defective equipment.

CM activities shall be performed during normal business hours (8AM-5PM CT), Monday through Friday, excluding weekends and holidays.

Sign Replacement: If a sign is replaced, within 24 hours vendor shall notify the CTA to ensure proper configuration of the sign. The serial number of the old sign, location, direction of travel and the serial number of the new sign must be provided via e-mail to CTA staff to update the sign configuration.

Reporting and Inventory: By the Second Monday of each month, Vendor shall provide a report of all PM and CM activities performed during the previous month. At a minimum, the report shall include date/time of service, sign location, type of service performed (CM or PM), a description of the problem and work performed. Four times per year vendor shall provide an accounting of all spare inventory, including signs, modems, buttons, cladding and other spare parts available for use. Spare inventory shall be maintained in a secure location within the Chicagoland area available to field technician or technicians and readily able to return to the CTA.

Vendor shall maintain a tracking spreadsheet in Microsoft Excel or other suitable spreadsheet format of service activity and inventory control.

Reporting of Power Issues: Any sign found defective due to no power in the shelter shall be brought to the attention of JCDecaux via phone or suitable e-mail. Notations of the date of communication shall be made on the tracking spreadsheet and via e-mail to the CTA designee. If the shelter is found with power but the sign is out, inspection of the Buccaneer 900 Series connector shall be performed and repaired or replaced. If in working order and the shelter has power report the outage to JCDecaux as no power to the sign.

Parts Replacement and Sign Repair: Every effort shall be made to make defective removed signs functional by using spare parts and parts from defective signs and bench tested for redeployment. Fully defective signs removed, shall be returned to the CTA for proper authorization for retirement (AFR), after removing any useable replacement material.

Monthly Invoicing: Vendor shall invoice monthly for the number of signs visited for PM activity in that month. It is at the discretion of the vendor to perform the preventative maintenance across the year and to invoice accordingly. Pricing shall be a unit price per sign per year, based on approximately 300 total signs, for a minimum of three years.

Insurance Requirements: Vendor shall be properly insured to work on JCDecaux shelters as well as on CTA property in the non-revenue area of CTA rail stations.

Training: The CTA will provide one four (4) hour training session on the basics of the shelter sign functionality and monitoring process.

Parts Procurement (optional): As an option vendor shall provide a quoted list of the key components of the sign from Luminator to be utilized on an ad hoc basis invoiced separately to the CTA upon the issuance of a purchase order for additional spare equipment.

Software: Application software is required to provide the content displayed on the proprietary LED bus shelter signs. Maintenance and support is required for the application software in order to meet the service levels described above.

Devices: Provide maintenance, repair, inspection, and replacement services for LED bus shelter signs to ensure compliance with ADA requirements and to address signs that have reached the end of their service life.