

Technical Specification	Broadband Ethernet Services	
Subject	Requirement	Comments
Vendor Qualifications	State and Local Government Experience Geographical Service Area Coverage – City of Chicago Industry Leader Local Team Support	
Broadband Services	Single Ethernet interface - Sites can send and receive traffic to and from any other site within the network through a single Ethernet interface. VLAN transparency – Virtual Local Area Network (VLAN) configurations can be changed within the network in real-time. Scalable capacity - Scale service from 100 Mbps up to 1.5 Gbps. 1.5gigabit (1Gbps) capable circuit interface; committed information rate (CIR) must be configured at 100 megabits per second (Mbps), with no time limit for bits transferred. Secure, private connection - Transfer data securely over our private network, separating the public Internet. Performance reporting - View connectivity statistics via a secure web portal for the previous day, week, or month. Analytical Reporting – View patterns, trends, and anomalies. 24/7 priority support - Provide 24/7 support and monitoring. Service Level Agreements - Service level agreement (SLA) for end-to-end coverage of the service provider equipment, the local area network (LAN), and the backbone network. The network uptime shall be 99.99% or better. The network interface to the Park District’s router shall be copper and/or fiber.	
Operations	Managed by local team Dashboard - Must be able to monitor the network in real-time to; (a) proactively manage the network, (b) ensure that the Service Level Agreement (SLA) is being met, and (c) capture data analytics to gain a better understanding of how the network is being utilized by the public.	

	24x7x365 Technical Support The network uptime shall be 99.99% or better.	
Construction	Construction projects must have a dedicated Project Manager Any work on physical infrastructure within Chicago Park District property requires compliance with the Chicago Park District and City of Chicago building standards, codes, and regulations. This includes but not limited to obtaining permits and approvals prior to commencing work on Chicago park District properties and surrounding areas.	
Customer Service	Knowledge base help library Dedicated Customer Service Specialist Attend monthly status and planning meetings	
Optional	Self-hep customer portal Artificial Intelligence (AI) features and capabilities	