

Attachment 1

SCOPE OF SERVICES
MPL 18-002
MILWAUKEE PUBLIC LIBRARY
REQUEST FOR PROPOSAL FOR
INTERNET SERVICE PROVIDER (E-RATE)

I. General Information

The City of Milwaukee acting through the Milwaukee Public Library Board of Trustees is seeking proposals from qualified firms for Internet Service Provider. The Milwaukee Public Library - consists of the Central Library and twelve branches located throughout the City of Milwaukee. The Milwaukee Public Library currently offers a 500 Mbps Internet connection serving Milwaukee Public Library connected devices. The connection to the Internet is from the Central Library at 814 W. Wisconsin Avenue; all branch libraries reach the Internet through the Milwaukee Public Library's Wide Area Network. Proposal must be compatible with this technology. The Internet connection serves libraries and administrative locations.

II. Objective

The Milwaukee Public Library will use the Internet connection to transport data. The Milwaukee Public Library desires a solution that will provide two (2) Internet connections, one with a 100 Mbps connection, and the second with a 500 Mbps connection, expandable to 1,000 Mbps (or greater depending on services available.) The solution will enable the library to place Internet connected devices on one or the other Internet connection, as the Milwaukee Public Library sees fit. Milwaukee Public Library seeks a balance among the most reliable, high-speed, and cost-effective solutions for an Internet Service Provider. Proposed solutions will be evaluated based on the effectiveness in meeting the Milwaukee Public Library's needs, rather than a specific solution, topology, or technology.

Proposers must be eligible to participate in the Federal E-Rate program to be considered.

III. Proposal Due Date

The response to the RFP, in its entirety, must be received in the Business Office of the Milwaukee Public Library no later than 4:00 p.m. on the date specified in the Official Notice and the RFP. All proposals and accompanying documentation will become the property of the Milwaukee Public Library and will not be returned. Late proposals will not be accepted.

Responders assume the risk of the method of dispatch chosen. The Milwaukee Public Library assumes no responsibility for delays caused by any delivery service or facsimile equipment. Postmarking by the due date will not substitute for actual proposal receipt.

IV. Questions

The Milwaukee Public Library will consider vendor questions regarding the meaning or intent of the RFP or contract documents. All questions must be in writing and be submitted in writing or email to Ms. Jennifer Meyer-Stearns, Assistant Director of Operations, by the date specified in the Official Notice. Replies shall be issued by Addenda, faxed, mailed or e-mailed, to all parties recorded by the Milwaukee Public Library Director as having received the Request for Proposal.

V. Proprietary Proposal Material

Any information contained in the proposal that is proprietary must be clearly designated. Marking the entire proposal as proprietary will be neither accepted nor honored. If any information is marked as proprietary in the proposal, such information will not be made public.

VI. Contract Term

The term of this Contract begins July 1, 2018 or date service begins and extends through June 30, 2021. Contract may be extended for two (2) additional one (1) year periods by mutual consent. Contract continuance is contingent on funding availability.

VII. Scope of Services

A. System Specifications and Description

The Proposer shall provide a full and complete description of the connection to the Internet to be implemented for the Milwaukee Public Library. The Proposer shall describe the specific technology in use in the proposal, and the description shall include sufficient details as it relates to Internet connections in the case of various failure scenarios.

The Proposer may include the relative merits including advantages and disadvantages associated with the proposed solution, as it compares to other solutions in terms of network element failures. The Proposer shall describe in detail the protection available at both the equipment and the facility level to ensure survivability.

The Proposer may also describe scenarios for the following modes of operation:

- working
- protection, and
- failure of one or more network elements

The Proposer should also provide and identify possible recovery procedures in case the Internet connection is broken due to failures in different areas (i.e., a cable or fiber cut or hardware failure). The Proposer shall identify capacity constraints in case of an impaired network due to various failures.

The Proposer shall describe in detail to what extent the facilities used are owned. The Proposer shall describe any shared arrangements with other service providers including the segments that are affected by such an arrangement. The Proposer shall also describe if such an arrangement is for normal mode of operation and/or only in case of a failure scenario to ensure survivability.

The Internet service bandwidth capacity proposed for the Milwaukee Public Library shall operate at a rate to be established by Milwaukee Public Library and the -Proposer provided in response to this RFP.

The Proposer shall provide a solution based on open industry standards as defined by the various standards bodies.

B. Internet Protocol (IP) Addresses and DNS

The Proposer shall provide a range of 30 IP addresses for the sole use of Milwaukee Public Library. The Proposer shall provide DNS services for resolution of IP addresses provided by the Proposer. The Proposer shall provide a means of configuring and maintaining DNS records to Milwaukee Public Library, preferably a web based solution.

C. Technology Refreshment and Network Upgrades

The Proposer shall keep the Milwaukee Public Library -apprised of any plans for network upgrades/expansion including any impact on the Milwaukee Public Library's operations. Depending upon the impact to the library, discussions shall take place between the Milwaukee Public Library and the Proposer to effect any such changes.

In addition, any vendor-initiated hardware or software changes shall be provided at no additional cost to the Milwaukee Public Library. Any vendor-initiated changes shall not result in a loss of functionality on provided services and equipment used by the Milwaukee Public Library. All vendor-initiated changes shall be implemented in a timely manner.

The proposal shall include for the Milwaukee Public Library's consideration services resulting from technological enhancements as new technologies emerge. The Proposer shall provide the Milwaukee Public Library such plans on an annual basis (at minimum) as part of an annual planning and design review in the form of either a technology report and/or discussions with the Milwaukee Public Library as to how changes would result in more cost effective operations for the Milwaukee Public Library.

D. Network Management

The Proposer shall be responsible for the overall network management of the network. The Proposer shall provide the Milwaukee Public Library with access to network management data.

E. Billing

Proposer shall provide billing procedure and information in compliance with the provisions established by the Universal Service Administration Company – (USAC) Schools and Libraries Division. At a minimum, the Proposer will provide monthly bills that clearly identify all charges, including monthly recurring charges, adds, moves, and changes. The Proposer shall accept split billing, as described in the Federal E-Rate program. The Proposer shall be fully Federal E-Rate compliant.

Proposer shall include price points for increased bandwidth usage in additional years, up to the stated 1,000 Mbps per Internet connection. The Milwaukee Public Library may increase bandwidth up to the limits during the length of the contract.

F. Disaster Recovery

The Proposer may provide the Milwaukee Public Library with a comprehensive disaster recovery plan. The plan shall outline procedures, company policies, and associated timelines for both immediate response measures, as well as the transition to a permanent solution.

G. Operations and Maintenance

The Proposer shall operate and maintain the Internet connection including planning, engineering, deployment, testing, implementation, operations, support and maintenance. The Proposer shall ensure that the Milwaukee Public Library's Internet connection meets the contracted bandwidth. The Proposer shall also ensure that the connection is available on a continuous basis.

The Proposer shall provide the Milwaukee Public Library with a maintenance plan as part of their proposal. This shall include:

1. Procedures used to ensure effective Internet connection operations and performance, troubleshooting, and problem resolution for the Milwaukee Public Library's contracted bandwidth.
2. Frequency and duration of scheduled preventive maintenance performed by the Proposer. This shall include the period between scheduled preventive maintenance, any services that will be affected during the maintenance and the impact to the connection and the Milwaukee Public Library operations.
3. Points of contact for Proposer maintenance personnel.

H. Acceptance, Implementation and Transition

Implementation shall begin upon contract award and confirmation of Federal E-Rate funding.

The Milwaukee Public Library will provide a single point of contact for the transition and implementation. The Milwaukee Public Library will provide oversight, direction, and guidance for the transition and implementation process.

At time of contract award, the Proposer shall establish points of contact and dedicated personnel within its existing organization that shall be charged with planning and implementing all aspects of the Internet connection. The Proposer shall:

1. Provide the name, email address, and telephone number of a single point of contact for the transition.
2. Administer all plans, policies, and specific transition and cutover activities.
3. Perform and conduct all testing for the implementation of the Internet connection.
4. Coordinate all on-site visits.

The Proposer shall submit, no later than 30 calendar days after contract award, a Transition and Implementation Plan. This Plan shall contain specific schedules and procedures for the implementation and transition of the Internet connection.

The Transition and Implementation Plan shall include the following:

1. General structure of the team, organizations involved, approximate number of personnel, tasks assigned by organization, reporting structure, approximate time frames for activities-, test, and restoration procedures.
2. Procedures during the cutover activities to accommodate migration of traffic to the network, including cutover notification and scheduling. These procedures shall include time frames for the various activities associated with cutovers.

I. Post Contract

The Proposer shall coordinate the orderly transition to a successor such that the level and quality of service provided to the Milwaukee Public Library are not degraded, and exercise its best effort and cooperation to effect an orderly and efficient transition to a successor.

The Proposer shall furnish phase-out services for a period of three (3) months after this contract expires to correct, at no cost to the Milwaukee Public Library, any malfunctions which existed in the system prior to turnover, or which were caused by lack of support at turnover, as may be determined by the Milwaukee Public Library.

VIII. Financial Stability

Following review of all proposals, the Milwaukee Public Library Director may request proof of financial stability from the Proposer. Such proof can take the form of a copy of its most recent audited, or compiled, financial statement, a bank reference or a credit rating.

IX. Expected Agreement

The successful Proposer will be expected to enter into an agreement on the form prepared by the City of Milwaukee, which is substantially the same as the Request for Proposal, Scope of Services and Standard Terms and Conditions. In no event is Proposer to submit its own standard terms and conditions as a response to this RFP.

X. Insurance

The Consultant shall be solely responsible to meet consultant's insurance needs as required by the City during the terms of this Contract or any extension thereof. A Certificate of Insurance in the form specified in Attachment 3 shall be provided to the City by the successful Responder as an additional insured in the following types and amounts:

Worker's Compensation	Statutory
Professional Liability	\$1,000,000 per occurrence

XI. Termination for Cause

If through any cause the Accounting Firm shall fail to fulfill in a timely and proper manner its obligations under this contract, or if the Accounting Firm shall violate any of the covenants, agreements, or stipulations of the contract, the Milwaukee Public Library shall thereupon have the right to terminate this contract by giving written notice to the Accounting Firm of such termination as specified in the Standard Terms and Conditions.

XII. Declaration of Default

The City of Milwaukee reserves the right to declare in default any contract as a result of the Responder's failure to promptly and effectively carry out the provisions of the contract