

Attachment 1

SCOPE OF SERVICES  
MPL 18-003  
MILWAUKEE PUBLIC LIBRARY  
REQUEST FOR PROPOSAL FOR  
WIDE AREA NETWORK (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 a Wide Area Network (WAN). The Milwaukee Public Library consists of the Central Library and twelve branch libraries located throughout the City of Milwaukee.

The Central Library is an approximately 457,000 square foot building and each branch library is approximately 15,000 square feet. Central Library facilities have a dual network entrance; branch libraries have a single network entrance. The Milwaukee Public Library currently has - AT&T Switched Ethernet (ASE), a fully managed Ethernet service delivered via optical transport. The current bandwidth is 150 Mbps to each of the 12 branch Library locations, with two 1000 Mbps connections to the Central Library location's dual Cisco Catalyst 6807 switches via Cisco Catalyst a single 3850 switch. This network shall be used for transporting data.

II. Objective

The Milwaukee Public Library is looking for equal or improved performance from a new Wide Area Network. The Milwaukee Public Library seeks a balance among the most reliable, high-speed, and cost-effective solutions for a Wide Area Network. 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 able 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 to 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 Milwaukee Public Library depends on multicasting across the Wide Area Network for client imaging. The proposed solution must support multicasting.

The Proposer shall provide a full and complete description and schematic of the Wide Area Network network architecture to be implemented for the Library. The Proposer shall describe the specific Wide Area Network transport topology including proposed media and architecture. The description of the architecture shall include sufficient details as it relates to protection switching, if applicable, for network survivability in a failure scenario. A list of branch library locations (nodes) is included in Section VIII. of the Scope of Services.

The Proposer may include the relative merits including advantages and disadvantages associated with the proposed architecture as it compares to other architectures in terms of network element failures.

The description may also include specifications of the Network Elements, including Add/Drop Multiplexers (ADMs), Terminal Multiplexers (TMs), and other components.

For the architecture proposed, and when applicable, the Proposer may describe use of bandwidth and direction of the signal over the channels travelling on same or separate fibers over any route including any applicable diversity. 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 network path is broken due to a single failure (i.e., a cable or fiber cut or hardware failure) or multiple failures and its effect on the associated network elements and the overall network.

The proposed architecture should contain complete details in terms of the following components:

- Interfaces — this shall include both user as well as network interface.
- Copper or Fiber Topology including routes, architecture, and location of spurs.
- Locations of the Networking Elements.
- Description of the software including the Operating System software for the components.

To ensure network reliability and availability, segments of the network should be configured for fault-tolerant and self-healing operation.

The Proposer shall provide a solution based on open industry standards as defined by the various standards bodies such as Bellcore, ANSI, and ITU to ensure open interfaces and interoperability with other networks. The Proposer shall explain how its solution meets the reference standards, including any exceptions in the implementation of a standards-based solution as part of the proposal.

#### B. Technology Refreshment and Network Upgrades

The Proposer shall keep the Library informed 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 Library and the Vendor 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.

#### C. 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.

D. 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 E-Rate Program. 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.

E. Disaster Recovery

The Proposer shall 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.

F. Operations and Maintenance

The Proposer shall operate and maintain the –Wide Area Network including planning, engineering, deployment, testing, implementation, operations, support and maintenance. The Proposer shall ensure that the Wide Area Network is available on a continuous basis.

The Proposer shall describe the process for node changes due to Milwaukee Public Library construction, or Milwaukee Public Library branch relocation. Timeline for changes and costs, if any, must be described.

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

1. Procedures used to ensure effective network operations and performance, troubleshooting, and problem resolution for the Milwaukee Public Library's contracted bandwidth and facilities.
2. Frequency and duration of scheduled preventive maintenance performed by the Proposer. This shall include the period between scheduled preventive maintenance, the components that will be out of service during the maintenance and the impact to the –Wide Area Network and the Milwaukee Public Library.
3. Procedures for the Proposer to perform corrective and remedial maintenance including -lead time to restore and perform emergency procedures.
4. Points of contact for technical maintenance personnel.

G. 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 -Wide Area Network. 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 -Wide Area Network.
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 Wide Area Network.

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, escalation, test, and restoration procedures.
2. A test and service acceptance plan for the Wide Area Network, including the test data forms and procedures for delivering the results to the Milwaukee Public Library.
3. 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.

#### H. 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. MPL Node Locations

**Central Library**

814 W. Wisconsin Ave  
53233 414-286-3000

**Branch Libraries – 414-286-3011 or 414-286-3000**

**Atkinson Branch**

1960 W. Atkinson Ave. 53209

**Martin Luther King Branch**

310 W. Locust St. 532312

**Bay View Branch**

2566 S. Kinnickinnic Ave. 53207

**Mill Road Branch**

6431 N. 76<sup>th</sup> St. 53223

**Mitchell Street Branch**

906 Mitchell St. 53204

**Zablocki Branch**

3501 W. Oklahoma Ave. 53215

**Capitol Branch**

3969 N. 74<sup>th</sup> St. 53216

**Tippecanoe Branch**

3912 S. Howell Ave. 53207

**Center Street Branch**

2727 W. Fond Du Lac Ave. 53210

**Villard Square Branch**

5190 N. 35<sup>th</sup> St. 53209

**East Branch**

1910 W. North Ave. 53208

**Washington Park Bran**

2121 N. Sherman Blvd. 53208

IX. Financial Stability

Following review of all proposals, the 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.

X. Expected Agreement

The successful responder 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 responder to submit its own standard terms and conditions as a response to this RFP.

XI. 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

XII. 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.

XIII. 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