

# Request for Proposal (RFP) for Fiber-based Internet Services for the City of West Monroe

## I. Overview

The City of West Monroe, Louisiana is inviting proposals from qualified vendors to provide fiber-based internet services. The aim is to provide 10 Gbg (G) protected transport from two city-owned locations (the new Sports Arena located at 875 Constitution, West Monroe LA and Ike Hamilton located at 501 Mane Street, West Monroe LA) back to a Tier 1 carrier's POP (point of presence) with protection to two Internet Exchange Points (IXPs). A minimum of 1G symmetrical Dedicated Internet Access (DIA) service is required for each location to support video downloads and uploads (up to 20 simultaneous video streams at the Sports Arena), as well as WiFi access to audiences attending the events. The 10G transport can be shared across the two locations, while the 1G circuits must be separate symmetrical 1G circuits.

## II. Submission Requirements

### A. *Proposal Format*

1. Executive Summary
2. Company Overview
3. Technical Solution
4. Project Management Approach
5. Pricing Structure

### B. *Submission Deadline*

All proposals must be submitted by July 14, no later than 5pm to the following address:

City of West Monroe  
Attention: Don Dean  
2305 N 7th St.  
West Monroe, LA 71291

### C. *Proposal Evaluation Criteria:*

1. Compliance with technical criteria.
2. Experience and qualifications of the vendor.
3. Pricing structure.
4. Ability to meet implementation timelines.
5. Quality of customer support and maintenance services (Service Level Agreement (SLA)).
6. Scalability

### III. Technical Solution Requirements

#### A. *Network Architecture*

1. Design, implement, and manage the 1G DIA (Direct Internet Access) across 10G transport to each location.
  1. Describe the overall network topology and circuit types.
  2. Include network diagrams illustrating the proposed architecture and interconnections between different locations.
2. Provide transport diversity, including diverse laterals across diverse conduit (for both locations) provided by the city.
  1. Note: the city has provided three conduits (each 4 inches) from the street into the Demark room. These conduits follow the same path, so path diversity is not required for the laterals.
3. Ensure the 1G DIA services have diverse 10G paths to diverse Tier 1 point of presence (POPs), providing access to diverse Internet Exchange Points (IXPs).
  1. In the case that a 3<sup>rd</sup> party provider is leveraged (for DIA, transport, or any other part of the service), the primary provider will communicate the details of this arrangement to the city, but the primary provider will interface with the provider (i.e. the city will only work with the primary provider and the primary provider will be fully responsible that SLAs are met)
4. Segregate city's dedicated internet, sports broadcast, and public Wi-Fi on separate subnetworks or at least separate VLANs, as needed.

#### B. *Equipment Redundancy*

1. Provide equipment redundancy for all critical components to ensure network uptime.
  1. Describe the redundancy measures for all critical components to ensure network uptime, such as redundant power supplies, routers, and switches.
    1. Identify the equipment being leveraged at a level of detail necessary to understand and validate this redundancy.
    2. Explain the failover mechanisms and procedures in case of equipment failure.
  2. If there are any unprotected cards or modules (like switch module, power module, or interface card), specify these components and how spares will be managed and ensured to be available upon failure.
2. Provide 4 to 8 hours of power back up with UPS.

#### C. *Network Security Measures*

1. Describe the security features and protocols implemented to protect the network from external and internal threats.

2. Explain how traffic segregation will be maintained for different subnetworks, such as employee/private networks and public Wi-Fi. Explain the process of segregation on your network using MPLS, VLAN, E-LAN, etc.
3. Detail any intrusion detection and prevention systems, as well as firewall configurations and policies.

## IV. Project Management & Support Services

### A. *Detailed SOW with timeline*

1. Provide a detailed project timeline, including milestones and target completion dates.
2. Explain how risks and contingencies will be managed throughout the project lifecycle.
3. Identify who will be responsible and accountable to the city to ensure regular communication and to keep the project on track.

### B. *Maintenance and Support Services*

1. Provide standard network monitoring and support terms. For example, "Service provider will provide 24x7x365 NOC services".
  1. Include information on the availability and response times of technical support (not just monitoring).
  2. Explain the process for reporting and resolving issues, including escalation procedures.
2. Detail any service level agreements (SLAs) and associated penalties or credits for not meeting performance metrics, such as network uptime, latency, or response times for support services.
  1. Provide standard network availability terms. For example, "Service provider guarantees 99.98% network uptime."
  2. Provide the expected network performance metrics, such as latency, jitter, and packet loss, under normal operating conditions.
  3. Describe the monitoring and reporting tools that will be used to track network performance and ensure service level agreements (SLAs) are met.
3. Describe any ongoing maintenance and support services that will be provided, such as routine inspections, firmware updates, and equipment replacement.

## V. Pricing Structure & Scalability

1. Provide a detailed pricing structure, including any available discounts or incentives.
  1. Break down the costs for network design, implementation, equipment, maintenance, and support services.
  2. Include potential discounts or free 'flexible bandwidth' options in exchange for free advertising.
2. Provide incremental pricing and identify any hidden costs.

1. Explain any additional costs, such as installation, maintenance, or support fees, that may apply. Clarify if these costs are one-time or recurring.
3. Explain the scalability of the solution and how it may impact the cost of future services.
  1. Describe how the proposed solution can be scaled to accommodate future growth or changes in requirements.
    1. How will capacity be reserved for future growth? (interfaces, capacity, etc)
    2. What would need to be done to turn up additional 1G circuits?
    3. What would need to be done to increase bandwidth of the 1G circuit to 2G?
  2. Note: additional value will be associated with proposals that implement scalable solutions like DWDM and router/switches with additional interfaces and optics ready and available.
  3. How would additional circuits be priced (fixed cost or based on ICB)? Note: ideally additional bandwidth can be added at the provider's minimal rate and with minimal turn-up time, based on designing a service that scales efficiently.
4. Describe the billing process and payment terms, including any options for flexible or usage-based pricing.
  1. Outline the terms for billing, contract renewals, upgrades, and termination.
  2. Provide product options for flexible bandwidth products.
    1. Include pricing and detailed description for each option.
    2. Any CIR/EIR products? Any temporary bandwidth products for special events?

## VI. Proposal Requirements

### ***Compliance with Federal and State Laws***

Bidders must comply with all applicable City of West Monroe, Louisiana, Louisiana Public Service Commission, and Federal Communications Commission's (FCC) rules and regulations. This RPF is issued pursuant to the Louisiana "Political Subdivisions Telecommunications and Data Processing Procurement Law", R. S. 38:2234, et seq. and subject to all of its provisions and limitations, including but not limited to the restrictions on "Prohibited telecommunications or video surveillance equipment or services" defined in R.S. 39: 1753.1(4) (copies provided on request). This Failure on the part of a contractor in maintaining required compliance with the above agencies or provisions will be grounds for termination of the contract. Explain how your proposed solution meets this requirement.

### ***Additional Info***

Please send questions and requests for additional information to Don Dean at 318-397-6709 or [ddean@westmonroe.la.gov](mailto:ddean@westmonroe.la.gov).

### **Install deadline**

All equipment and connections will need to be installed and fully functioning by September 15, 2023.