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Excipio Consulting, LLC

Request for Proposal on behalf of:

Milwaukee County

Data Center Operations Professional Services

Release Date: November 2015

1.0   Table of Contents

2.0 Introduction

2.1 Purpose

The purpose of this Request for Proposal (RFP) is to invite prospective service providers (a.k.a. vendors, proposers, contractors) to submit a proposal to supply support services which fulfill Milwaukee County's requirements. The RFP provides service providers with the relevant operational, performance, and service requirements to respond to Milwaukee County's needs. Milwaukee County (a.k.a. County of Milwaukee, The County) is seeking proposals for services related to its Information Technology and Data Center support solutions in the areas below.

- Data Center Facilities - Physical hosting space and physical security of the space
- Server Operations - x86 (Windows/Linux)
- Storage and Backup Operations
- Network Operations
- Security Operations
- Disaster Recovery
- Cloud Platform Support and Operations - IaaS, PaaS

2.2 Milwaukee County Overview

Milwaukee County is the most populous county in Wisconsin with approximately 1 million in population consisting of the city of Milwaukee and 18 other cities and towns within geographic borders.

It is the mission of the Department of Administrative Services to provide high quality and responsive support services in the areas of budgeting, financial and strategic planning; procurement; risk management, information technology and management of information resources; economic development; provision of community resources for people with disabilities; design, implementation and monitoring of the disadvantaged business enterprise program and facilities management.

The Department of Administrative Services consists of the major divisions of Performance, Strategy and Budget, Risk Management, Economic Development, Facilities Management, Procurement, IMSD (Information Management Services Division); Office for Persons with Disabilities and Community Business Development Partners.

Milwaukee County currently hosts all core computing and network services in two separate mechanical equipment rooms in the County Courthouse complex. These facilities were developed with no clear course in mind other than to operate and provide computing services at high availability to Milwaukee County Government at reasonable cost. Recognizing the need for redundancy and fail-over of business critical applications, a project was instituted in 2011 whose primary purpose was to establish redundancy and failover between the two data centers in the event of failure in one of the two data centers. That project was cancelled early in 2012 due to lack of progress resulting from clear planning and lack of competence in datacenter operations.

2.3 Strategic Direction

Milwaukee County desires to transform the organization from a reactionary, inflexible, fixed cost IT service provider to a more agile and flexible IT organization focused on the real issue of our constituents. To accomplish this task in an expedient manner, the County desires to understand the structure and the costs associated with migrating the daily operations to a qualified services provider. The desired end

state is a cost effective, highly flexible, hybrid infrastructure across on premise, private cloud, and public cloud.

2.4 Excipio's Role

Milwaukee County contracted with Excipio Consulting, LLC (www.excipio.net pronounced ex-sip-ee-o) to conduct this Request for Proposal (RFP) process to identify a suitable partner(s) for support services. Due to Milwaukee County's desire to minimize service provider contact, distractions to daily operations, and need for an objective external analysis, Excipio was engaged to act as Milwaukee County's agent for this RFP. Excipio has the following responsibilities:

- To act as an intermediary between Milwaukee County and the service providers

- Ensure all information is disseminated in a consistent and fair fashion in order to ensure all service providers have an equal opportunity

- Collect any additional information required by the service providers, pending Milwaukee County's approval and participation, to accurately respond to questions and/or requests

- Review all service provider responses in sufficient detail, and to ensure that all service providers have a clear understanding of the requirements

- Ensure that each service provider has responded in accordance with all requirements and confirm comparable data will help Milwaukee County make strategic decisions

2.5 Excipio Contacts

Excipio's primary contacts are as follows:

	Primary Contact	**Secondary Contact**
Name	Meghan Niven	Jody Graham
Email Address	mniven@excipio.net	jgraham@excipio.net
Phone		918-344-9016

3.0 RFP Process

3.1 Objectives

Milwaukee County's sourcing strategy focuses on selecting a partner or partners who can provide robust support services at competitive market rates. Excipio will request market pricing from regional and national service providers, which will be used along with other criteria to identify and down-select providers.

Milwaukee County has multiple objectives in pursuing outsourced IT capabilities including:

- Transform IT capabilities to provide more robust and mature IT processes and capabilities in line with the size and nature of Milwaukee County's constituent services
- Reduce risks inherent in Milwaukee County's current data centers and technology landscape
- Provide cost effective IT capabilities

3.2 Scope and Approach

The scope of services for this RFP includes IT infrastructure related services as described below. Service providers are invited to propose on any combination of the IT capabilities identified below. Prospective service providers must submit an email to MNiven@Excipio.net by 12:00 PM CST on November 25th, 2015 indicating its intentions to bid. The intent should also state the specific service areas the service provider plans to include in its bid.

3.2.1 Data Center Facilities

- Hosting for all IT data center hardware, including all facility space, electrical, and mechanical systems and support
- Networking within the facility and connection to external communications circuits
- Designation of two facilities, production and disaster recovery of which the DR site must be at least 75 miles from the service provider's production site

3.2.2 Data Center Operations

Mainframe Operations and Support

- Mainframe hardware and operating systems administration
- DB2, CICS, and program products
- Storage and backup
- Operations and monitoring
- Software license and media management
- Job scheduling and batch management

Server Operations and Support

- X86 Support - All Windows and Linux based hardware, operating systems and administration
- Operations and monitoring
- Software license and media management

Storage and Backup Operations Support

- Service solution for all storage architectures (SAN, NAS, DASD) across all hardware platforms
- Solution for all backup hardware, software, and processes
- Operations and monitoring

Network Operations and Support

- Administration and support of all network hardware, network security related hardware, management tools, firewall, and anti-virus
- Data circuit technologies and management tools
- Network operations and monitoring (NOC)

Security Operations and Support

- Administration and support for all security related technologies including user account administration, application access management, and IDS/IPS technologies
- Operations and monitoring support (ex. Security Operations Center, Security Information and Event Management)

Cloud Systems Support

- Administration and support for all infrastructure hosted within in the service provider's cloud IaaS solution
- Administration and support for Office 365 (email, calendar, Lync/Skype, SharePoint)

3.2.3 Disaster Recovery (DR)
- The service provider is expected to provide disaster recovery services for all hardware defined as in scope.
- For planning purposes, the RTO shall be assumed to <72 hrs for all production instances and data
- The DR site must be at least 75 miles from the service provider's production site

3.2.4 Cross-Functional Process Management
- Change Management
- Asset Management for the hardware in scope
- Availability Management
- Service Level Management
- Release Management
- Capacity management

3.2.5 Out of Scope
- End User Services
- Service Desk
- Desktop Support

3.3 Timeline
An overview of the process and timeline for the engagement is provided below:

- RFP issued on November 16th, or when the service provider completes the Milwaukee County Non-Disclosure Agreement
- RFP Call for all prospective vendors will be held on November 23rd at 1:00 PM CST

  Document sharing for all attendees
  https://global.gotomeeting.com/join/918264437
  VOIP audio for conference call is supported
  Phone Access: (224) 501-3412, Access Code: 918-264-437

- Service Provider provides an email to Excipio indicating its bid intentions by 12:00 PM CST on November 25th, 2015 by completing "8.0 Exhibit 1" included in this RFP. This document should be emailed to Meghan Niven at mniven@excipio.net, who will confirm receipt.
- All RFP questions must be submitted to Excipio by 5:00 PM CST on November 20th to Meghan Niven. All questions will be addressed and delivered electronically to all prospective providers no later than November 23rd at 5 PM.
- RFP responses due to Excipio by 5:00 PM CST on December 18th, 2015. If for any reason your organization does not believe it can meet this timeline, please explain the reason and request an extension no later than 5:00 PM CST on November 25th. All parties should assume there to be no extensions granted.
- RFP evaluation process is tentatively scheduled to be completed by January 15, 2016
- Communication of service provider short list is intended to be complete by January 29, 2016
- Oral presentations and/or site visits are to be determined

3.4 Preparation
Proposals should be prepared in such a way as to provide straightforward, concise delineation of capabilities to satisfy the requirements of this RFP. Proposals should emphasize the Service Provider's demonstrated capability to perform work of this type. Elaborate bindings, colored displays, promotional materials, graphics etc., are neither necessary, nor desired. However, literature describing the proposed services and extent of support included in the proposal should be forwarded as part of the proposal and specifically referenced. Emphasis should be concentrated on completeness and clarity of content.

3.5 Communication and Inquiries
Verbal communication shall not be effective unless formally confirmed in writing by the Excipio contact in charge of managing this RFP process. In no case shall verbal communication govern over written communication.

Communication initiated by a proposer to any County official, employee or representative evaluating or considering the proposals, prior to the time of any award is prohibited unless at the explicit direction of the RFP Contact/Administrator and any such unauthorized communication may constitute grounds for rejection or elimination of a proposal from further consideration, in the sole discretion of the County.

To minimize disruption to Milwaukee County's daily activities, all communication is required to flow through the Excipio contact(s). If a response to an inquiry involves clarification or additional information

not provided in the original RFP, Excipio will share the additional information with all service providers to ensure a fair competitive environment and consistent responses.

The primary contact for questions is Meghan Niven, who may be reached via email at mniven@excipio.net. Please copy Jody Graham on all emails at jgraham@excipio.net.

3.6 Selection and Notification

Service providers determined by Milwaukee County to possess the capacity to compete for these services will be down-selected to move into a due diligence phase. Written notification communicating the service provider's disposition in the process will be sent to the service provider via email.

3.7 Proposal Contents

By submission of a proposal(s), the service provider warrants that the information provided is true, correct, and reliable for purposes of evaluation. Milwaukee County may disqualify any vendor based on failure to meet stated timelines, pricing, quality of response, unsatisfactory reference checks, or for any other reason that Milwaukee County deems material. Such disqualification and/or cancellation shall be at no fault, cost, or liability whatsoever to Milwaukee County.

If the RFP includes any estimation of volumes or requirements, Milwaukee County reserves the right to modify any estimated requirements prior to signing an agreement with the selected supplier(s). No prospective supplier shall have a claim on Milwaukee County in the event that any estimated requirements are modified for whatever reason.

3.8 Coverage and Participation

The intended coverage of this RFP, and any agreement resulting from this solicitation, shall be for the use of all departments at Milwaukee County. Milwaukee County reserves the right to add and/or delete elements, or to change any element of the coverage and participation or withdraw the RFP at any time, without prior notification and without any liability or obligation of any kind or amount.

3.9 Prime Contractor & Subcontractors

The prime contractor will be responsible for contract performance when subcontractors are used. Subcontractors may be used only with the written permission and approval of the County, and shall have the same contract terms and conditions as prime contractors. However, when subcontractors are used, they must abide by all terms and conditions of the contract. If subcontractors are to be used, the proposer must clearly explain their participation in the proposal response documents.

3.10 Service Provider's Understanding of the RFP

In responding to this RFP, the service provider accepts the full responsibility to understand the RFP in its entirety and in detail, including making any inquiries necessary to gain such understanding. Milwaukee County may disqualify any vendor who demonstrates less than such understanding. Such disqualification and/or cancellation shall be at no fault, cost, or liability whatsoever to Milwaukee County.

Should any proposer discover any significant ambiguity, error, omission or other deficiency in the RFP document, they must immediately notify the RFP Contact/Administrator in writing, via email, prior to the submission of the proposal. The failure of a proposer to notify the RFP Contact/Administrator of any such matter prior to submission of its proposal constitutes a waiver of appeal or administrative review rights based upon any such ambiguity, error, omission or other deficiency in the RFP document.

3.11 Good Faith Statement

All information provided by Milwaukee County in this RFP is offered in good faith. The information provided about Milwaukee County's infrastructure is to provide prospective vendors an accurate depiction of the current environment. Individual items are subject to change at any time. Milwaukee County makes no certification that any item is without error. Milwaukee County is not responsible or liable for any use of the information or for any resulting claims.

3.12 Method of Award

The evaluation of each response to this RFP will be based on demonstrated competence, compliance, format, and enterprise applicability. The purpose of this RFP is to identify those service providers that have the interest, capability, and financial strength to supply Milwaukee County with support services that meet Milwaukee County's requirements. Milwaukee County may award this in whole or in part to multiple vendors. However, if Milwaukee County does not find a suitable vendor within the RFP process, Milwaukee County is not obligated to award the project to any vendor.

3.13 Evaluation Criteria

Milwaukee County is seeking a provider(s) with a well-established support capability, a commitment to providing excellent service, and a passion for continuing to improve and adapt itself to changing technology and customer demands. The following represent key evaluation criteria Milwaukee County will use to qualify and select the service provider. No weighting is implied by the order of the criteria below.

- Mature processes
- Depth and breadth of services and staff experience with key technologies and services
- Demonstrated commitment to service excellence
- Transition services strategy, experience, and approach
- Transformation strategy, experience, and approach

  - Clearly articulated strategy and approach to transforming Milwaukee County IT capabilities
  - Demonstrated capability to drive organization and process change

- Total cost of the solution
- Contract pricing structure, options, and flexibility
- Long term partner viability

  - Financial stability
  - Demonstrated commitment to service and customer satisfaction
  - Demonstrated culture for continuous improvement that enhances value and ensures long term competitiveness
  - Breadth of services that could potentially support Milwaukee County growth and/or additional future services scope

In summary, the evaluation team will use the following criteria to evaluate each RFP response. The weights specify the percentage value for criterion.

- Cost: 30%
- Proposal Completeness: 10%
- Technical: 60%, broken down as follows:

  - Experience, Qualifications, Partner Viability   20%
  - Proposed Solution   15%
  - Transformation Strategy, Plan and Approach   25%

3.14 No Publicity or Promotion

Respondents shall not make any public announcement, distribute any literature regarding this RFP, or otherwise promote itself in connection with this RFP without the prior written approval from Milwaukee County.

3.15 Costs

This RFP does not obligate Milwaukee County to pay costs of any kind whatsoever incurred by a potential service provider or any third parties in connection with the response. All responses and supporting documentation shall become the property of Milwaukee County.

3.16 Pricing Information

All of the pricing provided as part of this RFP will be considered valid for up to one year from the date of the service provider's response.

3.17 Intellectual Property

The service provider should not use any intellectual property of Milwaukee County. This includes, but is not limited to, all logos, registered trademarks, or trade names of Milwaukee County at any time without the prior written approval of Milwaukee County.

3.18 Respondent's Responses

All accepted responses shall become the property of Milwaukee County and will not be returned.

3.19 No Liability

Milwaukee County shall not be liable to any respondent, person, or entity for any losses, expenses, costs, claims or damages of any kind:

- Arising out of, or by reason of, or attributable to, the respondent responding to this RFP
- As a result of the use of any information, error or omission contained in this RFP document or provided during the RFP process

4.0 Current State

4.1 Overview

Milwaukee County currently owns and manages all of its infrastructure and provides support using internal staff, supplemented by IT contractors. The specific details related to each in scope technology are further described in this section of the document. The following provide additional background that applies across all Milwaukee County infrastructure.

4.1.1 ITSM Tools and Processes

Milwaukee County does not have a formal ITSM approach. In regards to incident, change, request, and asset management, the processes in place are manual. Milwaukee County anticipates adopting the selected service provider's ITSM platform and processes.

4.2 Data Center

4.2.1 Overview

All of the IT hardware in scope for this RFP is housed in Milwaukee County's Mechanical and Electric Room (MER) and Courthouse Building Room G2A (G2A) data centers located in Milwaukee, WI. All data centers are considered production sites located within blocks of each other in downtown Milwaukee. One data center is operated by the City of Milwaukee (CITY) and is established as a leased space agreement between the County and the City. This data center houses the mainframe and tape backup capability only.

Data Center	Type	Tier Rating	Square Feet in Use	Total Square Footage	Critical Load (kW)	Racks	Estimated Construction Date
MER	Owned	I	Unknown	1,500	14	14	Unknown
G2A	Owned	I	Unknown	360	25	10	Unknown
CITY	Leased	I	Unknown	Unknown	6	5	Unknown

4.2.2 Current Support

The data centers are supported by the County and City facility staff that performs the general maintenance for the building. Milwaukee County does not have a dedicated resource that would qualify as a data center engineer. The building maintenance staff works normal county business hours of 8am to 5pm, Monday through Friday.

4.3 Mainframe

4.3.1 Hardware and Software

Milwaukee County's current mainframe environment supports key applications and is built on one physical IBM mainframe. The table below profiles the hardware platform. The mainframe was manufactured in 2000 and Milwaukee County acquired it in 2005. The mainframe is currently covered by IBM maintenance.

Manufacturer	Purpose	Specific Model	Number of LPARs	Total MIPS	Memory
IBM	Production, development, and test	z800 2066-0B1	4	105	8GB

The mainframe is divided into four LPARs named CJIS, PROD, DVLP, and TEST. The PROD environment supports the legacy financial, human resources, and payroll applications and the CJIS LPAR supports the criminal justice application. The DVLP and TEST environments are used internally by IT to address operating system and program product upgrades and testing. Milwaukee County uses the mainframe to support these critical business functions outlined in the figure below, but is actively working to migrate the applications to other computing platforms and sunset the mainframe by the end of 2017.

Milwaukee County utilizes IBM's DB2 v7 10 and IMS v8 database software across the different applications. The database is considered the "single source of truth" for data. Milwaukee County also runs CICS on the mainframe and currently supports 9 regions, as outlined in the table below.

CICS Regions

LPARs	CICS Region Name	Purpose
CJIS	JISPCICS	Criminal justice production
CJIS	JISTCICS	Criminal justice training
DVLP	JISSCICS	Criminal justice test
DVLP	CICSTSTA	Application test
DVLP	CICSTSTB	Application test
DVLP	CICSTSTC	Application test
DVLP	CICSTSTD	Application test
PROD	CICSDL0	Financial production
PROD	CICSDL2	HR production

Milwaukee County processes transactional workloads between 5 a.m. and 8 PM during the week. Batch processing runs at night between 8 PM and 5 a.m.

Appendix B.1 provides a listing of all the software Milwaukee County currently runs on the mainframe.

4.3.2 Support
<u>System Administration</u>

- o Milwaukee County currently has four application/system administrators supporting the mainframe hardware and software environment.

Batch Scheduling and Production Control

- o Milwaukee County has 6 FTE's that manage the batch scheduling and production control. They cover 1st shift 5 days a week.

Operations and Monitoring

- o Milwaukee County has 6 FTE's providing overall monitoring and operational support for the mainframe environment covering 24X7 as follows:
- o The team is responsible for monitoring the systems and batch processing, managing the tape environment, and print operations duties.

Database (DB2)

- o The single system administrator mentioned above also supports the DB2 system.

4.3.3 Activity Levels

The mainframe team estimates the largest operating service process is related to print jobs. The County prints an estimated 80,000 documents (notice documents, payroll and accounts payable checks, official announcements, etc.) per month. Overall, the mainframe platform is stable.

4.4 X86 Servers

4.4.1 Overview

Milwaukee County's x86 platform (non-mainframe) is standardized primarily on HP DL380 G7 and G9 infrastructure with 93% virtualization. The average server age is four years old, with approximately 74% of servers approaching the 5-year useful life. Same-day maintenance agreements cover 100% of the server environment and are sourced by HP.

4.4.2 Hardware

Hardware is typically purchased with extended maintenance upfront and has an expected lifecycle of five years. Milwaukee County uses HP to extend maintenance coverage beyond the initial coverage period.

Milwaukee County current standard for x86 servers is the HP DL380 G9, with VMWare ESX 5.5 as its standard virtual host platform. Milwaukee County is in the process of transitioning virtual hosts from the DL380 G7 servers to the new DL380 G9 hosts.

4.4.3 Software

Windows Server is the standard operating system for Milwaukee County.

Operating Systems

- o Milwaukee County is heavily reliant on the Microsoft platform: Windows Server 2008 R2 (40%), Windows Server 2003 (30%), Windows Server 2012 (30%). The

operations team is still in the remediation process to eradicate Server 2003, but is scheduled to complete this process within the next six months.
- ○ Other operating systems on the x86 platform are primarily due to the Linux-based VMWare hosts and other open source operating systems associated with network vendor appliances.
- ○ The chart below summarizes the entire server population, both physical and virtual.

Operating System	Operating System Version	Server Count
Linux	RHEL 5	2
	RHEL 6	6
	SLES 11	3
	Other Linux	1
Microsoft Windows	XP	2
	7	2
Microsoft Windows Server	2000	1
	2003	84
	2008	114
	2012	75
VMWare	ESX	23
	Total	313

VMWare

- ○ All VMs are managed via a single vCenter Console
- ○ Disk performance is always the limiting factor (not on SSD)

Milwaukee County has completed their virtualization strategy. The environment is currently 93% virtualized. Other than some network and security appliances, all server hardware are virtualization hosts running the VMware ESX v5.5 operating system. Below is a summary of virtual hosts, locations, and use configurations.

X86 Virtual Machine Hosts

Host Location	Hardware Manufacturer	Hardware Model	Processors	RAM (GB)	Count
G2A	HP	DL380 G7	2	196	5
		DL380 G9	2	512	2
MER	HP	DL380 G7	2	196	10
		DL380 G9	2	512	2
		DL380 G9	2	256	2
ZOO	HP	DL380 G7	2	196	2
				Total	23

4.4.4   Support

Monitoring

The infrastructure team is in the process of implementing SolarWinds with monitoring thresholds for alerting (CPU, memory, disk, etc.). Once the implementation is in place, WhatsUpGold tools will be retired.

<u>Service Levels</u>

Milwaukee County has no defined service levels, so all support is best effort. An informal escalation process is in place that includes tier II support as infrastructure engineers, tier III is vendor support.

<u>Processes</u>

- o Milwaukee County has a standardized base images (Win2008 and Win2012).
- o Patching of servers is performed monthly via WSUS for x86 servers. The initial deployment is done to non-production environments and then moved to production after a week.

<u>Staffing</u>

- o 2.4 FTEs are responsible for server patching for the entire environment
- o These resources are also responsible for SQL administration and Active Directory.

4.4.5   Activity Levels

All Milwaukee County support activity for network, x86 server, storage, and backup support is in one support queue and cannot currently be broken out into any meaningful detail. The staff does no time tracking, so it time worked on support calls logged to tickets in a consistent manner.

4.5 Storage and Backup

4.5.1   Storage Hardware

Milwaukee County currently runs a variety of mid-range IBM storage. The following two tables describe the current storage in place that supports the environment. In total, storage capacity has increased by 20% annually. Milwaukee County expects this rate to increase as it is implementing video technology for the Sheriff's Department. There are limited data classification, lifecycle, or retention policies in place.

Storage Hardware

Location	Hardware Manufacturer	Hardware Model	Acquisition Year	Maintenance Coverage	Useable Space (GB)	Space in Use (GB)	Disk Available (GB)
MER	IBM	XIV 2810	2010	YES	80,000	70,500	9,500
G2A	IBM	XIV 2810	2010	YES	80,000	24,500	55,500
MER	IBM	DS4300	2004	YES	14,000	1,500	12,500
MER	IBM	DS4700	2008	YES	19,500	17,500	2,000
G2A	IBM	DS4800	2007	YES	47,000	32,000	15,000
					240,500	146,000	94,500

4.5.2   Backup Hardware

Milwaukee County has two distinct backup platforms for the environment, one for the x86 and mainframe platforms. While Milwaukee County uses disk-based backup for the x86 and mainframe platforms, tape still remains as the data protection strategy.

Tape Backup Devices

Location	Hardware Manufacturer	Hardware Model	Acquisition Year	Maintenance Coverage	Tape Drives	Tape Slots	Tape Media Type	Media Stored Off-site	Platforms Supported
CITY	IBM	3576-L5B	2007	YES	2	62	LTO4	Onsite-In library, Offsite-Coakley Secured Data Services	All
CITY	IBM	3576-E9U	2007	YES	4	80	LTO4	Onsite-In library, Offsite-Coakley Secured Data Services	All
CITY	IBM	3576-E9U	2007	YES	4	80	LTO4	Onsite-In library, Offsite-Coakley Secured Data Services	All

Disk Backup Devices

Location	Hardware Manufacturer	Hardware Model	Acquisition Year	Maintenance Coverage	Advanced Features	Useable Disk Space - in GB	Space in Use (GB)	Connection Speed
CITY	IBM	DS4700 - 1814-70A	2008	YES	N/A	N/A	N/A	4 GB
CITY	IBM	DS4000 EXP810 1812-81A	2009	YES	N/A	N/A	N/A	4 GB
CITY	IBM	DS4000 EXP810 1812-81A	2009	YES	N/A	N/A	N/A	4 GB
CITY	IBM	DS4000 EXP810 1812-81A	2009	YES	N/A	N/A	N/A	4 GB
CITY	IBM	DS4000 EXP810 1812-81A	2009	YES	N/A	N/A	N/A	4 GB
CITY	IBM	DS4000 EXP810 1812-81A	2009	YES	N/A	N/A	N/A	4 GB
CITY	IBM	DS3500 - 1746-C2A	2011	YES	N/A	N/A	N/A	8 GB
CITY	IBM	DS3500 EXP3512 - 1746-E2A	2011	YES	N/A	N/A	N/A	8 GB
CITY	IBM	DS3500 EXP3512 - 1746-E2A	2011	YES	N/A	N/A	N/A	8 GB
CITY	IBM	DS3500 EXP3512 - 1746-E2A	2011	YES	N/A	N/A	N/A	8 GB
CITY	IBM	DS3500 EXP3512 - 1746-E2A	2011	YES	N/A	N/A	N/A	8 GB

4.5.3 Software and Processes

Tivoli Storage Manager (TSM)

o TSM is the backup solution for all data
o Daily incremental backups for the x86 servers five days per week
o Production SQL and file servers have daily incremental backups seven days per week
o Backup jobs are monitored via TSM Manager, which sends out daily status emails and alerts.

Offsite Tape Storage

o Milwaukee County uses a third party provider, CH Coakley, to vault tapes to an offsite location in Milwaukee.

4.5.4 Support
o All of the Tape Library equipment is not under maintenance with IBM
o 1 FTE provide support for the backup solution and is a dedicated TSM administrator

4.5.5 Activity Levels
All Milwaukee County support activity for network, x86 server, storage, and backup support is in one support queue and cannot currently be broken out into any meaningful detail.

4.6 Network
Milwaukee County's network environment includes network hardware and circuits for approximately 14 Milwaukee County sites, including data centers and connected county building locations.

4.6.1 Hardware and Software
Milwaukee County leverages Cisco hardware for its network infrastructure. Milwaukee County's network infrastructure is covered by maintenance. The following tables profile the current network hardware inventory.

LAN Hardware

Site Code	Hardware Manufacturer	Hardware Model	Network Ports	Primary Purpose	Qty
MER	Cisco	N7K-C7010	112	Datacenter core switch	1
G2A	Cisco	N7K-C7010	112	Datacenter core/building distribution switch	1
MER	Cisco	N5K-C5596UP	48	Layer 2 datacenter switch	2
G2A	Cisco	N5K-C5548P	48	Layer 2 datacenter switch	2
G2A	Cisco	N2K-C2224TP-1GE	24	Layer 2 fabric extender	2
MER	Cisco	WS-C3560E-12D-S	12	Layer 3 switch	1
CITY	Cisco	WS-C3560E-12D-S	12	Layer 3 switch	1
CITY	Cisco	WS-C3750-24P	26	Layer 2 switch	1
CITY	Cisco	WS-C3750G-24PS	28	Layer 2 switch	1
MER	Cisco	WS-C3750G-24TS-S1U	28	Layer 2 switch	4
MER	Cisco	WS-C2960S-24TS-L	28	Layer 2 switch	1
MER	Cisco	WS-C3560-48PS	52	Layer 2 switch	1
MER	Cisco	WS-C3750X-48T-L	52	DMZ Layer 2 switch	2
G2A	Cisco	WS-C3750X-48T-L	52	DMZ Layer 2 switch	2
G2A	Cisco	WS-C3750G-24TS-S1U	28	Layer 2 switch	13
G2A	Cisco	WS-C2970G-24TS-E	28	DMZ Layer 2 switch	1
G2A	Cisco	WS-C2970G-24TS-E	28	Layer 2 switch	1

WAN Hardware

Site Code	Hardware Manufacturer	Hardware Model	Primary Purpose	Owner
G2A	Cisco	ASR1002-10G-VPN/K9	Router	MKE County
MER	Cisco	ASR1002-10G-VPN/K9	Router	MKE County
G2A	Cisco	ASA5585-SSP-20	Firewall	MKE County
MER	Cisco	ASA5585-SSP-20	Firewall	MKE County
G2A	Cisco	ASA-SSP-SFR20	IPS	MKE County
MER	Cisco	ASA-SSP-SFR20	IPS	MKE County
COGGS	Cisco	CISCO2951/K9	Router	MKE County
CCC	Cisco	C3900-SPE200/K9	Router	MKE County
BHD	Cisco	C3900-SPE200/K9	Router	MKE County
PARKS ADMIN	Cisco	CISCO2951/K9	Router	MKE County
ZOO	Cisco	CISCO2951/K9	Router	MKE County
HOC	Cisco	C3900-SPE200/K9	Router	MKE County
GMIA	Cisco	CISCO2951/K9	Router	MKE County
CITY	Cisco	CISCO2951/K9	Router	MKE County
DOMES	Cisco	CISCO2951/K9	Router	MKE County
FMWEST	Cisco	CISCO1941/K9	Router	MKE County
FLEET	Cisco	CISCO2951/K9	Router	MKE County
633	Cisco	CISCO2951/K9	Router	MKE County
G2A	Cisco	ME-3400EG-2CS-A	Edge Router	MKE County
MER	Cisco	ME-3400EG-2CS-A	Edge Router	MKE County
MER	Cisco	CISCO2921/K9	Router	MKE County

4.6.2 Telecommunication Circuits and Services

Milwaukee County has 18 data circuits, primarily with Time Warner Cable across 14 different sites. The primary circuit connections are associated with Metro Ethernet (MAN). Below are the existing circuits and characteristics.

Data Circuits

Site Code	Connection To	Type of Circuit	Circuit Size Mbps	Carrier Name
CJF (MER)	Metro Ethernet	MAN	2,048	Time Warner Cable
CH (G2A)	Metro Ethernet	MAN	2,048	Time Warner Cable
CJF (MER)	Internet	Provider Fiber	500	Time Warner Cable
CH (G2A)	Internet	Provider Fiber	100	AT&T
CJF (MER)	City Data Center	Private Fiber	10,240	City of Milwaukee
CJF (MER)	City of Cudahy	MAN	Unknown	Time Warner Cable
COGGS	Metro Ethernet	MAN	50	Time Warner Cable
CCC	Metro Ethernet	MAN	200	Time Warner Cable
BHD	Metro Ethernet	MAN	300	Time Warner Cable
PARKS ADMIN	Metro Ethernet	MAN	200	Time Warner Cable
ZOO	Metro Ethernet	MAN	200	Time Warner Cable
HOC	Metro Ethernet	MAN	200	Time Warner Cable
GMIA	Metro Ethernet	MAN	100	Time Warner Cable
CITY	Metro Ethernet	MAN	100	Time Warner Cable
DOMES	Metro Ethernet	MAN	10	Time Warner Cable
FLEET	Metro Ethernet	MAN	100	Time Warner Cable
633	Metro Ethernet	MAN	200	Time Warner Cable
FMWEST	Metro Ethernet	MAN	20	Time Warner Cable

4.6.3 Support Processes
- o SolarWinds is used for network monitoring
- o Logs are kept for historical traffic and metrics
- o IPS equipment is in place at firewall locations

- Standardized deployment configuration documented. Backups of all configurations occur on a regular basis.
- No network operations center currently exists, as all monitoring and troubleshooting occurs on a reactive basis
- The network bandwidth is underutilized, less than 50% average utilization. No current congestion issues exist.

4.6.4   Support

2.7 FTEs, spread across three resources, provide operational support.

4.6.5   Activity Levels

All Milwaukee County support activity for network, x86 server, storage, and backup support is in one support queue and cannot currently be broken out into any meaningful detail.

4.7 Security

Milwaukee County is audited regularly by state and federal guidelines, and the frequency and depth of these audits is only expected to increase over time. Due to the nature of Milwaukee County's services, the following are specific regulatory and security requirements the organization strives to meet. The primary regulatory requirements are:

- HIPAA (Health Insurance Portability and Accountability Act) for Protect Health Information (PHI)
- Other federal (e.g. Gramm-Leach-Bliley Act (GLBA) and state laws for Personally Identifiable Information (PII)
- Payment Card Industry (PCI) due to point-of-sale terminals
- Criminal Justice Information Services (CJIS) due to courthouse records and correctional facilities

4.7.1   Hardware and Software

- The IDS/IPS infrastructure and management services are internally supported by the network operations team
- Firewalls do collect log data
- Active Directory monitoring is in place
- Data encryption is not in place

4.7.2   Processes

- Milwaukee County leverages the Service Desk as the initial point of contact for employee identified issues, who is responsible to triage the incident and escalate to network operations
- Milwaukee County does not have a formal Incident Response Plan

4.7.3   Support

The County does not have any dedicated security resources for a formal operational and response capability.

4.7.4 Activity Levels

All Milwaukee County support activity for network, x86 server, storage, and backup support is in one support queue and cannot currently be broken out into any meaningful detail.

4.8 Disaster Recovery

4.8.1 Overview

Milwaukee County has a mainframe disaster recovery contract that is intended to provide the ability to recover all of mainframe services in an IBM facility in Colorado. The last known testing was a success, but the solution has not been tested in the last five years.

4.8.2 Data Center Facilities

Essentially, no disaster recovery capability exists today for the facilities. Milwaukee County uses three production facilities listed previously. Each county department does have an operational plan (COOP), but these plans do not include technical recovery capability. Excipio and the County are in the process of analyzing compute requirements, but this information will not be available until the completion of the RFP process.

4.9 Cross Functional Processes

4.9.1 Overview

Milwaukee County has just started working to implement formal IT service management processes and tools. The capability is very limited to a recently employed change management policy and process.

4.9.2 Hours of Operation

- o Prime business hours are from 8 a.m. to 5 p.m. CST
- o Application and infrastructure maintenance windows vary by area.

4.9.3 Procedures Documentation

Milwaukee County has limited procedures documentation. The following documentation is currently available:

- o Change Management process and procedures documented in SharePoint
- o Additional process documentation is stored on the SharePoint site

4.9.4 Service Level Management

Milwaukee County does not have documented service level objectives or agreements in place today.

4.9.5 Request Management

A formal request management process is in place today. Milwaukee County uses the service desk to log requests in service tickets.

4.9.6 Change Management

Milwaukee County implemented a formal change management process in August 2015. All groups input changes and participate in change approval meetings with the Change Approval Board. Milwaukee County has defined the following change categories:

- o Normal - change to be processes and executed using normal change procedures

- Emergency - changes entered after the fact to document changes made to resolve an incident
- Standard - change that is going through the approval process to be a standard change
- Information Only - used to document vendor changes or other changes that do not require CAB approval

There is no overall maintenance windows used to implement changes, so change windows vary by application and type of change with regard to application support tiers I through IV.

4.9.7 Asset Management

Milwaukee County does not have a formal asset management process. Milwaukee County is using SolarWinds SAM for server assets and relies on manual process spreadsheets. The asset listing is qualified against the County accounting department (Central Business Office) for consistency.

5.0   Requirements

5.1   Overview

The desired direction for this RFP is to transform the County from an on premise model to a service provider's model. The County currently has several major infrastructure issues that need to be immediately addressed by the vendor in this RFP response. The following issues include:

5.1.1   Move All Compute Infrastructure Offsite

The County has the desire to move out of the current data centers as quickly as possible. Acceptable solutions could include an immediate migration of all infrastructure to an interim solution (public or private cloud). Please make sure to explain the recommended methodology and process being proposed in your RFP response.

5.1.2   Hardware Refresh

Much of the infrastructure is ready for refresh. The County has no preconceived solutions that include acquiring the County's outdated hardware. However, the service provider will be required to provide an appropriate solution that meets or beats current performance levels.

5.1.3   TSM Backup Failure

The County has experienced a catastrophic failure in its TSM backup system. The environment has not been updated or upgraded, and is three major versions behind. Human error recently deleted ~4TB of data that could not be recovered from backups. Tapes are not currently numbered, and the system is currently generating numerous errors that have active cases with IBM. As part of the recommended solution, and prior to the move, the service provider needs to provide an interim backup solution to protect the data until it resides on the service provider's production platform.

5.1.4   Mainframe Retirement

The mainframe will not be moved as part of this scope. The service provider is being asked for remote management of the mainframe until it is retired by the County, which is targeted for 12/31/2017. Due to the size of the mainframe (105 MIPS), the amount of data (500 GB), and the outdated operating system, the County realizes upgrading the mainframe would not be financially feasible. The potential service provider is being asked to manage the operational aspects of the mainframe as defined later in this section.

5.2   Infrastructure Scope

5.2.1   Hardware, Software, and Maintenance

- o   The Service provider is to provide all IT hardware, operating system software, and hardware/software maintenance for all environments
- o   The County is to provide all application software licensing
- o   Service provider is responsible for planning, designing, and implementing technology refresh projects (in scope)
- o   Service provider to provide the DR hardware infrastructure in a service provider data center as outlined in Appendix C (DR Infrastructure Requirements)

- Service provider to provide the County with access to the vendor's ITSM-related software tools and any other software the service provider requires to manage Milwaukee County's environment

5.2.2 Data Center, Network, and Transition
- All Milwaukee County IT data center related hardware and software will be migrated to the service provider
- Service provider is responsible for staging and moving any in scope hardware to service provider's data center for hardware that is to be retained
- Service Provider to provide data circuits related to connectivity to its data center(s). Milwaukee County to provide all other data circuits. The address to be used to quote the circuits is:

949 North 9th Street
Milwaukee, WI 53233
(414) 226-7070

5.2.3 Refresh Cycles
Milwaukee County expects the service provider to refresh platforms regularly, and no longer than the guidelines provided below:

- Five-year (or less) refresh platforms
  - Servers
  - Storage and Backup
  - Security equipment - IDS/IPS, firewalls, DLP, etc.
- Seven-year (or less) refresh platforms
  - Network – LAN, WAN, load balancers, etc.

5.3 Support Requirements
The service provider should consider the hardware and software inventories outlined in the Current State section of this RFP and included in Appendices A.1 through A.4.

The requirements for this RFP are captured in Appendix C of this document. Appendix C is a spreadsheet containing the following tabs:

- Performance Standards – target performance expectations (future SLAs)
- Security – functional support requirements
- Cross Functional – functional support requirements
- Data Center – physical data center and functional support requirements
- x86 and UNIX – functional support requirements
- Storage and Backup – functional support requirements
- Network – functional support requirements
- DR Planning and Testing – functional support requirements for overall DR planning and testing. DR support also incorporated into the different functional areas.
- DR Infrastructure – hardware specifications for DR hardware

- Project Hours – additional resource capacity requirements to support customer discretionary projects. Project hours would not be used for technology refresh as technology refresh should be included in the base services.
- Transition – requirements associated with the transition of infrastructure and services to the service provider

Milwaukee County expects the service provider to transition the current state environment to the service provider's environment. Transition should include migrating Milwaukee County's current data center-related IT infrastructure located in MER, G2A, and CITY, excluding the mainframe, to the service provider's data center and taking over the support responsibilities for the current state environment using service provider resources, tools, and processes. Once the transition is complete (or in parallel in some cases), Milwaukee County expects the service provider to transform the environment to implement more robust processes and implement service level management to meet the performance standards outlined in Appendix C.

5.4 Other Key Requirements and Assumptions

Service Providers should incorporate these additional requirements and assumptions into their solutions and pricing.

5.4.1 Resources
- Consideration for onshore versus offshore staff resources supporting this service agreement is not required, but will be preferred.
- Service Provider responsible for all training, staffing, onboarding, administration, etc. of its resources
- Service Provider responsible to provide skills assessment requirements / reporting of its resources, along with on-going training strategy
- Service Provider will align with all Milwaukee County policies, processes, and procedures
- Milwaukee County plans to retain certain IT employees to oversee engineering, governance, and project roles, or be reassigned to other areas of the organization. For the remaining employees, the service provider would have the option, but not the obligation, to interview and hire the existing Milwaukee County employees.
- Service provider should incorporate a pool of project hours as outlined in Appendix C (Project Hours) for discretionary Milwaukee County project work. Discretionary projects excludes any technology refresh, which should be covered as part of the standard services offered.

5.4.2 Contract Terms
- The term for services is five years, not including the transition period
- Service provider should include the option for two, one-year contract extensions

6.0 Service Provider Response Submission Instructions

6.1 Overview and Logistics

The Service Provider response submission includes the following components, each of which are described further below.

Component	Format	File Naming Convention
Service Provider Proposal	Microsoft Word or PDF document	<Company Name>_Proposal.doc
Requirements Matrix	Microsoft Excel spreadsheet	<Company Name>_Requirements.xls
Experience Matrix	Microsoft Excel spreadsheet	<Company Name>_Experience Matrix.xls
Pricing Matrix	Microsoft Excel spreadsheet	<Company Name>_Pricing.xls
Miscellaneous Attachments	Microsoft Excel spreadsheet	<Company Name>_<Attachment Name>

Service providers should submit their RFP responses in electronic format to mniven@excipio.net by 5:00 PM CST on December 18th. Late submissions may not be considered. If your system restricts e-mail with large file attachments, alternative methods can be arranged. Excipio can handle emails up to 20MB. Please indicate ahead of time if you will need to work out another submission method.

Please do not embed any files into your proposal. Provide separate files for the four response components outlined above as well as any additional attachments.

6.2 Service Provider Proposal

Service provider responses must follow this outline and cover the areas outlined below.

6.2.1 Executive Summary

This section should be written to communicate to an executive-level audience; it should outline the Service Provider's commitment to serving the interests of Milwaukee County, the scope of the services, the recommended approach, and the value-added capabilities provided by the Service Provider. Milwaukee County is looking for specifics with respect to why and how the Service Provider will be able to achieve all Milwaukee County's goals and objectives. This document should also present the high-level sequence of events and milestone criteria for the proposed transition of service delivery activities.

The Service Provider should not include any pricing / financial information or estimated savings in the Executive Summary. The Service Provider should limit the length of the Executive Summary to a maximum of five (5) pages inclusive of any charts and exhibits.

6.2.2 Service Provider's Background Information

Provide background on the service provider's business and operations including:

- o Size and scope of service provider's business
- o At least three customers where service provider provides services similar in nature and scope to those outlined in this request.
- o Outline of key partnerships that will contribute to the performance of the services
- o Service provider's qualifications and differentiators
- o Description of service provider's technical and service capabilities
- o List of all quality certifications

- Must be willing to provide a copy of latest SSAE 16 Type II (or equivalent) audit upon request
- Must be able to produce the last three years of financial statements including Income Statement and Balance Sheet upon request

6.2.3 Disclosures, Acknowledgements, and Declarations

Provide disclosures and declarations related to the following areas:

- All exhibits and attachments require acknowledgements and compliance.
- Identify the sections in which service provider has elected not to respond and the reason for not responding.
- Disclose the name, nature of the relationship, and the scope of the activities for any third party that the service provider is dependent on to provide services defined herein. Exclude normal purchasing relationships with vendors providing hardware and software or typical products and services (i.e. maintenance contracts).
- Provide a list of all entities with which service provider has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request. The list should indicate the name of the entity, the relationship, and a description of the conflict.

6.2.4 Proposed Solution

Provide an overview and detailed information to describe the service provider's solution. At a minimum, the solution description should include a description of the service provider's strategy and approach, including any key assumptions regarding the following:

- Data center capabilities, features, location of major data center(s), etc.
- Service management framework
- Account and customer engagement process
- Innovation and service improvement strategies, capabilities, processes, etc.
- Service Level Management - establishing and managing service levels
- IT security (at a minimum, provide an outline that demonstrates the existence and depth of the organization's security practices)

6.2.5 Proposed Project Hours

Please use the following chart below to assume the amount of project time that should be included as part of the proposed solution(s). Regular technology refresh should not be considered project work.

Support Team	Estimated Annual Project Work Hours
Data Center	0
x86 Server	1,080
Mainframe	0
System Administration	800
Storage and Backup	760
Network	1,320
Security	800
Disaster Recovery	0

6.2.6 Transition and Transformation Strategy and Approach

Provide a description of the proposed strategy and approach to transition and transformation including:

- A high level project plan indicating phases and timeframes
- Key planning assumptions
- High level transition team resource expectations and roles and responsibilities for Milwaukee County and the service provider
- Risk mitigation strategies to minimize disruption to Milwaukee County's business and ensure a smooth transition
- Project management framework and approach
- Onboarding of service provider resources including background checks and qualifications
- Onboarding of Milwaukee County employees the vendor chooses to retain, even though the County is not requiring the service provider onboard any of the County's existing staff.

6.3 Requirements Matrix

Appendix C – Requirements Matrix is a spreadsheet that lists all of the requirements for the in scope support services and hardware. Each of the tabs in the spreadsheet represent a different area of requirements as outlined above.

For each tab and requirement in Appendix C - Requirements Matrix (excluding Performance Standards tab), the service provider should indicate if its proposed solution exceeds, meets, partially meets, or does not meet the requirement. The service provider should add comments to qualify its responses, especially for those requirements marked as "exceeds" or "partially meets".

6.4 Experience Matrix

The service provider should complete the Excel spreadsheet titled "Appendix D - Service Provider Experience Matrix". This spreadsheet captures the service provider's experience in the key technologies outlined in this RFP.

6.5 Proposed Pricing

The service provider should include its proposed pricing information using a spreadsheet format. The service provider is allowed to structure the pricing information based on its own pricing mechanisms, assuming the pricing follows the following pricing guidelines:

- One-time transition costs should be identified and separated from other on-going service costs
- On-going service costs should be quoted as *annual* costs and provided separately for each of the following areas:

  - Data Center Facility services
  - Mainframe support services
  - Server support services
  - Storage and backup support services
  - Network support services
  - Security support services
  - Data circuits related to service provider's data center

- Disaster recovery services
- Any additional usage based costs that would be in addition to those costs outlined above

- Pricing mechanisms should be provided to allow for increases and decreases in the volume of support services over time (i.e. ARC/RRC mechanisms).
- Include representative hourly rates for potential out of scope, project related services in the categories appropriate to cover the in scope technologies.

7.0 Appendices

7.1 Appendix A – Milwaukee County Announcements and Requirements

7.1.1 Non-Interest of County Employees and Officials
7.1.2 Code of Ethics
7.1.3 Contract Terms and Funding
7.1.4 Contract Termination
7.1.5 Minimum Wage Rate
7.1.6 EEOC Compliance
7.1.7 Insurance and Indemnity Requirements
7.1.8 Employees
7.1.9 Federal, State, and Local Regulations
7.1.10 Responsible Contractor Policy
7.1.11 Discipline or Discharge of Employees
7.1.12 Intent to Award
7.1.13 Information Release
7.1.14 Appeal

7.2 Appendix B – Current Milwaukee County Inventory

- Appendix B.1 – x86 Windows Server Current State Inventory
- Appendix B.2 – Storage and Backup State Inventory
- Appendix B.3 – Network Current State Inventory
- Appendix B.4 – Data Center Current State Inventory
- Appendix B.5 – zSeries Mainframe Current State Inventory
- Appendix B.6 – Question Submission Template
- Appendix B.7 – Pricing Template

7.3 Appendix C – Requirements Matrix

- Tab – Performance Standards
- Tab – Security Requirements
- Tab – Cross Functional Process Requirements
- Tab – x86 and UNIX Platform Support Requirements
- Tab – Storage and Backup
- Tab – Network System Support Requirements
- Tab – Data Center Support Requirements
- Tab – DR Planning and Testing Requirements
- Tab – Transition Requirements
- Tab – Project Hours Requirements

7.4 Appendix D – Experience Matrix

8.0 Exhibits for Execution

All exhibits require completion and execution as a component of the RFP process. Unless otherwise noted, the exhibits are due and are to be included with your response.

8.1 Exhibit 1 - Intent to Respond Form

Please sign, scan, and email this form indicating your intent to respond to this RFP. The deadline for returning this form is November 25th by 12:00 PM CST. Electronic signatures are acceptable.

To: Meghan Niven (mniven@excipio.net)

Date: _____

Primary Contact: _____

Company: _____

Phone: _____

Fax: _____

E-mail address: _____

Please indicate whether or not you intend to respond to this RFP by checking Yes or No.

RFP Component	Bidding (Y or N)
Data Center	
Mainframe	
x86 Servers	
Cloud Infrastructure	
Storage and Backup	
Network	
Security	
Disaster Recovery	

Our anticipated submission date is: _____

Contact Signature   _____

Title   _____

By signing the above I certify, that I have authorization from the Company named above, to respond to this solicitation.

8.2 Exhibit 2 – Vendor Information Form

This form must be completed and submitted with bid response. It is intended to provide the County with information on the vendor's name and address and the specific persons who were responsible for preparation of the vendor's response. Each vendor must also designate a specific contact person who will be responsible for responding to the County if any clarification of the vendor's response should become necessary.

Vendor Name: _____

Vendor Address: _____

_____

_____

_____

Phone Number: _____   FAX: _____

E-mail: _____

Vendor Response Prepared By: _____

Signature: _____

**Declaration of Commitment to Compliance with
Milwaukee County's Minimum Wage Provision**

Bid/RFP #: _____

In accordance with Chapter 111 of the Milwaukee County Code of General Ordinances, it is the policy of Milwaukee County that certain contractors, subcontractors, lessees and recipients of financial assistance doing business with the county shall pay employees performing part or full time work for the county a minimum wage rate. The current required minimum wage rate is as follows:

Effective Date	Base Wage Required ($ per hour)
June 1, 2015	$11.66

Milwaukee County's Minimum Wage Ordinance generally applies to employers with more than 20 employees that entered into one of the following types of contracts or agreements as of June 1, 2014:

- Service Contracts under Chapter 32 of the Milwaukee County Code of General Ordinances
- Certain Personal Care/Supportive Home Care Services provided by agencies that contract exclusively with Milwaukee County
- Concession Contracts
- Lease Agreements
- Economic Development Financial Assistance Agreements

Exemptions to the policy are listed in section 111.03(2), Milwaukee County Ordinances.

In order to be considered responsive to the Bid/RFP, you must submit this form.

The undersigned hereby agrees to the following:

- To pay all workers employed by the Contractor in the performance of this contract, whether on a full time or part time basis, a base wage of not less than the minimum wage rate as determined annually by Milwaukee County.

- New rates that go into effect (annually on the last business day of February) will be adhered to promptly.

- To provide the Milwaukee County Office of the Comptroller-Audit Services Division a Declaration of Compliance and supporting payroll data every three (3) months during the contract term and within 10 days following the completion of the contract.

- To procure and submit a like Declaration and supporting payroll data from every subcontractor employed by the contractor.

☐ I believe that I am exempt from Chapter 111 for the following reasons:

_____

_____

Please attach documentation to substantiate your claim of an exemption. Milwaukee County will review the documentation you provide; if your exemption is not substantiated, your proposal/bid will be deemed unresponsive, and will be removed from further consideration.

I declare under penalty of perjury that the forgoing is true and correct. I have read and understand Chapter 111 of the Milwaukee County Ordinances. I have executed this Declaration on _____ (date).

Company Name: _____

Authorized Signature: _____

Printed Name: _____

8.4 Exhibit 4 – Insurance and Indemnity Acknowledgement Form

Vendor must at the time of the contract award provide to the County proof of all Liability clauses listed below:

Indemnity:

The parties agree to the fullest extent permitted by law, to indemnify, defend and hold harmless, the other party and its agents, officers and employees, from and against all loss or expenses including cost and attorney's fees by reason of liability for damages including suits at law or in equity, caused by any wrongful, intentional, or negligent act or omission of the indemnifying party, or its (their) agent(s) which may arise out of or are connected with the activities covered by this Agreement. The County's liability shall be limited by Wis. Stat. Section 893.80 for general liability.

The foregoing obligations are conditioned upon: (a) prompt written notice by the indemnified party to the indemnifying party of any claim, action or demand for which indemnity is claimed, provided however that the failure to give such notice shall not relieve the indemnifying party of its obligations hereunder except to the extent that such indemnifying party is materially prejudiced by such failure; (b) complete control of the defense and settlement thereof by the indemnifying party, provided that no settlement of an indemnified claim shall be made without the written consent of the indemnified party; and (c) reasonable cooperation by the indemnified party in the defense as the indemnifying party may request. The indemnified party shall have the right to participate in the defense against the indemnified claims with counsel of its choice at its own expense.

Insurance:

Contractor shall purchase and maintain policies of insurance and proof of financial responsibility to cover costs as may arise from claims of tort, statutes, and benefits under Workers' Compensation laws, as respects damage to persons or property and third parties in such coverages and amounts as required and approved by the County Director of Risk Management and Insurance. Acceptable proof of such coverages shall be furnished to the Director of Risk Management and Insurance prior to services commenced under this professional service Contract.

It is understood and agreed that Contractor shall obtain information on the professional liability coverages of all sub-consultants and/or sub-contractors in the same form as specified above for review of the County.

Type of Coverage	Minimum Limits
Wisconsin Workers' Compensation	Statutory (Waiver of Subrogation for Workers Comp by Endorsement)
Employer's Liability	$100,000/$500,000/$100,000
Commercial Or Comprehensive General Liability	
• General Aggregate	$1,000,000 Per Occurrence
• Bodily Injury & Property Damage	$1,000,000 Aggregate

- Personal Injury $1,000,000 Per Person

- Contractual Liability $1,000,000 Per Occurrence

- Fire Legal Liability $50,000 Per Occurrence

Professional Liability

- Errors & Omissions $1,000,000 Per Occurrence

Automobile Liability

- Bodily Injury & Property Damage $1,000,000 Per Accident

- All Autos-Owned, non-owned

- Uninsured Motorists Per Wisconsin Requirements

Milwaukee County, as its interests may appear, shall be named as an additional insured for general, automobile, as respects the services provided in this Contract. Disclosure must be made of any non-standard or restrictive additional insured endorsement, and any use of non-standard or restrictive additional insured endorsement will not be acceptable. Notice of cancellation, nonrenewal, or material change shall be afforded to the county in accordance with the provisions of the policies.

The insurance specified above shall be placed with at least an A-/VIII rated carrier per Best's Rating Guide approved to do business in the State of Wisconsin. Any deviations or waiver of required coverages or minimums shall be submitted in writing and approved by the County Director of Risk Management and Insurance as a condition of this Contract. Waivers may be granted when surplus lines and specialty carriers are used.

A Certificate of Insurance shall be submitted for review to the County for each successive period of coverage for the duration of this Contract.

Except for Worker's Compensation and Employers Liability, Milwaukee County shall be named as and Additional Insured in the general and automobile liability policies as its interests may appear as respects the services provided in this agreement. A waiver of subrogation shall be afforded to Milwaukee County on the Workers' Compensation policy. A thirty (30) day written notice of cancellation or non-renewal shall be afforded to Milwaukee County.

The insurance specified above shall be placed with an A rated carrier per Best's Rating Guide approved to do business in the State of Wisconsin. Any deviations or waiver of required coverages or minimums shall be submitted in writing and approved by Milwaukee County's Risk Manager as a condition of this agreement.

A certificate of insurance shall be submitted for review to Milwaukee County for each successive period of coverage for the duration of this agreement.

Insurance and Indemnity Acknowledgement Form

The undersigned certifies and represents an understanding of Milwaukee County's Insurance and Indemnification requirements. The undersigned acknowledges that Milwaukee County is, in part, relying on the information contained in this proposal in order to evaluate and compare the response to the RFP.

_____
Vendor's Name

_____
Title

_____
Signature

_____
Date

8.5 Exhibit 5 – CONFLICT OF INTEREST STIPULATION

For purposes of determining any possible conflict of interest, all vendors submitting a proposal in response to this RFP must disclose if any Milwaukee County employee, agent or representative or an immediate family member is also an owner, corporate officer, employee, agent or representative of the business submitting the bid. This completed form must be submitted with the proposal. Furthermore, according to the Milwaukee County Code of Ethics, no person may offer to give to any County officer or employee or immediate family member, may solicit or receive anything of value pursuant to an understanding that such County representative's vote, official actions or judgment would be influenced thereby.

Please answer below either YES or NO to the question of whether any MC employee, agent or representative or immediate family member is involved with your company in any way:

YES   _____

NO   _____

IF THE ANSWER TO THE QUESTION ABOVE IS YES, THEN IDENTIFY THE NAME OF THE INDIVIDUAL, THE POSITION WITH MC, AND THE RELATIONSHIP TO YOUR BUSINESS:

NAME _____

COUNTY POSITION

_____

BUSINESS RELATIONSHIP

_____

THE APPROPRIATE CORPORATE REPRESENTATIVE MUST SIGN AND DATE BELOW:

PRINTED NAME _____

AUTHORIZED SIGNATURE _____

TITLE _____

DATE _____

8.6 Exhibit 6 – SWORN STATEMENT OF BIDDER

I, being first duly sworn at _____ ,

City, State

On oath, depose and say I am the _____

Official Title

Of the Bidder, _____ ,

Name of Company

Do state the following: that I have fully and carefully examined the terms and conditions of this Request for Proposal, and prepared this submission directly and only from the RFP and including all accessory data. I attest to the facts that:

- I have reviewed the RFP, all related exhibits and attachments, questions and answers, addenda, and information provided through MC, in detail before submitting this proposal.

- I have indicated review, understanding and acceptance of the RFP (or relevant service component being bid upon).

- I certify that all statements within this proposal are made on behalf of the Bidder identified above.

- I have full authority to make such statements and to submit this proposal as the duly recognized representative of the Bidder.

- I further stipulate that the said statements contained within this proposal are true and correct and this sworn statement is hereby made a part of the foregoing RFP response.

_____

Signature

_____

Legal Address

Subscribed and sworn to before me

This _____ **day of** _____, _____

Notary Public, _____ **County**

State of _____

My commission expires _____ .

8.7 Exhibit 7 – Cover Sheet for Technical Proposal

In submitting and signing this proposal, we also certify that we have not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free trade or competition; that no attempt has been made to induce any other person or firm to submit or not to submit a proposal; that this proposal has been independently arrived at without collusion with any other vendor, competitor, or potential competitor; that this proposal has not knowingly been disclosed prior to the opening of the proposals to any other vendor or competitor; that the above statement is accurate under penalty of perjury.

In submitting and signing this proposal, we represent that we have thoroughly read and reviewed this Request for Proposal and are submitting this response in good faith. We understand the requirements of the program and have provided the required information listed within the Request for Proposal.

The undersigned certifies and represents that all data, pricing, representations, and other information of any sort or type, contained in this response, is true, complete, accurate, and correct. Further, the undersigned acknowledges that Milwaukee County is, in part, relying on the information contained in this proposal in order to evaluate and compare the responses to the RFP for Professional Services.

_____

Vendor's Name

_____

Title

_____

Signature

_____

Date

8.8 Exhibit 8 – Cover Sheet for Pricing Proposal

In submitting and signing this proposal, we also certify that we have not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free trade or competition; that no attempt has been made to induce any other person or firm to submit or not to submit a proposal; that this proposal has been independently arrived at without collusion with any other vendor, competitor, or potential competitor; that this proposal has not knowingly been disclosed prior to the opening of the proposals to any other vendor or competitor; that the above statement is accurate under penalty of perjury.

In submitting and signing this proposal, we represent that we have thoroughly read and reviewed this Request for Proposal and are submitting this response in good faith. We understand the requirements of the program and have provided the required information listed within the Request for Proposal.

The undersigned certifies and represents that all data, pricing, representations, and other information, of any sort or type, contained in this response, is true, complete, accurate, and correct. Further, the undersigned acknowledges that Milwaukee County is, in part, relying on the information contained in this proposal in order to evaluate and compare the response to the RFP for Professional Services.

_____

Vendor's Name

_____

Title

_____

Signature

_____

Date

8.9 Exhibit 9 – EEOC Compliance
YEAR 2014 EQUAL EMPLOYMENT OPPORTUNITY CERTIFICATE FOR MILWAUKEE COUNTY CONTRACTS TO BE COMPLETED AND SIGNED BY ALL APPLICANTS

In accordance with Section 56.17 of the Milwaukee County General Ordinances and Title 41 of the Code of Federal Regulations, Chapter 60, SELLER or SUCCESSFUL PROPOSER or CONTRACTOR or LESSEE or (Other-specify), (Hence forth referred to as CONTRACTOR) certifies to Milwaukee County as to the following and agrees that the terms of this certificate are hereby incorporated by reference into any contract awarded.

Non-Discrimination

CONTRACTOR certifies that it will not discriminate against any employee or applicant for employment because of race, color, national origin, sex, age or handicap which includes but is not limited to the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training including apprenticeship.

CONTRACTOR will post in conspicuous places, available to its employees, notices to be provided by the County setting forth the provision of the non-discriminatory clause.

A violation of this provision shall be sufficient cause for the County to terminate the contract without liability for the uncompleted portion or for any materials or services purchased or paid for by the contractor for use in completing the contract.

Affirmative Action Program

CONTRACTOR certifies that it will strive to implement the principles of equal employment opportunity through an effective affirmative action program, which shall have as its objective to increase the utilization of women, minorities, and handicapped persons and other protected groups, at all levels of employment in all divisions of the seller's work force, where these groups may have been previously under-utilized and under-represented.

CONTRACTOR also agrees that in the event of any dispute as to compliance with the foretasted requirements, it shall be his responsibility to show that he has met all such requirements.

Non-Segregated Facilities

CONTRACTOR certifies that it does not and will not maintain or provide for its employees any segregated facilities at any of its establishments, and that it does not permit its employees to perform their services at any location under its control, where segregated facilities are maintained.

Subcontractors

CONTRACTOR certifies that it has obtained or will obtain certifications regarding non-discrimination, affirmative action program and non-segregated facilities from proposed subcontractors that are directly related to any contracts with Milwaukee County, if any, prior to the award of any subcontracts, and that it will retain such certifications in its files.

Reporting Requirement

Where applicable, CONTRACTOR certifies that it will comply with all reporting requirements and procedures established in Title 41 Code of Federal Regulations, Chapter 60.

Affirmative Action Plan

CONTRACTOR certifies that, if it has 50 or more employees, it will develop and/or update and submit (within 120 days of contract award) an Affirmative Action Plan to: Audit Compliance Manager, Milwaukee County Department of Audit, 2711 West Wells Street, Milwaukee, WI 53208 [Telephone No.: (414) 278-4206]. CONTRACTOR certifies that, if it has 50 or more employees, it has filed or will develop and submit (within 120 days of contract award) for each of its establishments a written affirmative action plan. Current Affirmative Action plans, if required, must be filed with any of the following:

The Office of Federal Contract Compliance Programs or the State of Wisconsin, or the Milwaukee County Department of Audit, 2711 West Wells Street, Milwaukee, WI 53208 [Telephone No.: (414) 278-4206].

If a current plan, has been filed indicate where filed _____ and the year covered_____.

CONTRACTOR will also require its lower-tier subcontractors who have 50 or more employees to establish similar written affirmative action plans.

Employees

CONTRACTOR certifies that it has (No. of Employees) ___employees   in   the   Standard   Metropolitan Statistical Area (Counties of Milwaukee, Waukesha, Ozaukee and Washington, Wisconsin) and (No. of Employees) ____employees in total.

Compliance

CONTRACTOR certifies that it is not currently in receipt of any outstanding letters of deficiencies, show cause, probable cause, or other notification of noncompliance with EEOC regulations.

Executed this__day of_____, 20___by: Firm
Name_____

By _____Address
_____

       (Signature)

Title_____City/State/Zip _____

8.10 Exhibit 10 – Certification Regarding Debarment and Suspension

The applicant certifies to the best of its knowledge and belief, that its' principals, owners, officers, shareholders, key employees, directors and member partners: (1) are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency; (2) have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; (3) are not presently indicted for or otherwise criminally charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in (2) of this certification; and, (4) have not within a three-year period preceding this proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

Authorized Signature: _____ Date: _____

Printed Name: _____ Title: _____

Company: _____

8.11 Exhibit 11 – Proprietary Information Disclosure Form

The attached material submitted in response to the Request for Proposal includes proprietary and confidential information, which qualifies as a trade secret, as provided in s. 19.36(5), Wis. Stats. or is otherwise material that can be kept confidential under the Wisconsin Open Records Law. As such, we ask that certain pages, as indicated below, of this proposal response be treated as confidential material and not be released without our written approval.

Prices always become public information and therefore cannot be kept confidential.

Other information cannot be kept confidential unless it is a trade secret. Trade secret is defined in s. 134.90(1)(c). Wis. Stats. as follows: "Trade Secret" means information, including a formula, pattern, compilation, program, device, method, technique or process to which all of the following apply:

- The information derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by, other persons who can obtain economic value from its disclosure or use.
- The information is the subject of efforts to maintain its secrecy that are reasonable under the circumstances.

We request that the following pages not be released:

Section   Page #   Topic

_____

_____

IN THE EVENT THE DESIGNATION OF CONFIDENTIALITY OF THIS INFORMATION IS CHALLENGED, THE UNDERSIGNED HERBY AGREES TO PROVIDE LEGAL COUNSEL OR OTHER NECESSARY ASSISTANCE TO DEFEND THE DESIGNATION OF CONFIDENTIALITY AND AGREES TO HOLD MILWAUKEE COUNTY HARMLESS FOR ANY COSTS OR DAMAGES ARISING OUT OF MILWAUKEE COUNTY'S AGREEMENT TO WITHHOLD THE MATERIALS.

Failure to include this form in the Request for Proposal may mean that all information provided as part of the proposal response will be open to examination and copying. Milwaukee County considers other markings of confidential in the proposal document to be insufficient. The undersigned agrees to hold Milwaukee County harmless for any damages arising out of the release of any materials unless they are specifically identified above.

Company Name_____

Authorized Representative (Signature) _____

Authorized Representative (Print) _____

Date _____

Data Center	Type	Tier Rating	Square Feet in Use	Total Square Footage	Critical Load (kW)	Racks	Estimated Construction Date
MER	Owned	I	Unknown	1,500	14	14	Unknown
G2A	Owned	I	Unknown	360	25	10	Unknown
CITY	Leased	I	Unknown	Unknown	6	5	Unknown

Tracking #	Document Reference	Vendor Question	Milwaukee County Response
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Cost Component	2016	2017	2018	2019	2020	Total
One Time Transition Costs						
Server Services						$ -
Storage and Backup Services						$ -
Mainframe Services						$ -
Network Services						$ -
Security Services						$ -
Data Circuits Costs						$ -
Disaster Recovery Services						$ -
Other (Specify)						$ -
One-Time Costs (CapEx)	$ -	$ -	$ -	$ -	$ -	$ -

Ongoing Operations Costs						
Server Services						$ -
Storage and Backup Services						$ -
Mainframe Services						$ -
Network Services						$ -
Security Services						$ -
Data Circuits Costs						$ -
Disaster Recovery Services						$ -
Other (Specify)						$ -
Recurring Costs (OpEx)	$ -	$ -	$ -	$ -	$ -	$ -

| **Total Cost** | $ - | $ - | $ - | $ - | $ - | $ - |

Notes:

1) Fill in cells colored BLUE - all other cells calculate automatically

2) Enter all costs as total annual dollars (do not use monthly, or other financial formats such as 100K or 1.3 M)

3) If another category is required, you may edit B14 but must explain the additional category contents and the reason

Area	Requirement Reference	Requirement	Does Not Meet Partially Meets Meets Exceeds	Comments
	Data Center 1.0	Provide data center location of operations in the State of Wisconsin. Milwaukee, Wisconsin area preferred, but not required.		
Capacity and Infrastructure	Data Center 1.1	Provide data center capacity to support ~20 Racks of IT hardware and 50 kW of IT critical load (based on current IT hardware infrastructure)		
	Data Center 1.2	Provide concurrently maintainable infrastructure (consistent with an Uptime Institute Tier III or a TIA-943 Rating III standard)		
	Data Center 1.3	Provide secure cage space		
Physical Security	Data Center 1.4	Provide lockable cabinets		
	Data Center 1.5	Provide restricted access to the data center with minimum two factor authentication		
	Data Center 1.6	Provide closed circuit television monitoring 24 hours a day and 365 days a year with recording/playback capability for no less than 30 days		
	Data Center 1.7	Provide on site technical and security personnel 24X7X365		
Staffing and Support	Data Center 1.8	Provide rack and configuration support to install IT equipment in cabinets and connect to storage and network equipment as requested.		
	Data Center 1.9	Provide shipping and receiving support to receive shipments and/or pack and ship IT equipment on behalf of customer.		
Operations and Monitoring	Data Center 1.10	Provide facility monitoring of electrical and cooling infrastructure to ensure consistent and acceptable environment for computing assets		
	Data Center 1.11	Provide diverse telecommunications carrier infrastructure (multiple physical points of entry) of at least two carriers		
Network Circuits	Data Center 1.12	Provide diverse local exchange carrier access of at least two carriers		
	Data Center 1.13	Provide internet bandwidth of 10 Gbps		
	Data Center 1.14	Provide flexibility to burst internet bandwidth for short periods (i.e. hours) up to 100 Mbps		

Please complete the following for each functional area:

Functional Area	Specific Technology	Years Providing Specific Service	Number of Current Customers	Estimated Total Current Instances/ Devices Under Management	Number of Onshore Qualified Support FTEs	Number of Offshore Qualified Support FTEs
x86	VmWare					
	Windows Server					
Storage and Backup	Tivoli Storage Manager					
Network	Cisco network switching					
	Cisco IPS security					
	Cisco ASA firewalls					

7.1 Appendix A – Milwaukee County Announcements and Requirements

7.1.1 NON-INTEREST OF COUNTY EMPLOYEES AND OFFICIALS

No County official, employee or representative on the evaluation committee shall have any financial interest, either direct or indirect, in the proposal or contract or shall exercise any undue influence in the awarding of the contract.

No Milwaukee County employee, officer or agent shall participate in the selection, award or administration of a contract if a conflict of interest, real or apparent, would be involved.

Milwaukee County Specific Requirements; No person(s) with a personal financial interest in the approval or denial of a contract or proposal being considered by a county department or with an agency funded and regulated by a county department, shall make a campaign contribution to any county elected official who has approval authority over that contract or proposal during its consideration. Contract or proposal consideration shall begin when a contract or proposal is submitted directly to a county department or to an agency funded or regulated by a county department until the contract or proposal has reached final disposition, including adoption, county executive action, proceedings on veto (if necessary) or departmental approval.

7.1.2 CODE OF ETHICS

Proposers shall strictly adhere to Chapter 9 of the Milwaukee County Code of General Ordinances Code of Ethics, with particular attention to Subsection 9.05(2)(k):

"No campaign contributions to county officials with approval authority: No person(s) with a personal financial interest in the approval or denial of a contract or proposal being considered by a county department or with an agency funded and regulated by a county department, shall make a campaign contribution to any county elected official who has approval authority over that contract or proposal during its consideration. Contract or proposal consideration shall begin when a contract or proposal is submitted directly to a county department or to an agency funded or regulated by a county department until the contract or proposal has reached final disposition, including adoption, county executive action, proceedings on veto (if necessary) or departmental approval. This provision does not apply to those items covered by section 9.14 unless an acceptance by an elected official would conflict with this section. The language in subsection 9.05(2)(k) shall be included in all Requests for Proposals and bid documents."

7.1.3 CONTRACT TERMS AND FUNDING

The contract shall be between the County of Milwaukee, known as the "County" and the successful proposer known as the "Contractor".

Continuance of the contract beyond the limits of funds available shall be contingent upon appropriations of the necessary funds and the termination of this contract by lack of appropriations shall be without penalty. All proposers are notified that Milwaukee County reserves the right to delete or modify any task

from the Scope of Services at any time during the course of the bid process. All proposers are notified that contracts are contingent upon Federal, State, and local appropriations.

Any final contract structure resulting from this RFP may be subject to negotiation and the required approvals by Milwaukee County.

7.1.4 CONTRACT TERMINATION
Milwaukee County in its sole discretion may, in the case of a termination for breach or default, allow the Contractor 30 days in which to cure a defect. In such case, the notice of termination will state the time period in which cure is permitted and other appropriate conditions. Milwaukee County, by written notice, may terminate this contract, in whole or in part, when it is in the Government's interest. If this contract is terminated, Milwaukee County shall be liable only for payment under the payment provisions of this contract for services rendered before the effective date of termination.

In the event the contractor terminates the contract, such termination will require written notice to that effect to be delivered by the contractor to the County not less than ninety (90) days prior to said termination and shall assist and provide for an orderly transition of services.

7.1.5 MINIMUM WAGE RATE
This RFP, acquisition and any resulting agreement must conform to Chapter 111 of the Milwaukee County Code of General Ordinance – Minimum Wage.

In accordance with Chapter 111 of the Milwaukee County Code of General Ordinances, it is the policy of Milwaukee County that certain contractors, subcontractors, lessees and recipients of financial assistance doing business with the county shall pay employees performing part of full time work for the county a minimum wage rate. This rate is currently established at $11.66/hour.

As a matter of responsiveness to this RFP, all proposers must complete 'Exhibit 3 – Declaration of Commitment to Compliance to Milwaukee County's Minimum Wage Provision".

It is the proposer's responsibility to familiarize themselves with the requirements of MCGO Chapter 111 and maintain compliance.

Additional information can be found at:

http://county.milwaukee.gov/ImageLibrary/Groups/cntyDAS/Procurement/livingwage.pdf
https://library.municode.com/HTML/12598/level2/MICOCOGEORVOI_CH111MIWA.html

7.1.6 EEOC COMPLIANCE
All proposers shall complete and submit Equal Employment Opportunity Commission (EEOC) Compliance Certificate (Exhibit 9).

7.1.7 INSURANCE AND INDEMNITY REQUIREMENTS
All proposers shall complete, sign and submit the "Insurance and Indemnity Acknowledgement Form" (Exhibit 4). This form outlines required insurance requirements for contractor related to this acquisition and proposer's ability and commitment to provide.

7.1.8   EMPLOYEES
The contractor shall utilize as many permanent employees on this contract whenever possible. The contractor shall utilize only workers that are skilled in the tasks to which they are assigned and can provide the highest quality of performance consistently on a daily basis. A contractual commitment of dependable, steady service is required.

7.1.9   FEDERAL, STATE AND LOCAL REGULATIONS
The successful Proposer shall be required, and hereby agrees, to comply with all applicable Federal, State and Local laws and regulations during the term of any agreement, including, but not limited to the regulations listed in this RFP. Successful proposers will be required to enter into and maintain an agreement with Milwaukee County that complies with all Federal, State, and local, health, accessibility, environmental and safety laws, regulations, standards and ordinances.

7.1.10   RESPONSIBLE CONTRACTOR POLICY
The County of Milwaukee recognizes superior service requires that service contractors hire well-trained and dedicated staff. Assuring the availability of a qualified staff and avoiding labor disruption and costly employee turnover to treat workers fairly and to abide by applicable labor laws. The County of Milwaukee supports the development of a healthy business environment. Therefore, the County of Milwaukee maintains the following requirement. Contractors shall abide by all applicable local, state and federal laws. Contactors shall at all times maintain safe and healthful working conditions and abide by all applicable wage and hour regulations and prohibitions against child labor. Contractors' working conditions shall conform to the standards set by the Federal OSHA. Contractors shall on request provide to the County a report on their compliance. The County recognizes the right of an employee to self-organization and the right to form, join or assist labor organizations to bargain collectively through representatives of their own choosing, and to engage in lawful, concerted activities for the purpose of collective bargaining or other mutual aid or protection and, conversely, the right of such employees to refrain from any or all such activities. All proposers shall provide working conditions for services of a similar character in a similar locality in which the services are performed.

7.1.11   DISCIPLINE OR DISCHARGE OF EMPLOYEES
Any contractor's employee whose employment or performance is objectionable to the county shall be immediately transferred from the County's project. A request by the County to transfer an employee shall not constitute an order to discipline or discharge the employee. All actions taken by the contractor in regard to employee discipline shall be at the sole discretion of the contractor. The County shall be held harmless in any disputes the contractor may have with the contractor's employees. This shall include, but is not limited to, charges of discrimination, harassment, and discharge without just cause.

7.1.12   INTENT TO AWARD
An Intent to Award will be issued and all proposers will be notified. Milwaukee County reserves the right to negotiate with the selected proposer, at its option, regarding the terms of a contract and other issues to be incorporated into the contract.

In the event that a successful agreement cannot be executed, Milwaukee County reserves the right to proceed with contract negotiations with the other responsive, qualified bidders to provide service.

Prior to execution of any final agreement, Risk Management shall make a recommendation of award and request approval of the County Executive and the County Board of Supervisors, if required. An agreement will only be fully executed following final approval by the County Board of Supervisors and County Executive, as and if required.

7.1.13 INFORMATION RELEASE

All materials submitted become the property of Milwaukee County. Any restriction on the use of data contained within a request must be clearly stated in the bid itself. Proprietary information submitted in response to a request will be handled in accordance with applicable Milwaukee County Ordinances, State of Wisconsin procurement regulations, and the Wisconsin public records law. Proprietary restrictions normally are not accepted. However, when accepted, it is the vendor's responsibility to defend the determination in the event of an appeal or litigation.

Data contained in a Request for Proposal, all documentation provided therein, and innovations developed as a result of the contracted commodities or services cannot be copyrighted or patented. All data, documentation and innovations become the property of Milwaukee County.

Milwaukee County may, at any time during the procurement process, request and/or require additional disclosures, acknowledgments, and/or warranties, relating to, without limitation, confidentiality, EEOC compliance, collusion, disbarment, and/or conflict of interest.

Any materials submitted by the applicant in response to this Request for Proposal that the applicant considers confidential and proprietary information and which proposer believes qualifies as a trade secret, as provided in s. 19.36(5), Wis. Stats, or material which can be kept confidential under the Wisconsin public record law, must be identified on the Designation of Confidential and Proprietary Information form (Exhibit 11 – Proprietary Information Disclosure). Confidential information must be labeled as such. Costs (pricing) always becomes public information and therefore cannot be kept confidential. Any other requests for confidentiality MUST be justified in writing on the form provided and included in the bid submitted. Milwaukee County has the sole right to determine whether designations made by a proposer qualify as trade secrets under the Wisconsin public records law.

7.1.14 APPEAL

Protests and appeals related to this RFP after issuance of an "Intent to Award" are subject to the provisions of the Milwaukee County Code of General Ordinances, Chapter 32. Appeal process information is available at http://www.municode.com/Library/WI/Milwaukee_County.

Area	Requirement Reference	Requirement	Does Not Meet / Partially Meets / Meets / Exceeds	Comments
Audit Logging and Monitoring	Security 1.00	Create and maintain logs for auditing and monitoring of all production servers, storage, and network devices. Logging will include: • Changes to user privileges • Firewall, proxy, DNS, DHCP logs • Unsuccessful login attempts • End Point Protection logs • Server Operating System logs • Routers and switch logs • Load balancers • MS SQL, Oracle, and DB2 database instances • Application logs for over 100 applications		
	Security 1.01	Maintain logs for a minimum of 6 months and maximum of 12 months.		
	Security 1.02	Support forensic research as requested by Milwaukee County.		
Cryptographic Standard	Security 2.00	Where required by law, ensure all Confidential Information is encrypted at rest		
	Security 3.00	Manage firewalls in compliance with mutually agreed upon and industry best practices to protect Milwaukee County from a security breach, intrusion, or any other unauthorized attempt to access Milwaukee County data and systems.		
Firewall Standards	Security 3.01	Ensure all external network connections are terminated at the firewall. Ensure all firewall rules are validated at least annually Ensure network traffic events are logged to provide for historical research		
	Security 3.02	Cooperate with, and support Milwaukee County IT Security team in audit of firewall and router rule sets.		
Vulnerability Management	Security 4.00	Perform system patching for all physical and virtual servers, including remote offices, no less than monthly for all devices in scope.		
	Security 4.01	Perform vulnerability scanning annually for all in scope IT platforms and networks, review the deficiencies with Milwaukee County, and remediate all issues approved by Milwaukee County.		
	Security 5.00	Cooperate with, and support Milwaukee County IT security investigations as required		
	Security 5.01	Notify Milwaukee County's IT security incident contact when a security event has occurred or is potentially about to occur.		
	Security 5.02	Document all information and observations that would potentially assist in the detection, remediation, and/or investigation of security incidences.		
	Security 5.03	Support remediation of a security incident as it relates to the service provider's in scope IT platforms and networks.		
	Security 5.04	Protect physical security incident evidence to help ensure the integrity of the evidence for forensic and legal purposes.		
Security Incident and Event Management	Security 5.05	Provide any necessary appliances, software licenses, and "agents" needed		
	Security 5.06	Normalize operations by ensuring audit/monitoring settings are configured appropriately, establishing baseline levels by classifier, establishing minimum and maximum log quantity thresholds, etc.		

Category	ID	Requirement
	Security 5.07	Monitor 24X7X365 for the following potential security issues: • User and system activity • Activity patterns reflecting known attacks • Activity patterns inconsistent with baseline expectations • Security policy adherence
	Security 5.08	Post reports, alerts, and events "to the portal" for client access and review and allow client to initiate queries against the portal data
	Security 5.09	Research security events and escalate specific alerts that require further client attention and review
	Security 5.10	Prioritize events and provide informational, low, and medium events on a daily basis for client review, route high priority events to the vendor's Security Operations Center for review
	Security 6.00	Maintain PCI-DSS compliance for the in scope IT platforms and networks.
	Security 6.01	Provide annual attestation as to service provider's PCI-DSS compliance by a qualified auditor, or, submit to and comply with annual compliance audit by Milwaukee County designated auditors.
	Security 6.02	Provide annual attestation as to service provider's HIPAA-PII/PHI compliance by a qualified auditor, or, submit to and comply with annual compliance audit by Milwaukee County designated auditors.
Compliance and Audit	Security 6.03	Provide annual SOC2 (SOC3 preferred) report that is based on the implementation of a widely adopted risk management framework (i.e. ISO 27000 or similar) and has been independently attested by a reputable auditor.
	Security 6.04	Complete a data usage and protection agreement
	Security 6.05	Comply with all federal and state laws
	Security 6.06	Where applicable and required by law, ensure compliance with Federal Bureau of Investigation's Criminal Justice Information System (CJIS) security standards
	Security 6.07	Complete a Standard Information Gathering (SIG) or SIGLite questionnaire
	Security 7.00	Ensure a processes for securing and hardening network devices is defined/documented
	Security 7.01	Ensure all device installations are restricted to System Administrators only
	Security 7.02	Ensure unsecure protocols (like telnet) are not used to access network devices
	Security 7.03	Provide a DMZ environment within the network that ONLY transmits data (does not process or store)
	Security 7.04	Ensure URL filtering is employed prior to accessing the internet
	Security 7.05	Ensure Freeware or shareware applications are not installed
Network Security	Security 7.06	All network devices are configured to prevent communication from unapproved networks
	Security 7.07	TACACS+ or similar is used to control access to network devices
	Security 7.08	Access to diagnostic and/or maintenance ports are restricted on network devices
	Security 7.09	Analog lines are not in use
	Security 7.10	Modems are not connected to our network or they are limited to outbound only
	Security 7.11	Support all external audit requests as needed

EXHIBIT B.1. - IT BASE SERVICE REQUIREMENTS

Area	Requirement Reference	Requirement	Does Not Meet Partially Meets Meets Exceeds	Comments
Hours of Operations	Cross Functional 1.00	Provide the in-scope services on a 24X7X365 basis.		
	Cross Functional 2.00	Provide customer facing IT liaison who focuses on translating business requirements into technology requirements and IT solutions.		
Customer/Business Management	Cross Functional 2.01	Implement a Single Point of Contact (SPOC), in addition to the service desk, for the customer that provides day-to-day oversight of the services and a channel for escalation of issues related to the services.		
	Cross Functional 2.02	Provide an on-going process (at least quarterly) for Service Provider's management level organization to participate in. Also, oversee both on-going performance of the services, and long-term strategy for the relationship and services.		
	Cross Functional 2.03	Conduct a service provider-administered Customer Satisfaction Survey on an annual basis. Vendor will share the results with the customer and develop action plans to improve service where applicable.		
Customer Portal	Cross Functional 3.00	Provide an on-line customer portal that provides all customer related SLA reporting, billing, and monthly operating metrics.		
Procedures Documentation	Cross Functional 4.00	Create and maintain documentation of all operations procedures.		
	Cross Functional 4.01	Create and maintain a Customer Run Book, which contains any and all operating procedures that are specific to customer's environment.		
Continuous Improvement	Cross Functional 5.0	Develop and employ a service improvement program designed to promote performance of the services at a high level of quality, focusing on measuring and improving reliability, system performance, cost effectiveness, and customer satisfaction.		
IT Service Mgmt. Tools	Cross Functional 6.00	Provide an IT Service Management (ITSM) tool to capture all customer incident, change, and asset information for all IT users		
	Cross Functional 7.00	Provide single contact number (i.e. Service Desk) for coordination of all incident activity.		
	Cross Functional 7.01	Log and classify reported incidents in an incident tracking tool.		
	Cross Functional 7.02	Prioritize incidents according to agreed severity levels.		
Incident Management	Cross Functional 7.03	Resolve incidents in a timely manner per severity and SLA performance standards		
	Cross Functional 7.04	Escalate to, and coordinate with the customer staff and/or third party support resources as necessary to resolve system issues.		
	Cross Functional 7.05	Provide monthly reporting and metrics on incident activity.		
	Cross Functional 7.06	Implement a communication process to notify end users and business leadership of key outages		
Problem Management	Cross Functional 8.00	Track reoccurring incidents (problems) and perform Root Cause Analysis to remediate chronic issues.		
	Cross Functional 8.01	Perform Root Cause Analysis within 5 business days for any severity 1 incident.		
	Cross Functional 9.00	Use defined Work Request Management Process to capture and define work requests.		
Work Request Management	Cross Functional 9.01	Work with the customer to mutually agree on priorities and due dates for work completion.		
	Cross Functional 9.02	Assign resources and manage request completion to meet the customer's quality and timing expectations per the SLA performance standard guidelines		
	Cross Functional 10.00	Utilize a formal change management process, consistent with the customer's change policies, to make changes to the managed environment.		
	Cross Functional 10.01	Document planned changes in a change management system, including procedures for executing the change and back out procedures.		

Change Management	Cross Functional 10.02	Coordinate and manage the Change Management Process.
	Cross Functional 10.03	Obtain approval from the customer representatives for all changes before they are executed.
	Cross Functional 10.04	Utilize customer's formal maintenance windows and/or agree on appropriate change windows to execute the change
	Cross Functional 10.05	Provide monthly reporting and metrics on the change activity.
Asset Management	Cross Functional 11.00	Maintain up-to-date asset inventory for all hardware and software components that are in scope.
	Cross Functional 11.01	Conduct physical inventory on an annual basis and reconcile with the asset database, making updates as necessary
	Cross Functional 11.02	Provide monthly reporting on all assets under management, including asset additions, deletions, changes, and current asset counts per IT category

Area	Requirement Reference	Requirement	Does Not Meet	Partially Meets	Meets	Exceeds	Comments
	System Support 1.00	Monitor the in scope systems and/or network circuits for up/down status and any other mutually agreed upon alerts or events.					
	System Support 1.01	Upon detecting of an alert or event, validate, triage, assign, dispatch, and escalate issues as appropriate to the customer and/or third party support resources.					
	System Support 1.02	Resolve alerts or events. Coordinate with the customer, 3rd party maintenance, hardware manufacturer's or software providers as appropriate to bring resolution. Open support tickets and manage all communication with 3rd parties in the resolution of incidents.					
Operations and Monitoring	System Support 1.03	Create and track incidents for any critical monitoring alerts using the service provider's incident management process.					
	System Support 1.04	Install, maintain, and administer monitoring agents and alert thresholds.					
	System Support 1.05	Generate monthly monitoring event reports.					
	System Support 1.06	Perform service and/or system shutdowns and restarts as required.					
	System Support 1.07	Check job outputs and print queues; change job priorities, take printers in and out of service, and start, spool and drain printers as required.					
	System Support 2.00	Maintain the system and/or batch schedules per customer requirements, including the overall batch workflow, dependencies, priorities, etc.					
	System Support 2.01	Perform ad hoc scheduling requests.					
	System Support 2.02	Monitor batch schedules and track status of critical path batch with customer assistance.					
Production control and scheduling	System Support 2.03	Monitor batch schedules and resolve application abends or issues per Customers procedures, including performing job restarts, or callout to Customer support team, etc.					
	System Support 2.04	Develop, distribute, and obtain Customer approval for changes in batch schedules prior to implementation.					
	System Support 2.05	Provide monthly reporting and metrics on batch execution.					
	System Support 2.06	Perform root cause analysis and take corrective action to address chronic/reoccurring problems.					
	System Support 3.00	Provide break/fix and incident management support for the computing platform hardware and software environment.					
	System Support 3.01	Provide operating system and licensed program product support.					
	System Support 3.02	Install and configure all operating system software, supporting software/middleware, or software utilities.					
	System Support 3.03	Configure, remove, and install logical partitions (LPARs or virtual images as appropriate).					
	System Support 3.04	Identify and perform routine system housekeeping tasks.					
System Administration and Technical Support	System Support 3.05	Apply upgrades and patches from the manufacturer as required to keep software up to date and secure per the customer patching guidelines.					
	System Support 3.06	Manage and support the hardware platform. Coordinate with hardware suppliers to resolve any hardware related problems.					
	System Support 3.07	Configure and setup the servers' network and storage configurations, including network interfaces, routing tables (default gateway/static routes), local host files, DHCP (Dynamic Host Configuration Protocol) client, and DNS (Domain Name Service client).					

EXHIBIT B.1. - IT BASE SERVICE REQUIREMENTS

Category	Item	Description
	System Support 3.08	Maintain software currency of operating systems and other program products within 1 version of the current version.
	System Support 3.09	Ensure the system configurations are backed up and available to reconfigure the devices if/when necessary.
	System Support 3.10	Restore the systems and/or data when required or requested by the customer.
System Automation Management	System Support 4.00	Automate the customer's rules, routines, and manual processes.
	System Support 4.01	Automate time and event-driven processes.
	System Support 5.00	Provide break/fix and incident management support for the storage hardware and software environment.
	System Support 5.01	Provide operating system and related utility software support.
	System Support 5.02	Install and configure operating system software and supporting software/middleware, etc. per the manufacturer's instructions.
	System Support 5.03	Identify and perform routine system housekeeping tasks.
	System Support 5.04	Apply upgrades and patches from the manufacturer as per the change management process.
	System Support 5.05	Assign and initialize disk storage volumes as required for performance of the services.
Storage Administration	System Support 5.06	Configure and zone the SAN storage and respond to user requests for changes to storage needs.
	System Support 5.07	Configure and support the SAN fabric and zoning, including resolving any HBA and switch version/compatibility issues.
	System Support 6.00	Set up and configure backup processes for new servers, LPARs, applications, or services.
Backup Management	System Support 6.01	Execute scheduled backups including full weekly backups and incremental daily backups.
	System Support 6.02	Restore data from backups as required.
	System Support 7.00	Provide break/fix and incident management support for the DB2 system environment.
	System Support 7.01	Provide DB2 system and related utility software support.
	System Support 7.02	Install and configure DB2 system software and supporting software per the manufacturer's instructions.
	System Support 7.03	Identify and perform routine DB2 system housekeeping tasks.
	System Support 7.04	Apply upgrades and patches from the manufacturer as required to keep DB2 software up to date and secure per the customer patching guidelines.
	System Support 7.05	Maintain software currency of DB2 systems within 1 version of the current version.
DB2 System Administration	System Support 7.06	Provide physical database modeling.
	System Support 7.07	Select appropriate utilities to administer the DB2 UDB subsystem.
	System Support 7.08	Select appropriate DB2 utilities to manage the DB2 UDB subsystem.
	System Support 7.09	Use DB2 catalog information to administer image copies and backups.
	System Support 7.10	Use system resources to discover the ICF catalog DB2 uses.

Category	Code	Description
	System Support 7.11	Stop and start databases as necessary.
	System Support 7.12	Configure and manage database connectivity.
	System Support 8.00	Provide breakfix and incident management support for the CICS system environment.
	System Support 8.01	Provide CICS system and related utility software support.
CICS System Administration	System Support 8.02	Install and configure CICS system software and supporting software per the manufacturer's instructions.
CICS Environment includes CICS, Omegamon and associated products	System Support 8.03	Identify and perform routine CICS system housekeeping tasks.
	System Support 8.04	Maintain software currency of the CICS systems within 1 version of the current version.
	System Support 8.05	Support application integration by troubleshooting CICS related issues and debugging.
	System Support 8.06	Design, code and maintain system exits.
	System Support 8.07	Provide CICS transaction server support, customization, and maintenance.
	System Support 9.00	Provide breakfix and incident management support for the security system software environment.
	System Support 9.01	Provide security system software support.
	System Support 9.02	Install and configure security system software per the manufacturer's instructions.
	System Support 9.03	Identify and perform routine security system housekeeping tasks.
Security Administration for zOS environment	System Support 9.04	Maintain software currency of the security systems within 1 version of the current version.
	System Support 9.05	Define users to the security
	System Support 9.06	Setup security group structures.
	System Support 9.07	Understand and use security system to protect Z/OS datasets.
	System Support 9.08	Support security system related security audits.
	System Support 10.00	Maintain DR procedures to restore the in scope systems.
Disaster Recovery	System Support 10.01	Review and update DR procedures quarterly at a minimum to ensure the procedures are in sync with the current infrastructure.
	System Support 10.02	Participate in, and support, annual disaster recovery testing processes.
	System Support 10.03	Remediate any disaster recovery testing issues and retest if required.
	System Support 11.0	Establish and maintain alerts, thresholds, and baselines to monitor system performance.
Performance Management	System Support 11.01	Monitor system performance and make adjustments to the system configuration as necessary to optimize performance. Where hardware configuration changes are required, communicate upgrade requirements to the customer.
	System Support 11.02	Provide monthly reporting showing performance of key system resources (i.e. CPU, memory, I/O, etc.)
	System Support 12.00	Collect key system resource usage data (i.e. CPU, memory, disk, bandwidth, etc.) to support capacity analysis and planning.
Capacity Planning	System Support 12.02	Establish historical usage baselines.
	System Support 12.03	Analyze resource usage and collaborate with the customer to forecast future resource requirements and develop capacity plans.

System Support 12.04	Provide monthly capacity utilization and trending reporting.		

EXHIBIT B.1. - IT BASE SERVICE REQUIREMENTS

Note: Scope of servers includes servers currently hosted on Microsoft's Azure platform (IaaS and PaaS)

Area	Requirement Reference	Requirement	Does Not Meet / Partially Meets / Meets / Exceeds	Comments
Operations and Monitoring	System Support 1.00	Monitor the in scope systems and/or network circuits for up/down status and any other mutually agreed upon alerts or events.		
	System Support 1.01	Upon detecting of an alert or event, validate, triage, assign, dispatch, and escalate issues as appropriate to the customer and/or third party support resources.		
	System Support 1.02	Resolve alerts or events. Coordinate with the customer, 3rd party maintenance, hardware manufacturer's or software providers as appropriate to bring resolution. Open support tickets and manage all communication with 3rd parties in the resolution of incidents.		
	System Support 1.03	Create and track incidents for any critical monitoring alerts using the service provider's incident management process.		
	System Support 1.04	Install, maintain, and administer monitoring agents and alert thresholds.		
	System Support 1.05	Generate monthly monitoring event reports.		
	System Support 1.06	Perform service and/or system shutdowns and restarts as required.		
	System Support 1.07	Check job outputs and print queues: change job priorities, take printers in and out of service, and start, spool and drain printers as required.		
	System Support 2.00	Provide break/fix and incident management support for the computing platform hardware and software environment.		
	System Support 2.01	Provide operating system and licensed program product support.		
	System Support 2.02	Install and configure all operating system software, supporting software/middleware, or software utilities.		
	System Support 2.03	Configure, remove, and install logical partitions (LPARs or virtual images as appropriate).		
	System Support 2.04	Identify and perform routine system housekeeping tasks.		
System Administration and Technical Support	System Support 2.05	Apply upgrades and patches from the manufacturer as required to keep software up to date and secure per the customer patching guidelines.		
	System Support 2.06	Manage and support the hardware platform. Coordinate with hardware suppliers to resolve any hardware related problems.		
	System Support 2.07	Configure and setup the servers' network and storage configurations, including network interfaces, routing tables (default gateway/static routes), local host files, DHCP (Dynamic Host Configuration Protocol) client, and DNS (Domain Name Service client).		
	System Support 2.08	Maintain software currency of operating systems and other program products within 1 version of the current version unless agreed by customer to deviate from the standard.		
	System Support 2.09	Ensure the system configurations are backed up and available to reconfigure the devices if/when necessary.		
	System Support 2.10	Restore the systems and/or data when required or requested by the customer.		
System Automation Management	System Support 3.00	Automate the customer's rules, routines, and manual processes.		
	System Support 3.01	Automate time and event-driven processes.		
Backup Management	System Support 4.00	Set up and configure backup processes for new servers, LPARs, applications, or services.		
	System Support 4.01	Execute scheduled backups including full weekly backups and incremental daily backups.		

Disaster Recovery Support	System Support 5.00	Maintain DR procedures to restore the in scope systems.
	System Support 5.01	Review and update DR procedures quarterly at a minimum to ensure the procedures are in sync with the current infrastructure.
	System Support 5.02	Participate in, and support, annual disaster recovery testing processes.
	System Support 5.03	Remediate any disaster recovery testing issues and retest if required.
Performance Management	System Support 6.00	Establish and maintain alerts, thresholds, and baselines to monitor system performance.
	System Support 6.01	Monitor system performance and make adjustments to the system configuration as necessary to optimize performance. Where hardware configuration changes are required, communicate upgrade requirements to the customer.
	System Support 6.02	Provide monthly reporting showing performance of key system resources (i.e. CPU, memory, I/O, etc.)
Capacity Planning	System Support 7.00	Collect key system resource usage data (i.e. CPU, memory, disk, bandwidth, etc.) to support capacity analysis and planning.
	System Support 7.01	Establish historical usage baselines.
	System Support 7.02	Analyze resource usage and collaborate with the customer to forecast future resource requirements and develop capacity plans.
	System Support 7.03	Provide monthly capacity utilization and trending reporting.
Production control and scheduling	System Support 8.00	Maintain the system and/or batch schedules per customer requirements, including the overall batch workflow, dependencies, priorities, etc.
	System Support 8.01	Perform ad hoc scheduling requests.
	System Support 8.02	Monitor batch schedules and track status of critical path batch with customer assistance.
	System Support 8.03	Monitor batch schedules and resolve application abends or issues per Customers procedures, including performing job restarts, or callout to Customer support team, etc.
	System Support 8.04	Develop, distribute, and obtain Customer approval for changes in batch schedules prior to implementation.
	System Support 8.05	Provide monthly reporting and metrics on batch execution.
	System Support 8.06	Perform root cause analysis and take corrective action to address chronic/reoccurring problems.

EXHIBIT B.1. - IT BASE SERVICE REQUIREMENTS

Area	Requirement Reference	Requirement	Does Not Meet / Partially Meets / Meets / Exceeds	Comments
Operations and Monitoring	System Support 1.00	Monitor the in scope systems for up/down status and any other mutually agreed upon alerts or events.		
	System Support 1.01	Upon detecting of an alert or event, validate, triage, assign, dispatch, and escalate issues as appropriate to the customer and/or third party support resources.		
	System Support 1.02	Resolve alerts or events. Coordinate with the customer, 3rd party maintenance, hardware manufacturer's or software providers as appropriate to bring resolution. Open support tickets and manage all communication with 3rd parties in the resolution of incidents.		
	System Support 1.03	Create and track incidents for any critical monitoring alerts using the service provider's incident management process.		
	System Support 1.04	Install, maintain, and administer monitoring agents and alert thresholds.		
	System Support 1.05	Generate monthly monitoring event reports.		
	System Support 1.06	Perform service and/or system shutdowns and restarts as required.		
	System Support 1.07	Check job outputs and print queues: change job priorities, take printers in and out of service, and start, spool and drain printers as required.		
	System Support 2.00	Provide break/fix and incident management support for the computing platform hardware and software environment.		
	System Support 2.01	Provide operating system and licensed program product support.		
	System Support 2.02	Install and configure all operating system software, supporting software/middleware, or software utilities.		
	System Support 2.03	Identify and perform routine system housekeeping tasks.		
	System Support 2.04	Apply upgrades and patches from the manufacturer as required to keep software up to date and secure per the customer patching guidelines.		
System Administration and Technical Support	System Support 2.05	Manage and support the hardware platform. Coordinate with hardware suppliers to resolve any hardware related problems.		
	System Support 2.06	Allocate storage per user request		
	System Support 2.07	Configure and zone the SAN storage and respond to user requests for changes to storage needs.		
	System Support 2.08	Configure and support the SAN fabric and zoning, including resolving any HBA and switch version/compatibility issues.		
	System Support 2.09	Ensure the system configurations are backed up and available to reconfigure the devices if/when necessary.		
	System Support 2.10	Restore the systems and/or data when required or requested by the customer.		
System Automation Management	System Support 3.00	Automate the customer's rules, routines, and manual processes.		
	System Support 3.01	Automate time and event-driven processes.		
	System Support 4.00	Configure backup software to meet backup schedule requirements		
	System Support 4.01	Execute scheduled backups including full weekly backups and incremental daily backups.		

Category	Code	Description
Backup Management	System Support 4.02	Restore data from backups as required.
	System Support 4.02	Test the restore of data from backups on a monthly basis to ensure the process is performing as expected and the data is recoverable
	System Support 4.02	Manage all tape media
Tape Management	System Support 5.00	Manage the handling, storage, and transport of all tape media
	System Support 5.01	Manage the lifecycle and procurement of tape media to ensure that data stored on tape is recoverable
	System Support 5.02	Move tapes daily to an offsite tape vault at least 30 miles away to ensure protection in the event of a disaster
	System Support 6.00	Maintain DR procedures to restore the in scope systems.
Disaster Recovery	System Support 6.01	Review and update DR procedures quarterly at a minimum to ensure the procedures are in sync with the current infrastructure.
	System Support 6.02	Participate in, and support, annual disaster recovery testing processes.
	System Support 6.03	Remediate any disaster recovery testing issues and retest if required.
	System Support 7.01	Establish and maintain alerts, thresholds, and baselines to monitor system performance.
Performance Management	System Support 7.02	Monitor system performance and make adjustments to the system configuration as necessary to optimize performance. Where hardware configuration changes are required, communicate upgrade requirements to the customer.
	System Support 7.03	Provide monthly reporting showing performance of key system resources (i.e. CPU, memory, I/O, etc.)
	System Support 8.01	Collect key system resource usage data (i.e. CPU, memory, disk, bandwidth, etc) to support capacity analysis and planning.
Capacity Planning	System Support 8.02	Establish historical usage baselines.
	System Support 8.03	Analyze resource usage and collaborate with the customer to forecast future resource requirements and develop capacity plans.
	System Support 8.04	Provide monthly capacity utilization and trending reporting.

Area	Requirement Reference	Requirement	Does Not Meet	Partially Meets	Meets	Exceeds	Comments
	System Support 1.00	Monitor the in scope systems and/or network circuits for up/down status and any other mutually agreed upon alerts or events.					
	System Support 1.01	Upon detecting of an alert or event, validate, triage, assign, dispatch, and escalate issues as appropriate to the customer and/or third party support resources.					
	System Support 1.02	Resolve alerts or events. Coordinate with the customer, 3rd party maintenance, hardware manufacturer's or software providers as appropriate to bring resolution. Open support tickets and manage all communication with 3rd parties in the resolution of incidents.					
Operations and Monitoring	System Support 1.03	Create and track incidents for any critical monitoring alerts using the service provider's incident management process.					
	System Support 1.04	Install, maintain, and administer monitoring agents and alert thresholds.					
	System Support 1.05	Generate monthly monitoring event reports.					
	System Support 1.06	Perform service and/or system shutdowns and restarts as required.					
	System Support 2.00	Provide break/fix and incident management support for the network environment.					
	System Support 2.01	Provide operating system, firmware, and hardware support for the network environment					
	System Support 2.02	Install, configure, and support all operating system software, firmware, supporting software, software utilities, VLANs, firewalls, and routing configurations.					
	System Support 2.03	Identify and perform routine system housekeeping tasks.					
	System Support 2.04	Apply upgrades and patches from the manufacturer as required to keep the network environment up to date and secure per the customer patching guidelines.					
	System Support 2.05	Manage and support the network environment hardware platforms. Coordinate with hardware suppliers to resolve any hardware related problems.					
Network Operations Management

(Network Environment includes network hardware, WAN accelerators, convergence servers, proxy services/appliances, firewalls, vLANs, routing configurations, NAT configurations, IP management, voice gateways, call managers, and telecommunications circuits) | System Support 2.06 | Support remove, add, and change activities within the network environment. | | | | | |
	System Support 2.07	Maintain software currency of the network environment within 1 version (N - 1) of the current version.					
	System Support 2.08	Ensure the network environment configurations are backed up and available to reconfigure the devices if/when necessary.					
	System Support 2.09	Restore the network environment systems and/or data when required or requested by the customer.					
	System Support 2.10	Update and remove accounts as users change.					
	System Support 2.11	Manage and maintain firewall access controls and authentication.					
	System Support 2.12	Configure, manage, and maintain Network Address Translation (NAT) and VPN connections.					
	System Support 2.13	Configure, manage, and maintain firewall features for anti-virus and anti-spam features.					
	System Support 2.14	Configure, manage, and maintain firewall content management features.					
	System Support 2.15	Configure, manage, and maintain proxy services, SSL proxy services, and reverse proxy services.					

Category	ID	Description
System Automation Management	System Support 3.00	Automate the customer's rules, routines, and manual processes.
	System Support 3.01	Automate time and event-driven processes.
Backup Management	System Support 4.00	Set up and configure backup processes for configurations of network related infrastructure.
	System Support 4.01	Execute scheduled backups including full weekly backups and incremental daily backups.
	System Support 4.02	Restore data from backups as required.
Disaster Recovery	System Support 5.00	Maintain DR procedures to restore the in scope systems.
	System Support 5.01	Review and update DR procedures quarterly at a minimum to ensure the procedures are in sync with the current infrastructure.
	System Support 5.02	Participate in, and support, annual disaster recovery testing processes.
	System Support 5.03	Remediate any disaster recovery testing issues and retest if required.
Performance Management	System Support 6.00	Establish and maintain alerts, thresholds, and baselines to monitor system performance.
	System Support 6.01	Monitor system performance and make adjustments to the system configuration as necessary to optimize performance. Where hardware configuration changes are required, communicate upgrade requirements to the customer.
	System Support 6.02	Provide monthly reporting showing performance of key system resources (I.e. CPU, memory, I/O, etc.)
Capacity Planning	System Support 7.00	Collect key system resource usage data (i.e. CPU, memory, disk, bandwidth, etc.) to support capacity analysis and planning.
	System Support 7.01	Establish historical usage baselines.
	System Support 7.02	Analyze resource usage and collaborate with the customer to forecast future resource requirements and develop capacity plans.
	System Support 7.03	Provide monthly capacity utilization and trending reporting.

EXHIBIT B.1. - IT BASE SERVICE REQUIREMENTS

Area	Requirement Reference	Requirement	Does Not Meet / Partially Meets / Meets / Exceeds	Comments
	Data Center 1.0	Provide data center location of operations in the State of Wisconsin, Milwaukee, Wisconsin area preferred, but not required.		
Capacity and Infrastructure	Data Center 1.1	Provide data center capacity to support ~20 Racks of IT hardware and 50 kW of IT critical load (based on current IT hardware infrastructure)		
	Data Center 1.2	Provide concurrently maintainable infrastructure (consistent with an Uptime Institute Tier III or a TIA-943 Rating III standard)		
	Data Center 1.3	Provide secure cage space		
Physical Security	Data Center 1.4	Provide lockable cabinets		
	Data Center 1.5	Provide restricted access to the data center with minimum two factor authentication		
	Data Center 1.6	Provide closed circuit television monitoring 24 hours a day and 365 days a year with recording/playback capability for no less than 30 days		
	Data Center 1.7	Provide on site technical and security personnel 24X7X365		
Staffing and Support	Data Center 1.8	Provide rack and configuration support to install IT equipment in cabinets and connect to storage and network equipment as requested.		
	Data Center 1.9	Provide shipping and receiving support to receive shipments and/or pack and ship IT equipment on behalf of customer.		
Operations and Monitoring	Data Center 1.10	Provide facility monitoring of electrical and cooling infrastructure to ensure consistent and acceptable environment for computing assets		
	Data Center 1.11	Provide diverse telecommunications carrier infrastructure (multiple physical points of entry) of at least two carriers		
Network Circuits	Data Center 1.12	Provide diverse local exchange carrier access of at least two carriers		
	Data Center 1.13	Provide internet bandwidth of 10 Gbps		
	Data Center 1.14	Provide flexibility to burst internet bandwidth for short periods (i.e. hours) up to 100 Mbps		

EXHIBIT B.1. - IT BASE SERVICE REQUIREMENTS

Area	Requirement Reference	Requirement	Does Not Meet, Partially Meets, Meets, Exceeds	Comments
DR Planning, Testing, and Coordination	DR Support 1.0	Develop and maintain the customer's IT disaster recovery plan including recovery plans for in scope applications. Update quarterly to ensure infrastructure and procedures are up to date		
	DR Support 1.1	Plan and manage an annual disaster recovery test		
	DR Support 1.2	Provide an annual test window of 72 hours per year		
	DR Support 1.3	Provide an executive summary along with a detailed report of test results. (Summary should be at the level that we can provide a copy in response to customer and accreditation audits/requests.)		
DR IT Infrastructure	DR Support 2.0	Provide the disaster recovery environment and IT infrastructure included in the DR Equipment Requirements tab of this spreadsheet		

EXHIBIT B.1. - IT BASE SERVICE REQUIREMENTS

Area	Requirement Reference	Requirement	Does Not Meet Partially Meets Meets Exceeds	Comments
	Transition 1.0	Migrate IT data center related infrastructure to service providers data center within 9 months of contract execution.		
	Transition 1.1	Transition all support services to service provider within 9 months of contract execution		
	Transition 1.2	Develop "Run Book" documentation of service provider standard operating procedures and customer specific operating procedures to be completed before initial cutover of services.		
Transition to Hosted Services	Transition 1.3	Implement a comprehensive monitoring capability including: • Definition of key monitoring thresholds and alerts to monitor servers, storage, and network hardware and network circuits. • Implementation of new alert network monitoring thresholds and alerts.		
	Transition 1.4	Complete initial disaster recovery test within 6 months of transition to service provider		
	Transition 1.5	Manage the decommissioning of existing data center facilities after migration is completed		
	Transition 1.6	Provide appropriate insurance to ensure the recoverability of any damaged Milwaukee County assets or data during the transportation phase of the move.		
Project Management	Transition 1.7	Plan and project manage the transition project		
	Transition 1.8	Update project plan and report a weekly status during the transition process.		

Support Team	Estimated Annual Project Work Hours
Data Center	0
x86 Server	1,080
Mainframe	0
System Administration	800
Storage and Backup	760
Network	1,320
Security	800
Disaster Recovery	0

Mainframe Summary

Mainframe Hardware Summary

Manufacturer	Purpose	Mainframe Class	Specific Model	Specialty Engines (zIIP, zAAP)	Number of zOS LPARs	Total MIPS	Memory (Gb)
IBM	Production, development, and test	z800	2066-0B1	None	4	105	8

LPAR Name	Memory	Function	Type (Prod, Test, Dev)
CJIS	2.5 Gb	Criminal Justice	Prod
		Financials (Advantage), Payroll (Genesis retired, Ceridian), HR	
PROD	2.5 Gb		Prod
DVLP	2 Gb	Development/Test	Dev
TEST	1 Gb	Install Software	Test

CICS Regions

LPARs	CICS Region Name	Purpose	CICS Version
CJIS	JISPCICS	Criminal justice production	
CJIS	JISTCICS	Criminal justice training	
DVLP	JISSCICS	Criminal justice test	
DVLP	CICSTSTA	Application test	
DVLP	CICSTSTB	Application test	
DVLP	CICSTSTC	Application test	
DVLP	CICSTSTD	Application test	
PROD	CICSDL0	Financial production	
PROD	CICSDL2	HR production	

Database Instances

LPAR	Database Name	Purpose	DB2 Version
CJIS,PROD, DVLP	IBM	DB2	V710
CJIS,PROD, DVLP	IBM	IMS	v8

Tab **Mainframe System Software**

Software for Production zSeries (2096-B01)

LPARs	Software Provider	Software Name	Software Version	Function
CJIS, PROD	IBM	z/OS	1.7	Mainframe Operating System
DVLP, TEST	IBM	z/OS	1.9	Mainframe Operating System
CJIS,PROD,DVLP	IBM	TSO		Mainframe interactive time-sharing environment
CJIS,PROD,DVLP	IBM	ISPF	5.2	Execute IBM mainframe utility programs
CJIS,PROD,DVLP	IBM	SDSF		View and control mainframe operation and resources
CJIS,PROD,DVLP	IBM (Administered by Vanguard)	RACF		Mainframe security system
CJIS,PROD,DVLP	IBM	InfoPrint Server		Manage mainframe printers and jobs
CJIS,PROD,DVLP	IBM	SMPE		
CJIS,PROD,DVLP	IBM	QMF	v8 R1	Query Management for DB2
CJIS,PROD,DVLP	IBM	NetView FTP		
CJIS,PROD,DVLP	IBM	CICS TS		Mainframe online transaction processing
CJIS,PROD,DVLP	IBM	DB2	v7.10	Mainframe database platform
CJIS,PROD,DVLP	IBM	IMS	v8	Mainframe database platform
CJIS,PROD,DVLP	IBM	Cobol		Programming language support
CJIS,PROD,DVLP	BMC	Catalog Manager	8.2.00	Navigate the DB2 catalog
CJIS,PROD,DVLP	BMC	Change Manager	7.04.02	Create jobs to create or alter DB2 objects
CJIS,PROD,DVLP	BMC	CopyPlus	7.2.00	Create image copies
CJIS,PROD,DVLP	BMC	LoadPlus	8.02.00	Load data into DB2
CJIS,PROD,DVLP	BMC	UnloadPlus	8.02.00	Unload data from DB2
CJIS,PROD,DVLP	BMC	DASD Manager	8.1.00	Monitor DB2 disk storage
CJIS,PROD,DVLP	BMC	Reorg Plus	V6R4.00	Create customizable reorg jobs for DB2
CJIS,PROD,DVLP	BMC	Recovery Manager for DB2	5.2.00	Recover DB2 objects
CJIS,PROD,DVLP	BMC	Extended Buffer Manager for DB2	5.4.00	Real-time DB2 buffer management
CJIS,PROD,DVLP	BMC	Log Master for DB2	4.2	
CJIS,PROD,DVLP	BMC	Recover Plus/Change Accum	5.2.00	Create DB2 incremental image copies
CJIS,PROD,DVLP	BMC	MainView for DB2		
CJIS,PROD,DVLP	BMC	MainView for CICS		Track CICS activity
CJIS,PROD,DVLP	Computer Associates	Output Management Web Viewer		Web interface to view mainframe reports
CJIS,PROD,DVLP	Computer Associates	CA-1 (TMS)		
CJIS,PROD,DVLP	Computer Associates	Ops/MVS		
CJIS,PROD,DVLP	Computer Associates	MIM (Multi Image Manager)		
CJIS,PROD,DVLP	Computer Associates	Netspy		
CJIS,PROD,DVLP	Computer Associates	CA Deliver	1.7	View and control mainframe jobs and output
CJIS,PROD,DVLP	Computer Associates	Scheduler	9.1 SP01CH91	Manage scheduled mainframe jobs
CJIS,PROD,DVLP	Computer Associates	Intertest for CICS		
CJIS,PROD,DVLP	Computer Associates	Panvalet		Source code management system

Environment	Vendor	Product	Version	Description
CJIS,PROD,DVLP	Computer Associates	CA Gen Encyclopedia Server	6.0.13	CJIS C.A.S.E tool
CJIS,PROD,DVLP	Computer Associates	View		
CJIS,PROD,DVLP	Computer Associates	Sysview Performance		
CJIS,PROD,DVLP	Computer Associates	Vision Results		
CJIS,PROD,DVLP	Computer Associates	Vision Sixty		
CJIS,PROD,DVLP	Compuware	Abend-Aid		
CJIS,PROD,DVLP	Compuware	Abend-Aid/CICS		
CJIS,PROD,DVLP	Innovation DP	FDR	5.3/22	High-performance backup, restore, and copy
CJIS,PROD,DVLP	Innovation DP	Compaktor		
CJIS,PROD,DVLP	Innovation DP	ABR		
CJIS, DVLP	Kalinda Software	OLR		CICS online notepad
CJIS,PROD,DVLP	Merrill Consultants	MXG		
CJIS,PROD,DVLP	Phoenix Software Int.	Falcon		
CJIS,PROD,DVLP	PKWARE	PKZIP/Zseries		
CJIS,PROD,DVLP	Princeton Softech's Relational Tools	Access/Move for DB2	5.0A	Row level updates, move relational data
CJIS,PROD,DVLP	SAS Institute	SAS	v9	Advanced data reporting and anyalytics
CJIS,PROD,DVLP	SoftBase	TestBase		DB2 productivity tools
CJIS,PROD,DVLP	Syncsort	Proc Syncsort		
CJIS,PROD,DVLP	Syncsort	Syncsort	1.7CNI TPF0	
CJIS,PROD,DVLP	Unicom Systems, Inc.	CICS/Comet		
CJIS,PROD,DVLP	Unicom Systems, Inc.	CICS/RDO		

Please complete the following for each functional area:

Functional Area	Specific Technology	Years Providing Specific Service	Number of Current Customers	Estimated Total Current Instances/ Devices Under Management	Number of Onshore Qualified Support FTEs	Number of Offshore Qualified Support FTEs
x86	VmWare					
	Windows Server					
Storage and Backup	Tivoli Storage Manager					
	Cisco network switching					
Network	Cisco IPS security					
	Cisco ASA firewalls					

Host Location	Hardware Manufacturer	Hardware Model	Processors	RAM (GB)	Count
G2A	HP	DL380 G7	2	196	5
		DL380 G9	2	512	2
MER	HP	DL380 G7	2	196	10
		DL380 G9	2	512	2
		DL380 G9	2	256	2
ZOO	HP	DL380 G7	2	196	2
				Total	23

Site Code	Server Category (Prod., QA, Dev/Test)	vCPU	GB RAM	Operating System
G2A	Dev/Test	4	8	Microsoft Windows Server 2003 (32-bit)
G2A	Dev/Test	4	8	Microsoft Windows Server 2008 (64-bit)
G2A	Dev/Test	2	8	Microsoft Windows Server 2008 (64-bit)
G2A	Dev/Test	1	6	Microsoft Windows Server 2008 (64-bit)
G2A	Dev/Test	2	4	Microsoft Windows Server 2012 (64-bit)
G2A	Dev/Test	1	1	Microsoft Windows XP Professional (32-bit)
G2A	Dev/Test	2	8	Microsoft Windows Server 2003 (32-bit)
G2A	Dev/Test	2	8	Microsoft Windows Server 2003 (32-bit)
G2A	Dev/Test	2	20	Microsoft Windows Server 2008 (64-bit)
G2A	Dev/Test	2	6	Microsoft Windows Server 2012 (64-bit)
G2A	Dev/Test	2	12	Microsoft Windows Server 2008 (64-bit)
G2A	Dev/Test	2	8	Microsoft Windows Server 2012 (64-bit)
G2A	Dev/Test	2	4	Microsoft Windows Server 2012 (64-bit)
G2A	Dev/Test	2	2	Microsoft Windows Server 2003 (32-bit)
G2A	Dev/Test	2	0	Microsoft Windows Server 2003 (32-bit)
G2A	Dev/Test	1	4	Microsoft Windows Server 2012 (64-bit)
G2A	Dev/Test	1	4	Microsoft Windows Server 2012 (64-bit)
G2A	Dev/Test	1	1	Microsoft Windows Server 2003 (32-bit)
G2A	Dev/Test	1	1	Microsoft Windows Server 2003 (32-bit)
G2A	Dev/Test	1	0	Microsoft Windows Server 2003 (32-bit)
G2A	Dev/Test	2	8	Microsoft Windows Server 2008 (64-bit)
G2A	Dev/Test	2	8	Microsoft Windows Server 2008 (64-bit)
G2A	Dev/Test	1	4	Microsoft Windows Server 2012 (64-bit)
G2A	Dev/Test	1	4	Microsoft Windows Server 2012 (64-bit)
G2A	Dev/Test	1	4	Microsoft Windows Server 2012 (64-bit)
G2A	Dev/Test	1	4	Microsoft Windows Server 2012 (64-bit)
G2A	Dev/Test	1	4	Microsoft Windows Server 2012 (64-bit)
MER	Production	2	8	Microsoft Windows Server 2012 (64-bit)
MER	Production	2	4	Microsoft Windows Server 2012 (64-bit)
MER	Production	2	12	Microsoft Windows Server 2012 (64-bit)
MER	Production	1	4	Microsoft Windows Server 2012 (64-bit)
MER	Production	1	4	Microsoft Windows Server 2008 (64-bit)
MER	Production	1	4	Microsoft Windows Server 2012 (64-bit)
MER	Production	1	4	Microsoft Windows Server 2012 (64-bit)
MER	Production	1	4	Microsoft Windows Server 2012 (64-bit)
G2A	Production	4	8	Other 2.6.x Linux (64-bit)
G2A	Production	2	6	Microsoft Windows Server 2008 (64-bit)
G2A	Production	2	8	Microsoft Windows Server 2012 (64-bit)
G2A	Production	1	4	Microsoft Windows Server 2012 (64-bit)
G2A	Production	1	12	Microsoft Windows Server 2008 (64-bit)
G2A	Production	1	12	Microsoft Windows Server 2008 (64-bit)
G2A	Production	2	8	Microsoft Windows Server 2012 (64-bit)
G2A	Production	1	4	Microsoft Windows Server 2012 (64-bit)
G2A	Production	1	4	Microsoft Windows Server 2012 (64-bit)
G2A	Production	2	8	Microsoft Windows Server 2012 (64-bit)
G2A	Production	2	4	Microsoft Windows Server 2012 (64-bit)
G2A	Production	1	4	Microsoft Windows Server 2012 (64-bit)
G2A	Production	2	4	Microsoft Windows Server 2008 (64-bit)
G2A	Production	1	4	Microsoft Windows Server 2012 (64-bit)
G2A	Production	2	6	Microsoft Windows Server 2003 (32-bit)
G2A	Production	2	8	Microsoft Windows Server 2008 (64-bit)
G2A	Production	2	12	Microsoft Windows Server 2008 (64-bit)
G2A	Production	1	4	Microsoft Windows Server 2012 (64-bit)
G2A	Production	1	4	Microsoft Windows Server 2012 (64-bit)
G2A	Production	1	4	Microsoft Windows Server 2012 (64-bit)
MER	Production	2	9	SUSE Linux Enterprise 11 (64-bit)
MER	Production	2	3	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	2	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	6	Microsoft Windows Server 2003 (32-bit)
MER	Production	2	4	Microsoft Windows Server 2012 (64-bit)

MER	Production	1	4	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	4	Microsoft Windows Server 2003 Standard (32-bit)
MER	Production	2	4	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	6	Microsoft Windows Server 2012 (64-bit)
MER	Production	2	4	Microsoft Windows Server 2012 (64-bit)
MER	Production	2	6	Microsoft Windows Server 2012 (64-bit)
MER	Production	1	1	Microsoft Windows Server 2003 (32-bit)
MER	Production	2	8	Microsoft Windows Server 2008 (64-bit)
MER	Production	4	16	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	4	Microsoft Windows Server 2012 (64-bit)
MER	Production	2	4	Microsoft Windows Server 2012 (64-bit)
MER	Production	2	12	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	1	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	1	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	2	Microsoft Windows Server 2003 (32-bit)
MER	Production	2	4	Microsoft Windows Server 2012 (64-bit)
MER	Production	4	10	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	6	Microsoft Windows Server 2008 (64-bit)
MER	Production	4	8	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	6	Microsoft Windows Server 2008 (64-bit)
MER	Production	4	8	Microsoft Windows Server 2008 (64-bit)
MER	Production	4	4	Red Hat Enterprise Linux 6 (64-bit)
MER	Production	4	4	Red Hat Enterprise Linux 6 (64-bit)
MER	Production	4	4	Red Hat Enterprise Linux 6 (64-bit)
MER	Production	4	3	Microsoft Windows Server 2003 (32-bit)
MER	Production	2	4	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	4	Microsoft Windows Server 2012 (64-bit)
MER	Production	4	4	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	2	Microsoft Windows Server 2003 Standard (32-bit)
MER	Production	2	4	Microsoft Windows Server 2012 (64-bit)
MER	Production	1	3	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	4	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	2	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	1	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	1	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	4	Microsoft Windows Server 2008 (64-bit)
MER	Production	1	4	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	4	Microsoft Windows Server 2012 (64-bit)
MER	Production	4	8	Microsoft Windows Server 2008 (64-bit)
MER	Production	1	4	Microsoft Windows 7 (32-bit)
MER	Production	1	1	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	8	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	32	Microsoft Windows Server 2012 (64-bit)
MER	Production	1	6	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	6	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	4	Microsoft Windows Server 2012 (64-bit)
MER	Production	4	4	Microsoft Windows Server 2003 (32-bit)
MER	Production	2	4	Microsoft Windows Server 2008 (64-bit)
MER	Production	1	4	Microsoft Windows Server 2008 R2 (64-bit)
MER	Production	6	24	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	12	Microsoft Windows Server 2012 (64-bit)
MER	Production	2	4	Microsoft Windows Server 2003 Web Edition (32-bit)
MER	Production	1	1	Microsoft Windows Server 2003 (32-bit)
MER	Production	2	2	Microsoft Windows Server 2003 (32-bit)
MER	Production	4	12	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	4	Microsoft Windows Server 2003 (32-bit)
MER	Production	2	6	Microsoft Windows Server 2008 (64-bit)
MER	Production	1	4	Microsoft Windows Server 2008 (64-bit)
MER	Production	1	16	Microsoft Windows Server 2008 (64-bit)
MER	Production	4	12	Red Hat Enterprise Linux 5 (64-bit)
MER	Production	1	4	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	8	Microsoft Windows Server 2012 (64-bit)
MER	Production	2	4	Microsoft Windows Server 2012 (64-bit)
MER	Production	2	4	Microsoft Windows Server 2008 (64-bit)

MER	Production	4	8	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	2	Microsoft Windows Server 2003 Standard (32-bit)
MER	Production	1	4	Microsoft Windows Server 2008 (64-bit)
MER	Production	1	1	Microsoft Windows Server 2003 Standard (32-bit)
MER	Production	1	4	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	2	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	8	Microsoft Windows Server 2008 (64-bit)
MER	Production	1	4	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	3	Microsoft Windows 2000
MER	Production	1	4	Microsoft Windows Server 2008 (64-bit)
MER	Production	1	2	Microsoft Windows Server 2003 (32-bit)
MER	Production	2	4	Microsoft Windows Server 2003 (32-bit)
MER	Production	2	2	Microsoft Windows Server 2003 (32-bit)
MER	Production	2	12	Microsoft Windows Server 2008 (64-bit)
MER	Production	1	1	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	2	Microsoft Windows Server 2008 (64-bit)
MER	Production	4	8	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	4	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	8	Microsoft Windows Server 2008 (64-bit)
MER	Production	4	4	Red Hat Enterprise Linux 6 (64-bit)
MER	Production	4	4	Red Hat Enterprise Linux 6 (64-bit)
MER	Production	1	8	Microsoft Windows Server 2003 (32-bit)
MER	Production	2	4	Microsoft Windows Server 2012 (64-bit)
MER	Production	1	2	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	4	Microsoft Windows Server 2008 (64-bit)
MER	Production	4	12	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	2	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	3	Microsoft Windows Server 2003 (32-bit)
MER	Production	2	4	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	4	Microsoft Windows Server 2008 (64-bit)
MER	Production	4	16	Microsoft Windows Server 2008 (64-bit)
MER	Production	1	2	Microsoft Windows Server 2008 (64-bit)
MER	Production	1	4	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	12	Microsoft Windows Server 2008 (64-bit)
MER	Production	4	8	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	32	Microsoft Windows Server 2008 (64-bit)
MER	Production	1	8	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	6	Microsoft Windows Server 2008 (64-bit)
MER	Production	4	14	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	1	Microsoft Windows Server 2003 (32-bit)
MER	Production	4	8	Red Hat Enterprise Linux 5 (64-bit)
MER	Production	2	8	Microsoft Windows Server 2012 (64-bit)
MER	Production	6	6	Microsoft Windows Server 2008 (64-bit)
MER	Production	4	3	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	0	Microsoft Windows Server 2003 (32-bit)
MER	Production	2	16	Microsoft Windows Server 2008 (64-bit)
MER	Production	4	8	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	4	Microsoft Windows Server 2012 (64-bit)
MER	Production	2	4	Microsoft Windows Server 2008 R2 (64-bit)
MER	Production	2	4	Microsoft Windows Server 2008 R2 (64-bit)
MER	Production	2	4	Microsoft Windows Server 2008 (64-bit)
MER	Production	1	2	Microsoft Windows Server 2003 (32-bit)
MER	Production	4	4	Red Hat Enterprise Linux 6 (64-bit)
MER	Production	1	1	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	1	Microsoft Windows Server 2003 (32-bit)
MER	Production	2	8	Microsoft Windows Server 2012 (64-bit)
MER	Production	2	6	Microsoft Windows Server 2012 (64-bit)
MER	Production	1	2	Microsoft Windows Server 2003 (32-bit)
MER	Production	2	3	Microsoft Windows 7 (64-bit)
MER	Production	2	4	Microsoft Windows Server 2012 (64-bit)
MER	Production	1	2	Microsoft Windows Server 2008 (64-bit)
MER	Production	1	4	Microsoft Windows Server 2008 (64-bit)
MER	Production	1	1	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	4	Microsoft Windows Server 2003 (32-bit)

MER	Production	1	1	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	4	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	1	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	1	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	1	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	2	Microsoft Windows Server 2008 (64-bit)
MER	Production	1	2	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	8	Microsoft Windows Server 2012 (64-bit)
MER	Production	2	4	Microsoft Windows Server 2012 (64-bit)
MER	Production	2	4	Microsoft Windows Server 2012 (64-bit)
MER	Production	2	4	Microsoft Windows Server 2003 (32-bit)
MER	Production	2	8	Microsoft Windows Server 2008 (64-bit)
MER	Production	1	4	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	4	Microsoft Windows Server 2008 (64-bit)
MER	Production	4	8	Microsoft Windows Server 2008 (64-bit)
MER	Production	1	2	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	4	Microsoft Windows Server 2012 (64-bit)
MER	Production	1	2	Microsoft Windows Server 2008 (64-bit)
MER	Production	1	1	Microsoft Windows XP Professional (32-bit)
MER	Production	1	4	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	4	Microsoft Windows Server 2012 (64-bit)
MER	Production	2	2	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	4	Microsoft Windows Server 2012 (64-bit)
MER	Production	2	6	Microsoft Windows Server 2012 (64-bit)
MER	Production	2	4	Microsoft Windows Server 2012 (64-bit)
MER	Production	2	4	Microsoft Windows Server 2008 (64-bit)
MER	Production	1	2	Microsoft Windows Server 2003 (32-bit)
MER	Production	2	6	Microsoft Windows Server 2003 (32-bit)
MER	Production	2	2	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	2	Microsoft Windows Server 2003 (32-bit)
MER	Production	4	6	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	4	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	4	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	2	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	1	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	2	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	4	Microsoft Windows Server 2012 (64-bit)
MER	Production	2	8	Microsoft Windows Server 2012 (64-bit)
MER	Production	1	2	Microsoft Windows Server 2008 (64-bit)
MER	Production	1	6	Microsoft Windows Server 2008 (64-bit)
MER	Production	1	1	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	4	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	8	Microsoft Windows Server 2008 (64-bit)
MER	Production	1	1	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	4	Microsoft Windows Server 2008 (64-bit)
MER	Production	1	4	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	4	Microsoft Windows Server 2003 (32-bit)
MER	Production	2	4	Microsoft Windows Server 2012 (64-bit)
MER	Production	2	4	Microsoft Windows Server 2012 (64-bit)
MER	Production	2	6	Microsoft Windows Server 2012 (64-bit)
MER	Production	1	6	Microsoft Windows Server 2008 (64-bit)
MER	Production	1	4	Microsoft Windows Server 2008 (64-bit)
MER	Production	1	2	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	7	SUSE Linux Enterprise 11 (64-bit)
MER	Production	4	16	Microsoft Windows Server 2008 (64-bit)
MER	Production	1	1	SUSE Linux Enterprise 11 (64-bit)
MER	Production	1	1	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	1	Microsoft Windows Server 2003 (32-bit)
MER	Production	2	2	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	3	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	4	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	4	Microsoft Windows Server 2012 (64-bit)
MER	Production	4	8	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	4	Microsoft Windows Server 2012 (64-bit)

G2A	Production	2	8	Microsoft Windows Server 2008 (64-bit)
G2A	Production	4	24	Microsoft Windows Server 2008 (64-bit)
G2A	Production	2	4	Microsoft Windows Server 2003 (32-bit)
MER	Production	4	24	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	12	Microsoft Windows Server 2008 (64-bit)
MER	Production	4	20	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	32	Microsoft Windows Server 2008 (64-bit)
MER	Production	4	24	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	20	Microsoft Windows Server 2012 (64-bit)
MER	Production	4	24	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	16	Microsoft Windows Server 2012 (64-bit)
G2A	Production	4	28	Microsoft Windows Server 2008 (64-bit)
G2A	Production	4	20	Microsoft Windows Server 2008 (64-bit)
G2A	Production	4	16	Microsoft Windows Server 2008 (64-bit)
G2A	Production	2	12	Microsoft Windows Server 2008 (64-bit)
G2A	Production	4	20	Microsoft Windows Server 2008 (64-bit)
G2A	Production	4	16	Microsoft Windows Server 2008 (64-bit)
G2A	Production	2	16	Microsoft Windows Server 2012 (64-bit)
G2A	Production	2	12	Microsoft Windows Server 2012 (64-bit)
G2A	Production	2	16	Microsoft Windows Server 2012 (64-bit)
G2A	Dev/Test	1	2	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	3	Microsoft Windows Server 2003 (32-bit)
G2A	Dev/Test	1	3	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	4	Microsoft Windows Server 2003 (32-bit)
MER	Production	2	4	Microsoft Windows Server 2003 (32-bit)
MER	Production	2	16	Microsoft Windows Server 2003 (32-bit)
MER	Production	1	4	Microsoft Windows Server 2003 (32-bit)
G2A	Dev/Test	2	4	Microsoft Windows Server 2003 (32-bit)
G2A	Dev/Test	4	12	Microsoft Windows Server 2008 (64-bit)
G2A	Dev/Test	2	8	Microsoft Windows Server 2008 (64-bit)
G2A	Dev/Test	2	16	Microsoft Windows Server 2008 (64-bit)
MER	Production	4	24	Microsoft Windows Server 2008 (64-bit)
MER	Production	2	20	Microsoft Windows Server 2012 (64-bit)
MER	Production	4	24	Microsoft Windows Server 2008 (64-bit)
G2A	Dev/Test	2	12	Microsoft Windows Server 2012 (64-bit)
G2A	Dev/Test	2	12	Microsoft Windows Server 2012 (64-bit)
G2A	Dev/Test	2	12	Microsoft Windows Server 2012 (64-bit)
G2A	Production	4	16	Microsoft Windows Server 2008 (64-bit)

Tab   Storage

Storage

Location	Hardware Manufacturer	Hardware Model	Acquisition Year	Maintenance Coverage	Useable Space (GB)	Space in Use (GB)	Disk Available (GB)	Platforms Supported	Connection Type	Connection Speed
MER	IBM	XIV 2810	2010	YES	80,000	70,500	9,500	Windows/Linux/Mainframe	FC	10GB
G2A	IBM	XIV 2810	2010	YES	80,000	24,500	55,500	Windows/Linux/Mainframe	FC	10GB
MER	IBM	DS4300	2004	YES	14,000	1,500	12,500	Windows/Linux/Mainframe	FC	10GB
MER	IBM	DS4700	2008	YES	19,660	17,500	2,000	Windows/Linux/Mainframe	FC	10GB
G2A	IBM	DS4800	2007	YES	47,000	32,000	15,000	Windows/Linux/Mainframe	FC	10GB
					240,660	146,000	94,500			

Storage Switches and Gateways

Location	Hardware Manufacturer	Hardware Model	Acquisition Year	Maintenance Coverage	Platforms Available	Connection Type	Connection Speed

Operating System	Operating System Version	Server Count
Linux	RHEL 5	2
	RHEL 6	6
	SLES 11	3
	Other Linux	1
Microsoft Windows	XP	2
	7	2
Microsoft Windows Server	2000	1
	2003	84
	2008	114
	2012	75
VMWare	ESX 5.5	23
	Total	313

Tab   Backup

Tape Based Backup Devices

Location	Hardware Manufacturer	Hardware Model	Acquisition Year	Maintenance Coverage	Tape Drives	Tape Slots	Tape Media Type	Media Stored Off-site	Platforms Supported
CITY	IBM	3576-L5B	2007	YES	2	62	LTO4	Onsite-In library, Offsite-Coakley Secured Data Services	All
CITY	IBM	3576-E9U	2007	YES	4	80	LTO4	Onsite-In library, Offsite-Coakley Secured Data Services	All
CITY	IBM	3576-E9U	2007	YES	4	80	LTO4	Onsite-In library, Offsite-Coakley Secured Data Services	All

Disk Based Backup Devices

Location	Hardware Manufacturer	Hardware Model	Acquisition Year	Maintenance Coverage	Advanced Features	Useable Disk Space - in GB	Space in Use (GB)	Connection Speed
CITY	IBM	DS4700 - 1814-70A	2008	YES	N/A	N/A	N/A	4 GB
CITY	IBM	DS4000 EXP810 1812-81A	2009	YES	N/A	N/A	N/A	4 GB

CITY	IBM	DS4000 EXP810 1812-81A	2009	YES	N/A	N/A	N/A	4 GB
CITY	IBM	DS4000 EXP810 1812-81A	2009	YES	N/A	N/A	N/A	4 GB
CITY	IBM	DS4000 EXP810 1812-81A	2009	YES	N/A	N/A	N/A	4 GB
CITY	IBM	DS4000 EXP810 1812-81A	2009	YES	N/A	N/A	N/A	4 GB
CITY	IBM	DS3500 - 1746-C2A	2011	YES	N/A	N/A	N/A	8 GB
CITY	IBM	DS3500 EXP3512 - 1746-E2A	2011	YES	N/A	N/A	N/A	8 GB
CITY	IBM	DS3500 EXP3512 - 1746-E2A	2011	YES	N/A	N/A	N/A	8 GB
CITY	IBM	DS3500 EXP3512 - 1746-E2A	2011	YES	N/A	N/A	N/A	8 GB
CITY	IBM	DS3500 EXP3512 - 1746-E2A	2011	YES	N/A	N/A	N/A	8 GB

Tab   LAN Hardware

Site Code	Hardware Manufacturer	Hardware Model	Network Ports	Primary Purpose	Qty
MER	Cisco	N7K-C7010	112	Datacenter core switch	1
G2A	Cisco	N7K-C7010	112	Datacenter core/building distribution switch	1
MER	Cisco	N5K-C5596UP	48	Layer 2 datacenter switch	2
G2A	Cisco	N5K-C5548P	48	Layer 2 datacenter switch	2
G2A	Cisco	N2K-C2224TP-1GE	24	Layer 2 fabric extender	2
MER	Cisco	WS-C3560E-12D-S	12	Layer 3 switch	1
CITY	Cisco	WS-C3560E-12D-S	12	Layer 3 switch	1
CITY	Cisco	WS-C3750-24P	26	Layer 2 switch	1
CITY	Cisco	WS-C3750G-24PS	28	Layer 2 switch	1
MER	Cisco	WS-C3750G-24TS-S1U	28	Layer 2 switch	4
MER	Cisco	WS-C2960S-24TS-L	28	Layer 2 switch	1
MER	Cisco	WS-C3560-48PS	52	Layer 2 switch	1
MER	Cisco	WS-C3750X-48T-L	52	DMZ Layer 2 switch	2
G2A	Cisco	WS-C3750X-48T-L	52	DMZ Layer 2 switch	2
G2A	Cisco	WS-C3750G-24TS-S1U	28	Layer 2 switch	13
G2A	Cisco	WS-C2970G-24TS-E	28	DMZ Layer 2 switch	1
G2A	Cisco	WS-C2970G-24TS-E	28	Layer 2 switch	1

Tab   WAN Hardware

Site Code	Hardware Manufacturer	Hardware Model	Primary Purpose	Owner
G2A	Cisco	ASR1002-10G-VPN/K9	Router	MKE County
MER	Cisco	ASR1002-10G-VPN/K9	Router	MKE County
G2A	Cisco	ASA5585-SSP-20	Firewall	MKE County
MER	Cisco	ASA5585-SSP-20	Firewall	MKE County
G2A	Cisco	ASA-SSP-SFR20	IPS	MKE County
MER	Cisco	ASA-SSP-SFR20	IPS	MKE County
COGGS	Cisco	CISCO2951/K9	Router	MKE County
CCC	Cisco	C3900-SPE200/K9	Router	MKE County
BHD	Cisco	C3900-SPE200/K9	Router	MKE County
PARKS ADMIN	Cisco	CISCO2951/K9	Router	MKE County
ZOO	Cisco	CISCO2951/K9	Router	MKE County
HOC	Cisco	C3900-SPE200/K9	Router	MKE County
GMIA	Cisco	CISCO2951/K9	Router	MKE County
CITY	Cisco	CISCO2951/K9	Router	MKE County
DOMES	Cisco	CISCO2951/K9	Router	MKE County
FMWEST	Cisco	CISCO1941/K9	Router	MKE County
FLEET	Cisco	CISCO2951/K9	Router	MKE County
633	Cisco	CISCO2951/K9	Router	MKE County
G2A	Cisco	ME-3400EG-2CS-A	Edge Router	MKE County
MER	Cisco	ME-3400EG-2CS-A	Edge Router	MKE County
MER	Cisco	CISCO2921/K9	Router	MKE County

Site Code	Connection To	Type of Circuit	Circuit Size Mbps
CJF (MER)	Metro Ethernet	MAN	2048
CH (G2A)	Metro Ethernet	MAN	2048
CJF (MER)	Internet	Provider Fiber	500
CH (G2A)	Internet	Provider Fiber	100
CJF (MER)	City Data Center	Private Fiber	10240
CJF (MER)	City of Cudahy	MAN	Unknown
COGGS	Metro Ethernet	MAN	50
CCC	Metro Ethernet	MAN	200
BHD	Metro Ethernet	MAN	300
PARKS ADMIN	Metro Ethernet	MAN	200
ZOO	Metro Ethernet	MAN	200
HOC	Metro Ethernet	MAN	200
GMIA	Metro Ethernet	MAN	100
CITY	Metro Ethernet	MAN	100
DOMES	Metro Ethernet	MAN	10
FLEET	Metro Ethernet	MAN	100
633	Metro Ethernet	MAN	200
FMWEST	Metro Ethernet	MAN	20