Minneapolis
Park & Recreation Board

Resolution 2018-212

Resolution Approving Amendment No. 2 to Increase the Amount of Professional Services Agreement C-36188 with CenturyLink (Formerly Level3 Communications, Formerly TW Telecom Holdings, Inc.) to Provide Co-Location and Broadband Networking Services to the Minneapolis Park and Recreation Board in the Amount of $99,900 for a New Contract Total of $816,488.00

Whereas**,** The Minneapolis Park & Recreation Board (MPRB) is the steward of Minneapolis park system;

Whereas, The MPRB is authorized to contract with public and private entities in the performance of its functions;

Whereas, The Board entered in to a Professional Services Agreement with CenturyLink (Formerly Level3 Communications, Formerly TW Telecom Holdings) on October 4, 2012 for Co-Location and Broadband Networking Services;

Whereas, The MPRB heavily relies on high-speed networks and data center systems to conduct business and exchange information, including to provide and maintain public safety through security, intrusion detection, emergency services, video and telecommunication systems;

Whereas, The Information Technology Services Department identified the need to conduct a thorough assessment of the MPRB network infrastructure and data center systems that included input from a cross-departmental team and key MPRB stakeholders, and developed a Request for Proposals (RFP) for enhancements to existing network and data center services;

Whereas, The Information Technology Services Department issued an RFP, for "Co-Location Services, and Broadband Network Services for Minneapolis Park and Recreation Board" on July 6, 2017;

Whereas, A selection panel carefully reviewed all submissions and selected CenturyLink (Formerly Level3 Communications) and Comcast Business Communications, LLC to complete the work outlined in the RFP;

Whereas, MPRB staff have thoroughly tested the technology solutions presented as part of the RFP, and are in active negotiations with both selected vendors on new contracts;

Whereas, MPRB staff and a professional services technology consultant (Elert and Associates) have analyzed the proposals, timelines, and fees and finds the proposals to be fair and appropriate;

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Whereas, The current contract with CenturyLink (Formerly Level3 Communications), is due to expire on December 31, 2018 and MPRB staff has determined it would be beneficial to have networking contracts with both selected vendors have the same timeframe;

Whereas, The existing Professional Services Agreement with CenturyLink does not have sufficient funding to provide services through the end of its term due to the addition of several new locations and increase in costs for construction to the new locations;

Whereas, Extending the existing contract will provide the time and resources necessary to sustain current business operations while the new contracts are negotiated; and

Whereas, This resolution is supported by the MPRB 2007-2020 Comprehensive Plan, which envisions “Dynamic parks that shape city character and meet diverse community needs;”

RESOLVED, That the Board of Commissioners approve amendment No. 2 to increase the amount of Professional Services Agreement C-36188 with CenturyLink (Formerly Level3 Communications, Formerly TW Telecom Holdings, Inc.) to provide co-location and Broadband Networking Services to the Minneapolis Park and Recreation Board in the amount of $99,900 for a new contract total of $816,488.00; and

RESOLVED, That the President of the Board and Secretary to the Board are authorized to take all necessary administrative actions to implement this resolution.

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TO: Minneapolis Park and Recreation Board

FROM: Jennifer Ringold, Deputy Superintendent

DATE: June 6, 2018

SUBJECT: Resolution Approving Amendment No. 2 to Increase the Amount of Professional Services Agreement C-36188 with CenturyLink (Formerly Level3 Communications, Formerly TW Telecom Holdings, Inc.) to Provide Co-Location and Broadband Networking Services to the Minneapolis Park and Recreation Board in the Amount of $99,900 for a New Contract Total of $816,488.00

BACKGROUND

The Minneapolis Park & Recreation Board (MPRB) utilizes a private data and communications network through a service agreement with Comcast Business Communications, LLC and CenturyLink. This action considers adding additional funding to the Century Link Professional Services agreement C-36188 in the amount of $99,900 for a new contract total of $716,588. This addition will allow the MPRB to sustain service while completing contract negotiations and provide the MPRB with the best possible solution for our growing network and infrastructure needs.

Over the past nine months, MPRB staff assessed and determined that current broadband network services are no longer meeting business requirements from a performance and reliability standpoint. Information Technology Services (ITS) will ultimately recommend enhancing broadband network services so that they are more in line with current and future requirements.

In the past five years, the MPRB has enhanced their utilization of the broadband and network infrastructure. It has also added several new sites such as North Mississippi Park, North Commons Water Park, NE Recreation Center, and made networking changes to several others such as Meadowbrook Golf, South Side Operations Center, and Headquarters.The addition of Security Camera Systems and Door Access systems at several parks as well as the move to utilize more hosted software solutions such as VUEWorks (Asset Management), COMET (City of Minneapolis Enterprise Technology), and ActiveNet (Recreation Management Software), and our Voice over IP Telephone system have increased our need for bandwidth at nearly every location.

Additionally, current MPRB data center services are split between an on-premise data center located at MPRB headquarters, and a colocation facility located at CenturyLink in Minnetonka,

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MN. To address deficiencies in the on-premise data center, in 2013 ITS received Board approval to move key production servers to the CenturyLink colocation facility that offers adequate environmental controls such as cooling, fire suppression system, and backup sources for power and cooling. ITS elected to use the existing on-premise data center at headquarters to serve as a disaster-recovery site for the production environment. The current systems and network equipment in the CenturyLink data center support the majority of business applications required to provide services to Park Board users.

In May of 2012, ITS issued a request for proposals, seeking vendor responses for broadband network and co-locations services, and selected CenturyLink for colocation and broadband services. The Board approved a five-year agreement with CenturyLink for colocation and broadband services. As the broadband network service contracts are set to expire, ITS issued a new request for proposals on November 7, 2017, seeking vendor responses for broadband network services. Five proposals were reviewed and rated, and vendor interviews were conducted to further evaluate all responses. A panel of MPRB employees and outside professional services consultants from Elert and Associates reviewed and determined a recommended solution based on the following core competencies:

A. Broadband Network Services
   - Technical and managed services delivery and capabilities
   - Network design and configuration
   - SLAs for bandwidth, availability and mean time to repair
   - Engagement methodology
   - Vendor's qualifications and references
   - Cost and length of contract
   - Contractual terms and obligations

B. Co-Location Services
   - Technical and managed services delivery and capabilities
   - Recovery capabilities
   - Engagement methodology
   - Vendor's qualifications and references
   - Service level agreements
   - Cost and length of contract

The panel selected CenturyLink and Comcast Business Communications, LLC to provide Broadband Internet Services and Datacenter Colocation facilities for the next contract period. MPRB Staff have thoroughly tested the proposed solutions and are currently in active negotiations with the two vendors. This current request allows the MPRB to continue negotiating with CenturyLink and Comcast. Staff and anticipates bringing an new contracts forward for both before the end of the year.

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RECOMMENDATION

Staff recommends that the Board of Commissioners approve amendment No. 2 to increase the amount of Professional Services Agreement C-36188 with CenturyLink (Formerly Level3 Communications, Formerly TW Telecom Holdings, Inc.) to provide co-location and Broadband Networking Services to the Minneapolis Park and Recreation Board in the amount of $99,900 for a new contract total of $816,488.00.

This action is supported by the following vision and goal statements in the MPRB 2007-2020 Comprehensive Plan.

Vision Theme 3: Dynamic parks that shape city character and meet diverse community needs.

Goal: Easily accessible information supports enjoyment and use of the park and recreation system.

Prepared By: Adam Larson, Director, IT Services, Information Technology Services
Review:
Adam Larson Completed 05/20/2018 8:34 PM
Jennifer Ringold Completed 05/21/2018 5:46 PM
Mary Merrill Completed 05/21/2018 5:46 PM
Minneapolis Park and Recreation Board Completed 06/06/2018 5:00 PM