



The Library Network

Libraries Working Together

41365 Vincent Court, Novi, MI 48375
Phone: (248) 536-3100 Fax: (248) 536-3098
Online: <http://tln.lib.mi.us>

The Library Network

Request for Proposal For Telecommunications Services

July 2017

Key Dates:

Proposals due September 14, 2017, 4 p.m. EDT

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A. General Information

A.1 Background

The Library Network is the largest library cooperative in the State of Michigan, serving residents throughout Wayne, Washtenaw, Oakland, Livingston, and St. Clair Counties. TLN's 75 member libraries serve a population of 2.4 million—one-quarter of Michigan's population.

The Library Network strives to provide and facilitate quality library services to its member libraries, thereby improving library services to their communities. From its headquarters in Novi, Michigan, TLN provides a full range of services and products from which member libraries can choose, including WAN connectivity.

TLN operates a wide area telecommunications network for 71 buildings of which there are 74 connections and 1 diverse circuit. Currently, the libraries are on the AT&T ASE fiber network using data circuits ranging from 10mb to 250mb fiber optic connections. The current wide area network utilizes a fiber backbone supporting IP based applications for shared library resources. The telecommunications equipment that currently connects to the accompanying WAN interfaces in the libraries include TLN owned and managed Cisco 4331 and Brocade ICX7250 routing equipment. TLN staff manage the routers for all connections. A list of current and potential public library participants in the telecommunications network is attached (**Attachment A**).

The libraries on the WAN share 2GB of internet bandwidth provided by Merit Network as the ISP. Each location has a direct connection to the internet (it does not come back through the head end for internet access). The existing combined circuit size of data circuits for all WAN libraries using AT&T/Merit is 5410MB (including head end and diverse circuit) and 100mb for 2 libraries on the Comcast solution. Please see **Attachment B** for a diagram of the existing network. The ISP provides TLN with a total of 3,325 IPv4 addresses that is used for WAN, public and head end purposes.

Merit Network provides DNS Hosting services for 56 domains. The ISP provides 2 DNS hosting addresses. Redundancy is provided in the event the primary DNS host is nonfunctional.

There are 6 public libraries using cable from various cable providers. Please see **Attachment C** for details on these libraries including cable vendor and download and upload speeds.

A.2 Overall intent and Purpose

The Library Network is seeking proposals from vendors who will provide telecommunication services including physical data circuits, internet and DNS hosting for the TLN public library cooperative for a three year period of July 1, 2018 through June 30, 2021.

If a particular vendor is unable to provide all three services, TLN is open to vendors developing a business partnership to meet the three service requirements. We are also open to selecting multiple vendors to provide the products that will best meet the telecommunications needs of the libraries.

A.3 Minimum Requirements

TLN expects that the telecommunications provider will:

- Provide a fiber optic solution that is highly secure and private
- Provide ISP services that allow each library to go direct out to the internet rather than coming back to the head end first.
- Provide DNS (domain name service) hosting for a minimum of 2 hosting addresses
- Provide an e-rate eligible solution

A.4 Project Schedule

The Library Network anticipates the following key project dates:

- | | |
|--------------------------------------|---------------------|
| • RFP Released | July 26, 2017 |
| • Deadline for vendor inquiries | August 18, 2017 |
| • TLN response to vendor inquiries | August 25, 2017 |
| • Proposals due at TLN by 4pm EDT | September 14, 2017 |
| • Finalists selection | October 6, 2017 |
| • Finalist Presentations | October 11-19, 2017 |
| • Recommendation of preferred vendor | November 3, 2017 |
| • Contract signed | January 10, 2018 |
| • Contract Effective Date | July 1, 2018 |

A.5 Official Contact

The official contact for this Request for Proposal:

Angie Michelini
Technology Services Manager
The Library Network
41365 Vincenti Ct.
Novi MI 48375

(248) 716-5583 (voice)
amichelini@tln.lib.mi.us (e-mail)

In order to maintain a fair and impartial selection process, contact with other TLN staff or staff at member libraries about this RFP is prohibited. Failure to abide by this policy may result in disqualification of proposal. Suspected errors in the solicitation should be immediately reported in writing to the official contact.

A.6 Procedure for Submission of Proposals

Submit one print copy and one electronic (PDF) copy of your proposal. All proposals must be enclosed in a sealed envelope or appropriate packaging, with "Proposal" clearly marked on the outside, addressed to The Library Network. Mailed or hand-delivered proposals should be addressed and delivered to:

The Library Network
Attn: Angie Michelini, Technology Services Manager
41365 Vincenti Ct.
Novi MI 48375

Any proposal received after the hour and date specified (4:00 p.m. EDT on September 14, 2017) will not be considered. Any modification of a proposal received after the closing date and time of the RFP will likewise not be considered. Bidder is solely responsible for the delivery and drop-off of its proposal to the correct location during business hours before the date and hour set for the opening of proposals. Please review Section H.10 regarding public records and Freedom of Information Act (FOIA) requests.

A.7 Evaluation Criteria

Written proposals will be evaluated by a committee comprised of representatives from TLN member libraries and TLN staff. Finalist Bidders will be invited to present their solution to the Telecommunications Committee. The maximum scoring criteria are as follows:

	Written Proposal	Percent of Total
Corporate history	5	5%
Prior experience	25	25%
Cost	30	30%
Implementation	15	15%
Support Services	15	15%
Technical requirements	10	10%
Total	100	100%

B. Overall Intent and Outcomes Desired

The Library Network on behalf of the public libraries in its region goes out to bid every three years for a telecommunications contract.

Please tell us how your products will meet our needs and exceed our expectations.

Please provide 3 references of customers similar in size and complexity.

C. Corporate Background

Please provide a brief history of your company and the corporate vision for its future.

What makes your company unique?

What new telecommunications developments are you most excited about? Can you tell us about any innovative products that are just released, soon to be released, or in development?

D. Telecommunication Requirements

Please describe how your telecommunications solution can meet these needs.

D.1. Physical Circuit

As a large consortium of independent libraries, some with branches, The Library Network requires the following consortium features:

- Provide a fiber optic solution with circuit bandwidth sizes ranging from 10mb to 10gb
- Provide a highly secure and private solution
- Provide an e-rate eligible solution. Respondents must provide a service provider identification number for the Universal Service Administration Corp or e-rate spin number.
- Provide a flexible solution allowing for an easy and simple migration path for increasing bandwidth and adding, moving, or removing locations. This is a critical requirement. Libraries require the flexibility of moving easily from one type of circuit or bandwidth size to another as their bandwidth needs increase.
- Provide a Reliable Solution
- Provide the ability to place circuit upgrade orders online
- Provide the ability for TLN to have online access to a circuit order tracking system

D.2. Internet Services

- Provide ISP services that allow each library to go direct out to the internet rather than coming back to the head end first. Each library would come back to the TLN head end for hosted services only.
- Provide internet security for security breaches including denial of service attacks

- Provide ability for internet bandwidth to be shared with all libraries on the WAN.
- Provide IP address blocks or indicate that TLN will be responsible for providing address blocks (TLN is open to providing IP address blocks through ARIN.) If respondent is providing IP address blocks, designate whether they would be IPv6, IPv4 or both.
- Provide method of assigning IP address banks and whether they would be consecutive ranges
- Provide procedure for increasing IP address banks for potential future growth
- Provide network availability assurance

D.3. DNS Services

- Provide DNS (domain name service) hosting for a minimum of 2 hosting addresses. Redundancy must be provided in the event the primary DNS host is nonfunctional.
- Online capability to view DNS domains
- Online capability to submit DNS changes through an online ticket system
- Ability to process DNS hosting change requests within the hour rather than waiting one or more days.

D.4. Support Services

- Ability to submit support tickets online and track ticket status
- Provide a Service Level Agreement that provides support 24x7 with a minimum 4 hour response time
 - The WAN libraries expect the system to be up 100% of the time during scheduled library hours. TLN hosts a mission critical library database system which library staff and patrons require access to at all hours of the day and night so reliability is very important.
- *Describe how you will provide system reliability. What is your average downtime percentage? How do you mitigate data loss and other risks? What service levels are available and what is your average response time for resolving critical issues?*

E. Vendor Transition

- Provide timeframe needed to transition from current provider
- Provide overview of tasks TLN will be responsible for
- Provide overview of vendor tasks including assignment of project manager

F. Technical Requirements

The Library Network manages the routers for all sites on the WAN. Equipment currently in use includes Cisco 4331 and Brocade ICX7250.

Please confirm if the equipment described is compatible with your solution. What equipment is preferred for your solution? If equipment is different than what is currently in use, what type of licensing, support and bandwidth requirements are there?

Who would manage the routers in your solution?

What type of equipment is used for the handoff? Who owns the equipment?

If alternative equipment is provided by respondent, include equipment warranty and maintenance contract details.

G. Cost

The prices discussed in this proposal will be the set prices for contract negotiations. The Library Network is interested in pricing for 3 years.

G.1 Cost Requirements

- Cost projections for 3 year contract term (July 1, 2018 through June 30, 2021)
- Pricing for internet bandwidth for 3gb to 10gb of shared bandwidth (2gb is contracted currently)
- Pricing for circuit bandwidth sizes ranging from 10mb to 10gb
 - Pricing plans for bandwidth capacity/throughput addressing the bandwidth requirements as outlined in Attachment A and C.

Applicable port charges, PVC, EVC, CIR, USF and all related surcharges must also be itemized.

- Pricing for notable, significant and/or material exclusions for construction or migration costs which could impact TLN or member libraries upon acceptance of the proposal such as installation/construction costs for bringing fiber to the building.
 - Provide a technical brief identifying specific technologies involved, comparative performance measurements and specific migration options (including equipment requirements, a construction/build out timeline and migration cost estimates where applicable). TLN prefers all construction be completed prior to the July 1, 2018 start of the contract.

- Pricing for specialized services and options related to implementation, monitoring, and on-going maintenance of the telecommunications network. A detailed description and specific cost estimates associated with specialized services should be included.

- Provide itemized pricing for each service rendered and discounts available for contract duration of 36 months.
 - Line item charges may include: consulting, management service fees, installation, required equipment, optional equipment as recommended, other one-time charges and on-going monthly service charges as well as any other associated costs as necessary.

- Provide ability to provide consolidated billing for services. This includes sending monthly bills to TLN and itemizing each location with circuit id and cost information.

- Provide cost for hosting 56 DNS domains and 2 DNS hosting addresses on a monthly and annual basis.

- Provide the cost of adding additional DNS domains anytime during the 3 year contract period and whether the amount is prorated.

- Provide costs associated with providing IP address blocks to accommodate 3,325 IPv4 addresses along with growth potential.

- Provide costs associated with vendor managed routers. If this is proposed, costs for vendor router management should be separated from the circuit and internet costs.
- Provide a cost-effective solution for a library to terminate their circuit due to financial hardship which may be due to the financial unknowns of municipality and state funding.
- Ability to provide separate billing for physical circuit vs. internet bandwidth. This is due to the fact that some libraries choose not to filter and therefore are not eligible for erate for internet bandwidth.
- TLN has the sole discretion to execute optional one-year extensions. If extended, the terms and conditions of the contract will remain in effect. Respondents selected as finalists will be requested to submit a proposed contract.

H. Terms and Conditions

The following Terms and Conditions are in addition to those that will be contained in the signed contract. To the extent there are any conflicts between this RFP and the signed contract, the Terms and Conditions in the signed contract will prevail.

All responses, inquiries, and correspondence relating to this RFP and all reports, charts, displays, schedules, exhibits, and other documentation produced by the proposal process that are submitted to TLN as part of the proposal or otherwise shall become the property of TLN and may be considered public information under applicable law.

H.1 Effective Term of Proposal

Unless a proposal is expressly rejected by TLN, all proposals will remain in effect for 180 days subsequent to the proposal opening. TLN may request that bidders extend the effective period of their proposals. Such requests shall be in writing and will require bidder's written consent to the extension.

Bidder may not withdraw, cancel, or modify its proposal for a period of 180 days after the advertised closing time for the receipt of proposals.

H.2 Award and Negotiations

This Request for Proposal does not obligate TLN to accept or contract for any expressed or implied services. Likewise, TLN is not obligated to award a contract pursuant to this RFP.

TLN reserves the right to enter into discussions with the bidders whose proposals are deemed most advantageous for the purpose of negotiation. If more than one proposal is found to be satisfactory, TLN reserves the right to negotiate simultaneously with more than one bidder. TLN also reserves the right to stay with its current provider if it determines that it is in the best interest of the participating libraries.

If applicable, TLN will post a notice to its website recommending a preferred bidder. The notice extends the effective term of the bidder's proposal until the parties sign a contract or determine not to sign a contract.

H.3 Rejection of Proposal and Waiver of Informalities

TLN, in its sole discretion and authority, may determine that it is in the best interest of TLN to reject any or all proposals submitted in response to this RFP. TLN, in its sole discretion and authority, may disregard or waive any informality in the proposals or bidding process.

H.4 Reservations

Bidder must read and understand the solicitation and tailor the proposal and all activities to ensure compliance. TLN reserves the right to amend the solicitation; reject any or all of the proposals; and waive minor defects. TLN may request a clarification, inspect bidder's premises, interview staff, request a presentation, or otherwise verify the contents of the proposal, including information about subcontractors and suppliers. TLN may request best and final offers where appropriate. TLN will make all decisions on compliance, evaluation, terms and conditions, and shall make decisions in the best interests of TLN. Failure of a bidder to comply with requests for information or cooperate may result in the proposal being deemed non-responsive to the solicitation. Submitting a proposal does not entitle a bidder to an award or contract. TLN is not responsible for and will not pay any costs associated with the preparation and submission of any proposal. Awarded bidder shall not commence, and will not be paid for, any billable work prior to the date all parties execute the contract.

H.5 Incorporating Costs

Bid prices must incorporate any/all peripheral costs including, but not limited to the costs of products/services, delivery/transportation charges, labor, insurance, applicable taxes, warranty, overhead and profit, etc. that are required by the RFP.

H.6 Taxes

Bidder shall assume and pay all taxes, including state, federal, and local taxes, which are payable by virtue of the furnishing and delivery of materials or services specified. Materials and services purchased by TLN are not subject to either federal excise taxes or Michigan sales taxes. Bidders shall include all other applicable federal, state, and local taxes, direct or indirect, in their proposals.

H.7 Withdrawal of Proposal

Bidders may withdraw their proposal at any time prior to the date and time for proposal opening. Requests for withdrawal must be made in writing on the bidder's letterhead to the official contact for the RFP.

H.8 Responsibility

A bidder is considered responsible when it has the capability in all respects to fully perform the contract requirements and has the integrity and reliability that will assure good faith performance. TLN will determine whether TLN can or should do business with a bidder. TLN may consider factors including, but not limited to certifications, conflict of interest, financial disclosures, past performance, references (including those found outside the solicitation), compliance with applicable laws, financial responsibility, insurability, equal opportunity compliance, capacity to produce, ability to provide required maintenance services or other matters relating to the bidder's probable ability to deliver the required services within the time and price as specified in this RFP.

H.9 Governing Law

Michigan law and rule govern this RFP and any resulting contract. Bidder must bring any action relating to this RFP or any resulting contract in the appropriate courts in Michigan.

H.10 Public Records and Requests for Confidentiality

All responses, inquiries, and correspondence relating to this RFP and all reports, charts, displays, schedules, exhibits, and other documentation produced by the proposal process that are submitted to TLN as part of the proposal or otherwise shall become the property of TLN and may be considered public information under applicable laws. However, TLN will consider requests for confidential

treatment under Michigan Freedom of Information ACT (FOIA) (MCL 15.231). A request for confidential treatment will not supersede TLN's legal obligations under FOIA. TLN will not honor requests to keep entire responses confidential. Bidders must show the specific grounds in FOIA or other law or rule that support application of confidential treatment. Regardless, TLN will disclose the successful bidder's name, the substance of the response, and the price. If bidder requests confidential treatment, bidder must submit an additional electronic copy of the response with the proposed confidential information redacted. This redacted copy must tell the general nature of the material removed and shall retain as much of the original response as possible. Bidder shall list the provisions, identified by section number, for which it seeks confidential treatment and identify the statutory basis under Michigan or other applicable law and include a detailed justification for exempting the information from public disclosure. Bidder will hold harmless and indemnify TLN for all costs or damages associated with TLN honoring bidder's request for confidential treatment. Bidder agrees that TLN may copy the response to facilitate evaluation, or to respond to requests for public records. Bidder warrants that such copying will not violate the rights of any third party.

H.11 Bid Protests

The bidder shall submit any protests or claims regarding this RFP to:

Angie Michelini
Technology Services Manager
The Library Network
41365 Vincenti Ct.
Novi MI 48375

A pre-bid protest must be filed no later than five calendar days before the proposal opening date, a pre-award protest must be filed no later than ten calendar days after the proposal opening date, and a post-award protest must be filed no later than ten calendar days after the award of the contract. Awards are not final until all protests are resolved.

All protests or claims must set forth the name and address of the protester, the specification number, the grounds for the protest or claim, and the course of action that the protesting party desires.

LIBRARY SITE INFORMATION				Current Circuit Size
TLN Libraries on AT&T ASE and Merit Network Internet				in MB
Addison Township	1440 Rochester Rd	Leonard	48367	20
Allen Park Public	8100 Allen Road	Allen Park	48101	50
Auburn Hills	3400 E. Seyburn Drive	Auburn Hills	48326	50
Belleville Fred C. Fischer	167 Fourth Street	Belleville	48111	50
Berkley Public	3155 Coolidge Highway	Berkley	48072	20
Birmingham Baldwin	300 W. Merrill	Birmingham	48012	100
Bloomfield Twp Public Library	1099 Lone Pine Road	Bloomfield Hills	48302	100
Brighton	100 Library Drive	Brighton	48116	50
Canton	1200 S. Canton Center Road	Canton	48188	100
Chelsea	221 S. Main Street	Chelsea	48118	100
Clarkston Independence Township	6495 Clarkston	Clarkston	48346	50
Clawson Blair Memorial	416 North Main Street	Clawson	48017	20
Commerce Township	2869 North Pontiac Trail	Commerce Twp	48390	50
Dearborn Bryant Branch	12929 Michigan Ave	Dearborn	48124	50
Dearborn Esper Branch	22100 Michigan Ave	Dearborn	48126	50
Dearborn Henry Ford Main Branch	16301 Michigan Ave	Dearborn	48126	250
Dearborn Henry Ford (port)	16301 Michigan Ave	Dearborn	48126	100
Dearborn Hts Caroline Kennedy	24590 George	Dearborn Heights	48127	100
Dearborn Hts City Hall	6045 Fenton	Dearborn Heights	48127	shared with D
Dearborn Hts JFK	24602 Van Born Road	Dearborn Heights	48125	20
Dexter District	3255 Alpine Street	Dexter	48130	50
Ecorse Public	4184 West Jefferson Avenue	Ecorse	48229	10
Farmington Hills	32737 W. 12 Mile Road	Farmington Hills	48334	150
Farmington Hills branch	23500 Liberty Street	Farmington	48335	shared with Fa
Ferndale Public	222 East Nine Mile Road	Ferndale	48220	100
Flat Rock Public	25200 Gibraltar Rd	Flat Rock	48134	20
Garden City Public	31735 Maplewood Road	Garden City	48135	20
Grosse Pointe Central Main Branch	10 Kercheval Avenue	Grosse Pte Farms	48236	250
Grosse Pointe Central (port)	10 Kercheval Avenue	Grosse Pte Farms	48236	250
Grosse Pointe Ewald Branch	15175 E Jefferson Ave	Grosse Pte Park	48230	100
Grosse Pointe Woods Branch	20608 Mack Ave	Grosse Pte Woods	48236	100
Hamtramck Public	2360 Caniff	Hamtramck	48212	50
Hartland Cromaine District	3688 N. Hartland Road	Hartland	48353	50
Hazel Park	123 E Nine Mile Rd	Hazel Park	48030	50
Howell Carnegie District	314 Grand River	Howell	48843	100
Inkster Leanna Hicks Public	2005 Inkster Road	Inkster	48141	50
Lincoln Park Public	1381 Southfield Road	Lincoln Park	48146	20
Livonia Alfred Noble Branch	32901 Plymouth Road	Livonia	48150	10
Livonia Carl Sandburg Branch	30100 West Seven Mile	Livonia	48152	10
Livonia Civic Center	32777 Five Mile Road	Livonia	48154	50
Lyon Township Public	27005 South Milford Road	South Lyon	48178	20
Madison Heights Public	240 West 13 Mile	Madison Heights	48071	50
Melvindale Public	18650 Allen Road	Melvindale	48122	20
Northfield Township	125 Barker Rd	Whitmore Lake	48189	20
Northville	212 W. Cady Street	Northville	48167	50
Novi	45245 W. Ten Mile	Novi	48375	100
Oak Park	14200 Oak Park Boulevard	Oak Park	48237	100
Oak Park, City of	13600 Oak Park Boulevard	Oak Park	48237	shared with Oc
Orion Township	825 Joslyn Road	Lake Orion	48362	50
Plymouth District Library	223 S. Main Street	Plymouth	48170	100
Pontiac Public	60 East Pike Street	Pontiac	48342	50
Redford Township	25320 W. Six Mile	Redford	48240	100
River Rouge Public	221 Burke	River Rouge	48218	20
Rochester Hills Library	500 Olde Town Road	Rochester	48307	250
Romulus Public	11121 Wayne Road	Romulus	48174	50
Royal Oak	222 East Eleven Mile Road	Royal Oak	48067	100
Royal Oak, City Of	211 S. Williams Street	Royal Oak	48067	shared with Ro
Royal Oak Township	21131 Garden Lane	Ferndale	48220	20
Salem-South Lyon	9800 Pontiac Trail	South Lyon	48178	150
Southfield Public Library	26300 Evergreen Road	Southfield	48076	100
Southgate Veterans	14680 Dix Toledo Road	South Gate	48195	20
Springfield Township	12000 Davisburg Road	Davisburg	48350	20
Taylor	12303 Pardee Road	Taylor	48180	20

Trenton City Hall	2800 Third St	Trenton	48183	100
Trenton Veterans Memorial	2790 Westfield	Trenton	48183	100
Walled Lake	1499 E West Maple Rd	Walled Lake	48390	20
Waterford Twp Library	5168 Civic Center Drive	Waterford	48329	100
Waterford, Charter Township Of	5200 Civic Center Drive	Waterford	48329	shared with W
Wayne	3737 S. Wayne Road	Wayne	48184	20
Westland William Faust Library	6123 Central City Parkway	Westland	48185	250
White Lake Township	7527 East Highland Road	White Lake	48383	100
Wixom Public	49015 Pontiac Trail	Wixom	48393	50
Wyandotte Bacon Memorial	45 Vinewood	Wyandotte	48192	50
Ypsilanti - Main Branch	5577 Whittaker Road	Ypsilanti	48197	150
Ypsilanti - Main Branch (port)	5577 Whittaker Road	Ypsilanti	48197	100
Ypsilanti - Michigan Branch	229 W. Michigan Avenue	Ypsilanti	48197	50
Ypsilanti - Superior Branch	8795 MacArthur Blvd	Ypsilanti	48198	20
The Library Network - Head End	41365 Vincenti Court	Novi	48375	100
The Library Network - Diverse Circuit	41365 Vincenti Court	Novi	48375	20

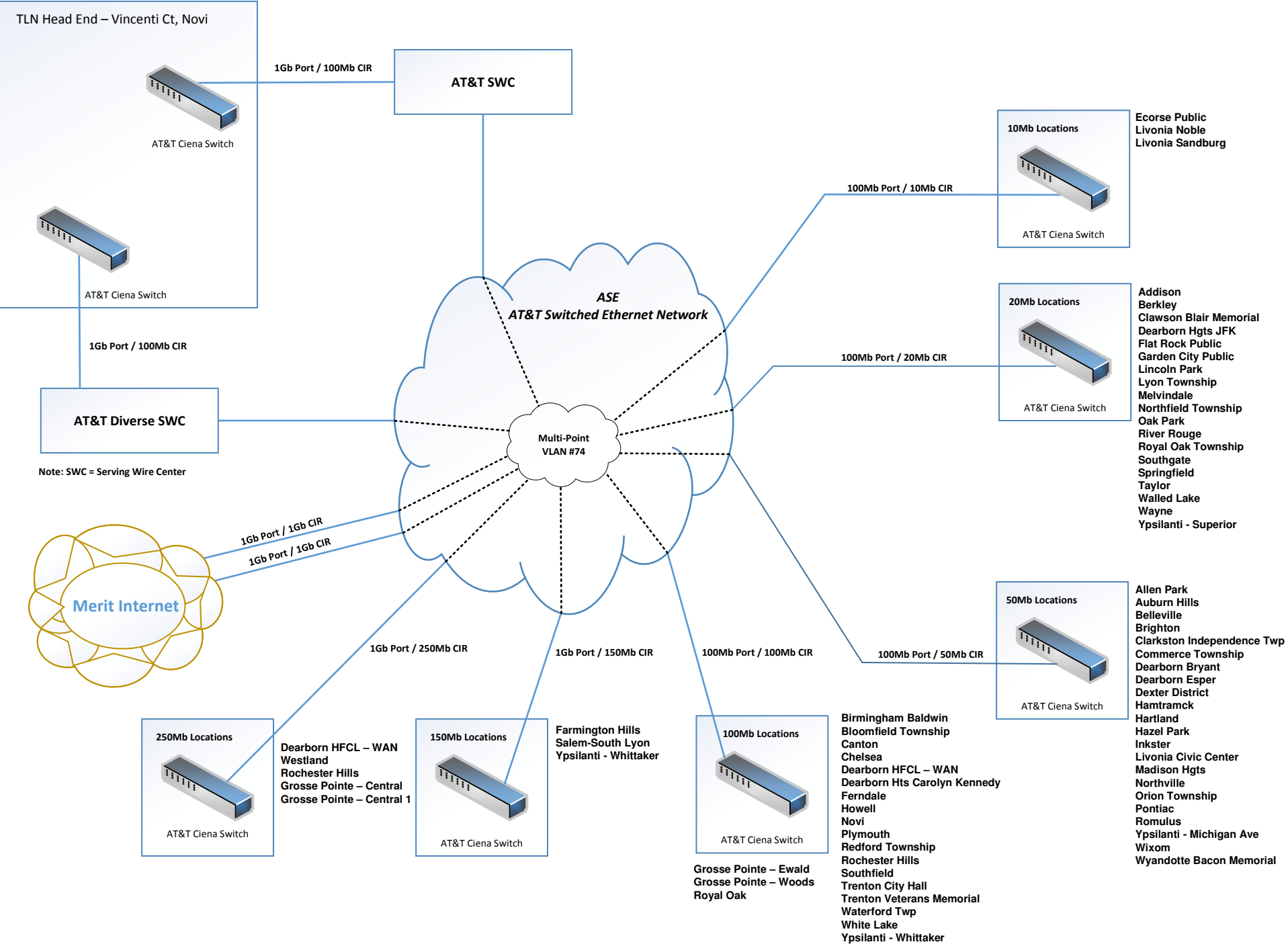
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TLN Libraries on Comcast Fiber				
Highland Twp.	444 Beach Farm Circle	Highland	48357	50
Milford	330 Family Drive	Milford	48381	50

100

Note: if location phone numbers are required by the vendor, please go to this link: <http://tln.lib.mi.us/md>

The Library Network – AT&T Switched Ethernet (ASE)



Libraries with Cable Connections as of 7/2017

ATTACHMENT C

Cable Libraries	Address	City	Zip	Vendor	Current	
					Down	Up
Brandon	304 South Street	Ortonville	48462	Charter	22	5
Franklin	32455 Franklin Road	Franklin	48025	Comcast	22	5
Huntington Woods	26415 Scotia	Huntington Woods	48070	Comcast	100	50
Manchester District	912 City Road	Manchester	48158	Comcast	20	5
Oxford	530 Pontiac Road	Oxford	48371	Charter	22	5
Riverview	14300 Sibley Road	Riverview	48193	Comcast	22	5

Note: if location phone numbers are required by the vendor, please go to this link: <http://tln.lib.mi.us/md>