



**CITY OF LODI  
COUNCIL COMMUNICATION**

**AGENDA TITLE:** Adopt Resolution Authorizing City Manager to Approve Contract with Comcast Enterprise Services for Internet Service Upgrade (\$25,200).

**MEETING DATE:** December 18, 2013

**PREPARED BY:** Information Systems Manager

**RECOMMENDED ACTION:** Adopt resolution authorizing City Manager to approve contract with Comcast Enterprise Services for internet service upgrade (\$25,200).

**BACKGROUND INFORMATION:** On October 6, 2010 the City Council authorized staff to purchase 10 megabits per second (Mbs) high speed Internet service from Comcast Enterprise Services on a five-year contract at an approximate annual cost of \$ 14,280, or \$1,190 per month. There are two years remaining on the existing contract.

Over the past three years, the City has experienced growth in its network traffic, much of it due to the use of mobile devices and staff members needing to remote into the network. In addition, more business is being conducted over the Internet as more services are available "in the Cloud." As a result, the City has outgrown the size of its Internet connection. Statistical data shows the City's Internet utilization at or near capacity during much of the work day. Internet traffic is expected to grow substantially as staff relies more heavily on the use of mobile devices, and companies conduct business via the Internet. Increasing Internet capacity will help reduce the probability of a network slowdown because traffic exceeds current bandwidth.

This contract comes with a Service Level Agreement, stipulating guaranteed speeds and uptime. The Comcast Internet connection has proved to be highly reliable during the past three years, with minimal service interruptions.

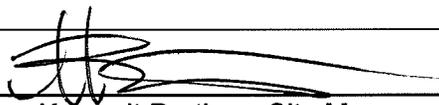
Staff recommends upgrading Internet service with Comcast to 100 Mbs, for an additional cost of \$700 per month for three years. The total monthly cost will be \$ 1,890, plus tax.

**FISCAL IMPACT:** An increased monthly cost of \$700 for three years.

**FUNDING:** Citywide Telephone Account (100242.7202)

  
\_\_\_\_\_  
Jordan Ayers  
Deputy City Manager/Internal Services Director

Prepared by: Steve Mann, Information Systems Manager

**APPROVED:**   
\_\_\_\_\_  
Konradt Bartlam, City Manager

COMCAST ENTERPRISE SERVICES SALES ORDER FORM

Primary Contact: Steve Mann  
Title: IT Director  
Address 1: \_\_\_\_\_  
Address 2: \_\_\_\_\_

City: \_\_\_\_\_  
State: \_\_\_\_\_  
Zip: \_\_\_\_\_

Phone: (209) 333-5548  
Cell: \_\_\_\_\_  
Fax: \_\_\_\_\_  
Email: smann@lodi.gov

SUMMARY OF CHARGES (Click on [Link](#) for details)

Service Term (Months):

SUMMARY OF SERVICE CHARGES\*

Total Metro Ethernet Monthly Recurring Charges: \$ 700.00  
Total Trunk Services Monthly Recurring Charges: \$ 0.00  
Total Off-Net Monthly Recurring Charges: \$ 0.00  
Total Monthly Recurring Charges (all Services): \$ 700.00

Total Metro Ethernet Standard Installation Fees\*: \$ 0.00  
Total Trunk Services Standard Installation Fees: \$ 0.00  
Total Off-Net Standard Installation Fees: \$ 0.00  
Total Standard Installation Fees (all Services): \$ 0.00

SUMMARY OF CUSTOM INSTALLATION FEES

Total Custom Installation Fee: \$ 0.00  
Amortized Custom Installation Fee: \$ 0.00

ote: Charges identified in the Service Order are exclusive of maintenance and repair charges, and applicable federal, state, and local taxes, fees, surcharges and recoupments (where designated). Please refer to your Comcast Enterprise Services Master Services Agreement (MSA) for specific detail regarding such charges. Customer shall pay Comcast one hundred percent (100%) of the non-amortized Custom Installation Fee prior to the installation of Service.

service order upgrades and renews the current EDI circuit for an additional 36 months.

rent service is 10mbps EDI @ \$1190/ month  
r, upgraded service is 100mbps EDI @ 1890/month (renewing \$1190 MRC, upgrading \$700 MRC)  
n is 36 Month

AGREEMENT

is Comcast Enterprise Services Sales Order Form ("Sales Order") shall be effective upon acceptance by Comcast. This Sales Order is made a part of the Comcast Enterprise Services Master Services Agreement, entered between Comcast and the undersigned and is subject to the Product Specific Attachment for the Service(s) ordered herein, located at <http://business.comcast.com/enterprise-terms-of-service>, (the "Agreement"). Unless otherwise indicated herein, capitalized words shall have the same meaning as in the Agreement.

11 NOTICE

Comcast Business Class Trunking Service may have the E911 limitations specified below.

The National Emergency Number Association (NENA), a 911 industry organization that makes recommendations for standardized services relating to E911, has issued guidelines that state "The PBX owner is responsible for creating customer records, preferably in NENA standard format, that identify caller locations." To facilitate Customer's compliance with those guidelines and with associated state and local requirements related to provision of Automatic Location Information (ALI) for E911 services, Comcast offers two options:

- a. Comcast will send to the ALI database or Subscriber Location Database (SLDB) the main billing telephone number and the main address provided by Customer; or
- b. Customer may choose to sign up for up to 10 Emergency Location Information Numbers (ELINs) that Customer could assign to zones within Customer's premises that would be separately identified to the E911 call taker. The location information, such as a specific floor, side of a building, or other identifying information, could assist emergency responders to more quickly reach the appropriate location. Customer is solely responsible for programming its PBX system to map each station to one of these numbers, and for updating the system as necessary to reflect moves or additions of stations within the premises. Comcast will send assigned ELINs to the ALI or SLDB database, as is appropriate.

Many jurisdictions require businesses using multi-line telephone systems to program their systems to transmit specific location information for 911 calls. Customer bears sole responsibility to ensure that it identifies and complies with all such requirements. In any event, if Customer does not maintain E911 records in a timely and accurate manner, the E911 call taker may not receive proper location information, and emergency responders may be delayed or even prevented from timely reaching the caller's location.

Battery Back Up - The Integrated Access Device (IAD) provided by Comcast is not equipped with battery backup. It is Customer's responsibility to ensure adequate back-up power is provided to ensure service continuity during a power outage, as employees would otherwise be unable to use the Services, including dialing 9-1-1, when power is unavailable.

Calls using the Service, including calls to 911, may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure, or another technical problem. If questions should be directed to 1-800-391-3000. E911 Service, Private Branch Exchange, and Direct Inward Dial Service.

By signing below, Customer acknowledges, agrees to and accepts the terms and conditions of this Sales Order.

# COMCAST ENTERPRISE SERVICES SALES ORDER FORM

## METRO ETHERNET SERVICES AND PRICING

Account Name: The City of Lodi

Date: December 04, 2013

MSA ID#: CA-163029-ctrum

SO ID#: CA-163029-ctrum-1132472

Short Description of Service:

Service Term (Months): 36

### Solution Charges

Request	Action	Service(s)	Description	Service Location A*	Service Location Z*	Tax Jurisdiction	Monthly	One-Time
Renew	Remove	EDI-NI-100	100 Mbps	Elm St Site 1 230 W ELM ST		Interstate	-\$ 570.00	\$ 0.00
Renew	Remove	EDI-10	10 Mbps	Elm St Site 1 230 W ELM ST		Interstate	-\$ 620.00	\$ 0.00
Renew	Add	EDI-NI-100	100 Mbps	Elm St Site 1 230 W ELM ST		Interstate	\$ 652.91	\$ 0.00
Renew	Add	EDI-100	100 Mbps	Elm St Site 1 230 W ELM ST		Interstate	\$ 1,237.09	\$ 0.00
* Services Location Details attached					<b>Page Total</b>		\$ 700.00	\$ 0.00



# COMCAST ENTERPRISE SERVICES SALES ORDER FORM

## SERVICE LOCATION DETAIL INFORMATION

Account Name:  MSA ID#:  SO ID#:  Date:

Location Name / Site ID	Address 1	Address 2	City	State	Zip Code	DeMarc Location	Extend to DeMarc (Yes/No)	Inside Wiring (Yes/No)	Technical / Local Contact Name	Technical / Local Contact Phone #	Technical / Local Contact Email Address	Technical Contact On Site (Yes/No)	Satellite Location (Y/N)
Elm St Site 1	230 W ELM ST		Lodi	CA	95240				Steve Mann	(209)333-5548	smann@lodi.gov		No

RESOLUTION NO. 2013-220

A RESOLUTION OF THE LODI CITY COUNCIL  
AUTHORIZING THE CITY MANAGER TO  
APPROVE CONTRACT WITH COMCAST  
ENTERPRISE SERVICES FOR INTERNET  
SERVICE UPGRADE

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WHEREAS, the City currently contracts with Comcast Enterprise Services for Internet service; and

WHEREAS, over the past three years, the City has outgrown its current 10 MBs Internet capacity; and

WHEREAS, statistical data shows the City's Internet utilization at or near capacity during much of the work day; and

WHEREAS, Internet traffic is expected to grow substantially as staff relies more heavily on the use of mobile devices and "Cloud computing"; and

WHEREAS, staff recommends upgrading Internet service with Comcast to 100 MBs, for an additional cost of \$700 per month for three years, with the total monthly cost of \$1,890, plus tax.

NOW, THEREFORE, BE IT RESOLVED that the Lodi City Council does hereby authorize the City Manager to approve and execute contract with Comcast Enterprise Services for Internet service upgrade, for an additional cost not to exceed \$25,200 plus applicable taxes over the next three-year period.

Date: December 18, 2013

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I hereby certify that Resolution No. 2013-220 was passed and adopted by the Lodi City Council in a regular meeting held December 18, 2013, by the following vote:

AYES: COUNCIL MEMBERS – Hansen, Johnson, Mounce, and  
Mayor Katzakian

NOES: COUNCIL MEMBERS – None

ABSENT: COUNCIL MEMBERS – Nakanishi

ABSTAIN: COUNCIL MEMBERS – None



RANDI JOHL-OLSON  
City Clerk