



Request for City Council Committee Action from the Information Technology Department

Date December 3, 2013
To: The Honorable Betsy Hodges, Chair, Ways and Means Committee
Subject: Execute Contract with CenturyLink

Recommendation: Authorize proper City officials to:
a) Execute all necessary contract documents with CenturyLink to establish a two-year contract through December 31, 2015 for a not-to-exceed amount of \$2,000,000
b) Include the option of two (2) additional two-year extensions
c) Customize the liability terms and conditions

Prepared by Barb Malinski, Contract Administrator, 673-3249

Submitted by Otto Doll _____, 673-3633
Chief Information Officer

Approved by Paul Aasen _____
City Coordinator

Presenter in Committee Otto Doll

Policy Review Group Not Applicable

Permanent Review Committee (PRC) Pending approval

Prior Related Directives:

July 2013 – Committee recommends the proper City officers be authorized to issue a Request for Proposals for telecommunication services in July 2013 in order to evaluate and execute agreements with one or more communication service providers to deliver the City’s required services beginning on January 1, 2014.

Financial Impact: None. No additional appropriation is required.

<p>Financial Impact (Check those that apply)</p> <p><input checked="" type="checkbox"/> No financial impact (If checked, go directly to Background/Supporting Information)</p> <p><input type="checkbox"/> Action requires an appropriation increase to the Capital Budget</p> <p><input type="checkbox"/> Action requires an appropriation increase to the Operating Budget</p> <p><input type="checkbox"/> Action provides increased revenue for appropriation increase</p> <p><input checked="" type="checkbox"/> Request provided to department’s finance contact prior to the Committee Coordinator</p>

Background/Supporting Information

In July 2013, Information Technology issued a Request for Proposals (RFP) for telecommunications services (voice and data) to achieve global scale as a managed hosting and cloud services provider. A total of three proposals were received and the City's evaluation team selected CenturyLink as the best fit for the City's needs in the areas identified in the RFP.

The IT Department is implementing a contract for telecommunication services in the following categories:

- Ethernet services generally referred to as Metro Ethernet.
- Time Division Multiplexing supports certain voice communications and services (ISDN, Primary Rate Interfaces, Normal Single Line telephone service that offers custom calling features, i.e. call forward, call waiting. services, DS3, DS1- both interstate and intrastate, MOE, 1FB, DID, DSL, POTS)
- Long Distance Services - any telephone call to a location outside the local service area. Also called toll call or trunk call.
- Session Initiated Protocol - a protocol for transporting call setup, routing, authentication and other feature messages to end-points within the IP domain.
- ISP and other future services - Internet Service Provider – a vendor who provides access for customers to the internet and the world-wide web.

Information Technology would like to establish a contract with CenturyLink for two years through December 31, 2015 to coincide with the current managed services contract. In the event the CenturyLink contract is not affected by the next iteration of the City's managed services contract, the contract shall include two (2) two-year renewal options. The estimated annual cost of the contract is \$1,000,000.

Request for Approval

IT requests approval to authorize proper City officials to:

- a) Execute all necessary contract documents with CenturyLink to establish a two-year contract through December 31, 2015 for a not-to-exceed amount of \$2,000,000
- b) Include the option of two (2) additional two-year extensions
- c) Customize the liability terms and conditions. The City's IT Department has reviewed the request with the City Attorney's Office and has incorporated the necessary terms and conditions below:
 - CenturyLink will have no liability whatsoever for any personal injury to or death of any person, for any loss, damage or destruction of any property relating to the use, lack of access to or provision of, 911 emergency service
 - For all other claims arising out of the Agreement, the maximum liability for Customer and CenturyLink will not exceed in the aggregate the total Monthly Recurring Charges and usage charges paid by Customer to CenturyLink under the Agreement in the three months immediately preceding the event giving rise to the claim ("Damage Cap").

The costs for the contract are covered within the IT allocation model. No additional appropriation is required.