

## STAFF REPORT

---

**Date:** September 13, 2017

**To:** Mayor and City Council

**Thru:** Sabra Newby, City Manager

**Subject:** **B.6. Staff Report (For Possible Action): Approval of Internet Service Agreement, which costs also include recommended upgrades to legacy network connections at 25 City locations, in an amount not to exceed \$190,000 annually. (General Fund)**

**From:** **Rishma Khimji, Assistant Director of Technology**

---

**Summary:** The Department of Information Technology is looking to upgrade current legacy connections (coaxial cables/copper connections) with high-speed fiber connections, which include greater network availability, bandwidth, and vendor support. The upgrade will impact City locations that include Fire Stations, Community Centers, the Stead Sewer Plant, RPD Substations, and our main connection point at City Hall. The upgrade providing improved services will increase our monthly service bills by \$3,400 (and total cost annually by \$40,800), with no additional out-of-pocket costs for the construction costs for the upgrade.

**Discussion:** The City of Reno's current network connection to various remote sites comprises legacy technology that has not sufficiently provided the appropriate bandwidth and uptime necessary for the support of various technologies hosted by the City. Currently, various City locations, including Public Safety locations, are adversely affected by the legacy technology as there are periodic downtimes that disrupt work and application support.

The Department of Information Technology is looking to upgrade the legacy connections (coaxial cables/copper connections) with high-speed fiber connections, which offer greater network availability, bandwidth, and vendor support. We are working with Spectrum/Charter to upgrade the connections to the RFD Fire Stations, Community Centers, Stead Sewer Plant, RPD Substations, and our main connection point at City Hall. This upgrade will incur construction costs, estimated at \$400,000, which Spectrum/Charter will absorb. The City has no out-of-pocket construction costs in order to upgrade the City's network infrastructure to receive enhanced services. Spectrum/Charter will also provide all required hardware such as routers that are necessary for the upgrades at all locations. The new services will also include extended Service Level Agreements, which provide the City with prioritized services, direct customer support, and increased availability times. These benefits are not available with our legacy connections that

Spectrum/Charter currently provides the City. Our new agreement with Spectrum/Charter will include these new benefits as outlined in the Enterprise Ethernet Service Level Agreement.

The services provided in this upgrade by Spectrum/Charter will also include internet service, which provides the City with one complete internet and network package. Spectrum/Charter will be our sole ISP (internet services provider) enabling the City to access the internet. Our current provider for ISP is the Zayo Group and the City will seek to terminate that contract for a more robust internet access through Spectrum/Charter.

Currently, our monthly service is billed at \$10,125.69 (network connections) plus \$1,969.67 (for internet services to Zayo) for a total of \$12,095.36. The total cost of this upgrade will increase our monthly service bills by \$3,400, for a total estimated amount of \$15,500 monthly, which includes network connections and internet services. Therefore, our total service costs per year, with the upgrades, are estimated to be no greater than \$190,000. Monthly pricing is based on a 60-month contract.

**Financial Implications:** Funding for this project is currently available in the Technology Department budget (General Fund).

**Legal Implications:** None at this time.

**Recommendation:** Staff recommends Approval of Internet Service Agreement, which costs also include recommended upgrades to legacy network connections at 25 City locations, in an amount not to exceed \$190,000 annually. (General Fund)

**Proposed Motion:** I move to approve staff recommendation.

**Attachments:**

- SE Ethernet SLA (PDF)
- City of Reno - Multi Site - EPLAN - 60 Mths - P149402 -RL- SA(PDF)
- City of Reno 1 E 1st Street - MAIN FIBER ACCT - 1G FIA - 60 Mths - P1494... (PDF)