



**CITY of NOVI CITY COUNCIL**

**Agenda Item D  
August 14, 2017**

**SUBJECT:** Approval to award a three-year contract to Spectrum Business Services (a.k.a. Bright House Networks) in the amount of \$4,249 per month for wide area network connectivity to remote City building locations and Internet access.

**SUBMITTING DEPARTMENT:** Integrated Solutions Team – Information Technology

**CITY MANAGER APPROVAL:** 

<b>EXPENDITURE REQUIRED</b>	<b>\$50,988 per year</b>
<b>AMOUNT BUDGETED</b>	<b>\$82,800 - Total</b> <b>Breakdown:</b> <b>\$21,000 - 101-205.00-851.500</b> <b>\$46,800 - 101-337.00-802.400</b> <b>\$15,000 - 101-442.00-802.400</b>
<b>APPROPRIATION REQUIRED</b>	<b>N/A</b>
<b>LINE ITEM NUMBER</b>	<b>101-205.00-851.500 (25%)</b> <b>101-337.00-802.400 (55%)</b> <b>101-442.00-802.400 (20%)</b>

**BACKGROUND INFORMATION:**

The City of Novi currently leases a fiber backbone between City Hall and six of our municipal buildings. We also contract for Internet access through the same provider, Spectrum Business Services (formally Bright House Networks). At the expiration of the previous contract the Information Technology Division reached out to three of the major vendors in our area to solicit quotes for the afore mentioned services. Two of the vendors responded Comcast Business and Spectrum Business Services. The Spectrum proposal provided a substantial increase in our bandwidth while reducing our monthly cost by just over \$2,000 per month. The City has been happy with both the quality and customer service of the Spectrum product and therefore recommends them for a new three-year agreement.

**RECOMMENDED ACTION:** Approval to award a three-year contract to Spectrum Business Services (a.k.a. Bright House Networks) in the amount of \$4,249 per month for wide area network connectivity to remote City building locations and Internet access.



# FIBER OPTIC CONNECTIVITY PROPOSAL

## AND INSTALLATION PLAN

### BY PREPARED

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July 31, 2017

City of Novi

45175 Ten Mile Road  
Novi, Mi 48375

Dear Mark,

Thanks for your interest in Spectrum Business® services. We have already helped power the success of businesses across the U.S. and are confident that our solutions will help you maximize the potential of your business.

As we've discussed, this proposal details the Spectrum Business services designed to meet the needs of your business.

## **BUSINESS GOALS**

- ▶ Reduce Risk to the Business
- ▶ Increase efficiency
- ▶ Receive Enterprise level support

## **NETWORK GOALS**

- ▶ Increase bandwidth and scalability
- ▶ Increase reliability with dedicated bandwidth
- ▶ Pass large files with minimal wait time

## **SUMMARY OF GOALS**

Spectrum's goal in our partnership with the City of Novi is to create a broadband and voice services network that can scale and grow to meet the needs and demands of your business.

The following is a price estimate for Spectrum Business® services that takes into account the conversations we've had around the specific solutions that are best suited to meet your needs. Please review and let me know if you have any questions or concerns.

**One-Time Charges**

- Installation \$0.00
- Equipment \$0.00

**Service Period:** 36 Month coterminous agreement with original contract

**PERSONALIZED QUOTE FOR Metro E Service and Internet**

Service	Location	Service Breakdown Old to New	Monthly Service Fee	One-Time Charges
Fiber Ethernet	45175 W 10 Mile Rd	60Mbps to 200Mbps	\$875.00	\$0.00
Fiber Ethernet	42785 9 Mile Rd	10Mbps to 20Mbps	\$400.00	\$0.00
Fiber Ethernet	1919 Paramount St	10Mbps to 20Mbps	\$400.00	\$0.00
Fiber Ethernet	42975 Grand River	10Mbps to 20Mbps	\$400.00	\$0.00
Fiber Ethernet	49375 10 Mile Rd	10Mbps to 20Mbps	\$400.00	\$0.00
Fiber Ethernet	26300 Delwal Dr	10Mbps to 50Mbps	\$475.00	\$0.00
Fiber Internet	45175 W 10 Mile Rd	30 Mbps to 200Mbps	\$1299.00	\$0.00
<b>Totals<sup>3</sup></b>			<b>\$4,249.00</b>	<b>\$0.00</b>

Total savings to upgrade \$2,101.00

Currently paying for the same service with lower bandwidth \$6,350.00

This offer is valid for 90 days, is based on a 36 month term, and is subject to these contingencies:

- Spectrum Business® Commercial Terms of Service as provided in our Service Agreement/Order

I appreciate the opportunity to provide the City of Novi with this proposal for an upgrade on Fiber Internet and upgrade Metro E services. Please feel free to contact me with any questions.

Sincerely,

Angelica Lopez-Hoag  
Strategic Account Manager Gov/Ed MI  
angelica.lopez-hoag@charter.com  
(231) 932-8173

The benefits of switching to Spectrum Business couldn't be more compelling. Here's what you can expect when you work with us:

**Better value**

Get the bandwidth your business needs without paying more than you should with powerful, cost-efficient services that help your business connect with customers and vendors more easily than ever.

**Greater flexibility**

No matter how quickly your networking needs change, we can accommodate your request with bandwidth changes that are quickly implemented.

**More reliability**

Our best-in-class network is physically diverse from the phone company routes and proactively monitored 24/7/365 to enable your business to work faster, more securely and with fewer interruptions.

<p><b>Optical Ethernet</b></p>	<p>Provides optical private line Ethernet service with speeds ranging from 10Mbps to 10Gbps. Supports point-to-point, point to multipoint, or multipoint configurations as well as Layer 3 VPN</p>	<p><b>Spectrum Business® Layer 3 VPN</b> Offers the high-speed capacity and flexibility to handle large amounts of traffic. Securely connect multiple business locations with speeds ranging from 10Mbps to 10Gbps</p>
<p><b>Fiber Internet</b></p>	<p>Provides dedicated optical Internet access with scalable speeds ranging from 5Mbps to 1Gbps</p>	<p><b>Choose from a full suite of add-ons:</b> Cloud services: email services, Website hosting, Domain name hosting, Backup, Microsoft® Exchange E-Mail Managed services: Static IP Addresses, Managed Security, Spectrum Business Managed Internet Router</p>
<p><b>PRI</b></p>	<p>High capacity calling service that connects to existing PBX/Key systems and offers scalable telephone service ranging from single to multiple T1s combined with DIDs and flexible long-distance options.</p>	
<p><b>SIP Trunking</b></p>	<p>Provides the ability to maximize your IP-PBX through one connection for voice, data and Internet traffic. This converged approach saves money and time by using bandwidth efficiently, reducing hardware costs and simplifying network management.</p>	

**Disclaimers:**

The terms of this proposal are confidential and should not be disclosed directly or indirectly to any third party, except as may be required by law. If you and/or your agents or representative makes any unauthorized disclosure, Charter shall be entitled to revoke this proposal, terminate any associated agreement without liability and to seek damages and/or injunctive relief arising from such unauthorized disclosure. This proposal is an estimate for discussion purposes only and is not intended to give rise to binding obligations for either party. The offer herein proposed by Charter is contingent upon acceptance of Charter's applicable commercial terms of service. Any contractual relationship between us will be effective only upon execution of a binding contract by representatives of the parties authorized to enter into such agreements. Fiber may not be available to all service areas.

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