



MEMORANDUM

To: Mayor and City Council

From: Albert Gauthier, Chief Information Officer

Date: August 15, 2017

Reference: Consider approval to amend and extend an existing agreement with CenturyLink Communications for Internet Services in the amount of \$69,000 annually for an additional 3 years as budgeted and authorizing the City Manager to sign.

2030: Sustainable City Government

Introduction:

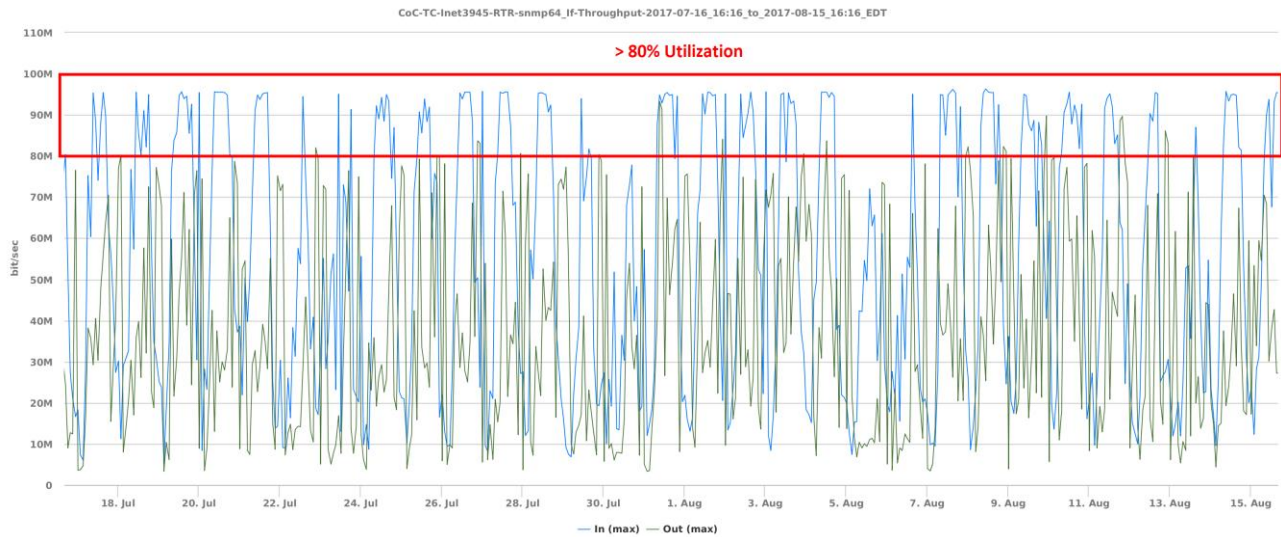
The City needs to increase the internet bandwidth on our primary circuit, which is currently provided by CenturyLink.

Analysis:

Approximately three years ago the city entered into an agreement with CenturyLink to provide internet services for the city. At that time, we were increasing our internet speed from 13mg to 100mg and added a secondary circuit of 100mg. The annual cost for this current service is approximately \$50,000 per year.

While this amount seems high when compared to residential rates, it is important to remember that Direct Internet Access (DIA) is different than residential access. Residential is considered shared or “best effort” in terms of speed and reliability. DIA, which is what we are procuring, is considered the purest form of internet access and is accompanied with a service level agreement that is 24x7x365 monitoring, reporting and ticketing. In addition, we receive a credit when the connection is interrupted upstream of our routers.

Today we have identified the need to again increase the bandwidth to support our current demand on the primary circuit. In the graph below you will see that the daily download capacity is approaching 100% utilization.



Therefore, we recommend increasing the primary circuit from 100mg to 1000mg or 1gb and remain at 100mg for the secondary circuit. The secondary circuit is utilized as a failover if the primary circuit is interrupted or connection is lost. The cost of this service is \$69,000 annually.

Legal Review:

(Agenda item reviewed by legal August 15, 2017)

Fiscal Impact:

The fiscal impact of this Agenda item is \$69,000 annually for three years.

Recommendation:

The Information Systems Department recommends approval.