

Telecommunication Contracts for Facility Connectivity and Services

Finance and Governance Committee

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Technology Services
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Background

- The City sources and manages telecommunications services for approximately 180 sites within the City's geographic territory. The services allow for City sites and buildings to connect to the primary data center.
- 2021 a public solicitation was done that resulted in 4 awards
- Approval of four contracts, each for (5) five years, to provide telecommunication services to meet the City's current and future connectivity needs include:
 - RR22-0751: Zayo Group, LLC for \$5,000,000
 - RR22-0754: Allstream Business US, LLC for \$5,000,000
 - RR22-0755: Comcast Cable Communications Management, LLC for \$20,000,000
 - RR22-0756: CenturyLink Communications, LLC for \$30,000,000
- Technology Services and other agencies currently spend an estimated \$2.8M - \$3.3M / year on telecommunication services.

Types of Services

Contracts will be used to continue services and procure new services that support multiple essential services for the City and County of Denver, including:

- Interconnectivity between City buildings
- Emergency services
- Internet connectivity for city services
- Security Services (DDOS – Denial of Service Attacks)
- Phone Services – local and long-distance services
- Analog lines (elevator and parking lot emergency phones)

Purpose

The City will realize the following benefits by working with multiple partners:

- Flexibility
 - Leverage providers disparate infrastructures and capabilities for efficiencies in cost, access and velocity. Provide service to new facilities (i.e. Western Stock Show Complex) and for
 - Ability to respond to unpredicted and situational events (i.e. COVID-19 Pandemic, MLB All-Star Game)
- Cost Control and Efficiencies
 - Competitive pricing through the life of the contracts.
 - Contract maximums allow for the city to utilize each provider as effectively as possible to optimize costs, services and meet required and timelines.
- Service Capabilities
 - Allow the City to have access to the most innovative and up-to-date service offerings

Objectives

The City expects to achieve the following objectives through this contract:

- Optimize monthly subscription costs through competitive lower rates
- Enhance network performance
- Improve customer service/support
- Simplified billing processes
- Flexibility to procure services
- Take advantage of new services and features that are available in the marketplace



Questions?