

SUBJECT

Broadband Service Contract (Staff Representative: Patrick Pham)

RECOMMENDED ACTION

To authorize the President and CEO to enter into a three-year contract with a two-year option with Charter Communications to provide broadband internet service for the agency for a total authorization amount not to exceed \$209,880.

BACKGROUND

Long Beach Transit (LBT) staff relies on broadband internet service (internet) to perform daily operations, as it enables staff to communicate and conduct business externally, such as sending and receiving emails, accessing various websites, updating LBT's social media, as well as obtaining local, state and national news.

Moreover, LBT continues to adopt Software as a Service (SaaS), a method of software delivery and licensing in which software is accessed online via a subscription, rather than bought and installed on individual computers. LBT utilizes SaaS for its electronic Board portal, timekeeping, quarterly and annual reporting, and in the near future, Microsoft Office 365 and intranet.

LBT currently uses two internet connections with a bandwidth of 100 megabytes (MB) from Frontier Communications (Frontier) at LBT1 and an internet connection of 10MB bandwidth from AT&T at LBT2. LBT plans to upgrade its internet bandwidth from 100MB to 1GB at both LBT1 and LBT2, to be delivered by one provider, Charter Communications (Charter).

With Charter providing broadband service to both facilities, should the internet connection at one location be down, Charter will redirect the internet connection to the other location with minimal downtime to LBT ensuing continuity of business operations.

PROCUREMENT

LBT issued an Invitation for Bid (IFB) to several qualified firms. The IFB required the supplier to be responsible for the complete turn-key solution of the broadband internet service, including site readiness assessment, network design, construction, procurement of hardware, ancillary equipment, software integration, shipping, installation, as well as training for LBT staff.

LBT received two proposals which were reviewed for the technical design of the project, specifications of the equipment and total price.

Charter, located in Cerritos, California, provided the best solution for LBT's established specifications and was found to be responsive and responsible by LBT's Purchasing department, at a firm-fixed price of \$125,928 for the first three years, with two, one-year options for a five-year



total amount not to exceed \$209,880. This is a firm-fixed-price contract that includes design, hardware, software integration, shipping, installation and configuration.

DBE/SBE PARTICIPATION

A Disadvantaged Business Enterprise (DBE)/Small Business Enterprise (SBE) goal was not established for the broadband service contract due to the specialized nature of the services within the telecommunications industry.

ALTERNATIVES CONSIDERED

LBT considered different broadband technologies offered by other providers such as Frontier and AT&T; however, their services would be limited to the geographical areas which they serve.

As LBT1 is located in Frontier's geographical territory, and LBT2 in AT&T's territory, LBT1 would be serviced by Frontier and LBT2 by AT&T. Furthermore, by utilizing multiple service providers, LBT would incur greater costs and not have redundancy capability should internet be unavailable at one of the two locations.

LBT would not consider foregoing the internet due to the critical connectivity the internet provides to LBT staff in their daily operations.

BUDGETARY/FISCAL IMPACT

Staff is requesting LBT's Board of Directors to authorize the President and CEO to enter into a three-year contract with a two-year option with Charter Communications to provide broadband internet service for the agency for a total authorization amount not to exceed \$209,880.

Funds for the first year of the contract were previously approved in the Fiscal Year 2020 Operating Budget, and funding for subsequent years will be included in future operating budgets.

A handwritten signature in blue ink, reading 'K. McDonald', written over a horizontal line.

Kenneth A. McDonald
President and Chief Executive Officer