

**Livingston County  
Information Technology  
Department**

# Report

**To:** Livingston County Board of Commissioners, Livingston County Administrator - Nathan Burd, Livingston County Deputy County Administrator / Chief Financial Officer - Cindy Catanach

**From:** Kristoffer Tobbe Livingston County Chief Information Officer

**Date:** April 30, 2021

**Re:** Livingston County Information Technology Department: Phone and Internet carrier conversion and one-year contract extension

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## Request for Approval

- Convert and extend the existing Windstream telecommunications agreement for phone and internet service for 1 additional year (from termination date of August 6<sup>th</sup> 2024 to May 3<sup>rd</sup> 2025) to allow for digital SIP conversion of the County's existing copper telecommunications network.

## Summary

The Livingston County Information Technology Department began the replacement of the County's existing phone system with Board approval in 2020. We are now at the phase of restructuring the County's telecommunications lines and migrating them from an old technology of Time-Division Multiplexing Primary Rate Interface (TDM PRI) copper-based circuits at multiple locations (7 circuits in total = 161 call paths) to Session Initiation Protocol (SIP) digital service over the existing fiber optic internet circuit residing at the County's Administration Building. This will allow for 200 simultaneous call paths between two Livingston County locations (current utilization reports show approximately 88 simultaneous call paths during peak time periods). All existing telephone numbers will be retained with this migration.

In addition to this technology conversion, the new design incorporates a second telco service location to support all locations' voice services at 300 S. Highlander with 100 voice call paths

using a new 100Mb access circuit with 50Mb internet connection deployed out of a separate Central Office (Grand Rapids vs Farmington Hills) for network redundancy.

This design will provide seamless failover of voice service and business continuity in the event of ANY service interruptions at the Administration building. The second internet connection can also be used for public internet connectivity.

The new design will also allow Livingston County to shift the County's back up internet connection at the Administration Building to the Central Dispatch building on a diverse circuit (Windstream on-net connection at 304 East Grand River to Windstream's 100M connection using AT&T for the last mile out of Grand Rapids vs. Farmington Hills).

All required equipment and licensing to provision this new network design is included in the pricing summary below with an allowance for future growth, if required.

### Current Contract and Costs

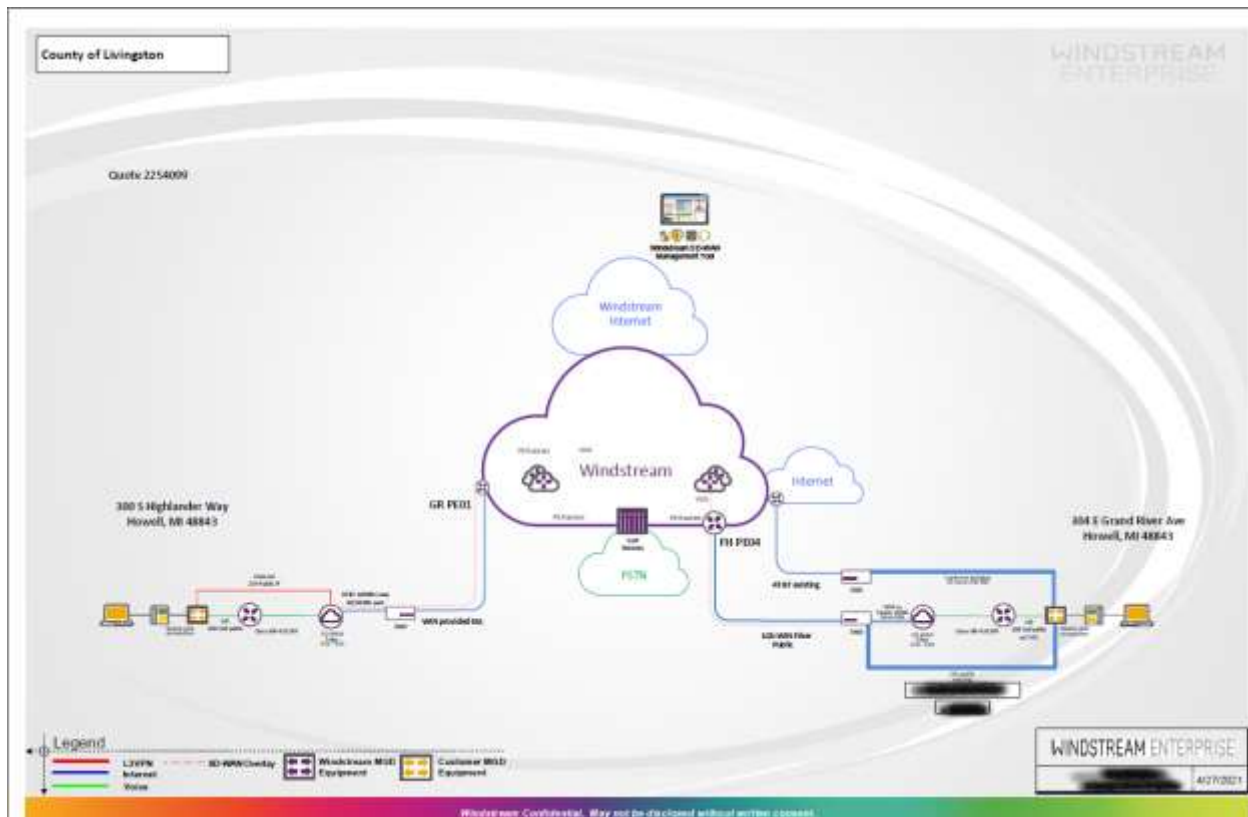
The County is currently under contract with Windstream for both voice and data telecommunications. We are now close to 24 months into the existing contract. This contract is a five-year term which started on May 24<sup>th</sup> 2019 and terminates on May 23<sup>rd</sup> 2024.

- The minimum monthly service fee for these services is \$6,128.83 the actual estimated monthly recurring cost is \$7,349.09. This is due to other fees like fluctuations in long distance usage and non-contractual charges (i.e., administrative service fees, access recovery fee, E911, etc.)

| Current      | Monthly Reoccurring | Total Contract Est | Amt per Year  | Term   | Start      | Term renewal | Today's Date | Days Remaining time on Contract | Internet           |
|--------------|---------------------|--------------------|---------------|--------|------------|--------------|--------------|---------------------------------|--------------------|
| ACC (AT & T) | \$ 1,617.99         | \$ 58,247.64       | \$ 19,415.88  | 3 Year | 12/19/2019 | 12/31/2021   | 4/28/2021    | 247                             | 250 MB circuit     |
| Windstream   | \$ 7,349.09         | \$ 440,945.40      | \$ 88,189.08  | 5 Year | 8/7/2019   | 8/6/2024     | 4/28/2021    | 1196                            | 1 GB Fiber Circuit |
| Total        |                     |                    | \$ 107,604.96 |        |            |              |              |                                 |                    |

### Recommendation:

We are proposing renewing this contract for 48 months which will extend Livingston County's Windstream service into May of 2025 (effectively extending the service contract 1 additional year) for \$6,294.55 per month. This is an extension of service in exchange for a completely redundant network of fiber optic SIP services. Net contractual cost increase: **\$165.72 per month** for a completely redundant solution, 100 more voice call paths, and an additional 100M internet access circuit with a 100M (50M/50M) port speed at Central Dispatch.



And lastly, the TDM PRI service is a telco offering that is being phased out by carriers. Therefore, it is in Livingston County's best interest to migrate to this newer technology for ongoing carrier support.

| New        | Monthly Reoccurring | Total Contract Est | Amt per Year | Term   | Start    | Term renewal | Today's Date | Days Remaining time on Contract | Internet                                 |
|------------|---------------------|--------------------|--------------|--------|----------|--------------|--------------|---------------------------------|--|
| Windstream | \$ 6,294.55         | \$ 302,138.40      | \$ 75,534.60 | 4 Year | 6/1/2021 | 5/30/2025    | 4/28/2021    | 1493                            | 1 GB Fiber Circuit<br>100 MB 911 Circuit |

| New Projected 2022 Costs              | Monthly     | 12 Months    | 2021 Adjusted for bills 6 months paid this year | 2022         | 2023         | 2024         | 2025         | Totals        |
|---------------------------------------|-------------|--------------|---|--------------|--------------|--------------|--------------|---------------|
| Windstream                            | \$ 6,294.55 | \$ 75,534.60 | \$ 81,861.84                                    | \$ 75,534.60 | \$ 75,534.60 | \$ 75,534.60 | \$ 75,534.60 | \$ 384,000.24 |
| ACC (AT & T)                          | \$ 1,617.99 | \$ 19,415.88 | \$ 19,415.88                                    | \$ 19,415.88 | \$ -         | \$ -         | \$ -         | \$ 38,831.76  |
| Sub Total                             | \$ 7,912.54 | \$ 94,950.48 | \$ 101,277.72                                   | \$ 94,950.48 | \$ 75,534.60 | \$ 75,534.60 | \$ 75,534.60 | \$ 422,832.00 |
| Savings After AT & T contract expires |             |              |   |              | \$ 19,415.88 | \$ 19,415.88 | \$ 19,415.88 | \$ 58,247.64  |
| Total Expected savings                |             |              |   |              | \$ 19,415.88 | \$ 19,415.88 | \$ 19,415.88 | \$ 58,247.64  |

**Funding Recommendation:**

This contract extension is an existing 2021 budgeted expense in the Information Technology budget, no additional funds would be necessary to complete this contract extension. The new amount will be projected into the 2022 – 2025 Livingston County Information Technology Budgets.