



City Council Staff Report

Subject: Astound Business Solutions, LLC Internet And WAN Data Transport Services Agreement

Date: September 10, 2024

Submitted By: Brian Graves, IT Manager
Tameka Usher, Administrative Services Director

Department: Administrative Services - IT

Recommendation:

Adopt a Resolution of the City Council of the City of Rocklin Approving and Authorizing an Agreement with Astound Business Solutions, LLC for Fiber Internet and WAN Data Transport Services and Authorizing the City Manager to Execute an Agreement.

Background:

The City has been utilizing Astound Business Solutions, LLC (Formerly Wave Business Solutions, LLC) for fiber Internet and Wide Area Network (WAN) data transport services for over 20 years. Fiber services are of vital importance to the daily operations of the City and therefore play a key role in the services delivered to residents. Over the years, Astound Business Solutions (Astound) has proven to be an excellent partner to the City. They are very responsive to City needs and their fiber Internet and WAN data transport services have proven to be extremely reliable and perform to expectations. Astound has also consistently offered the City the lowest prices for broadband services over the years when compared to competitors offering similar services in the area.

Staff recently entered into negotiations with Astound with the intent of increasing bandwidth on City Internet and WAN data transport circuits to meet current and future needs. In order to not increase overall costs to the City, a long-term agreement is recommended. Through these negotiations, Astound Business Solutions has agreed to provide the City with the additional bandwidth required without increasing overall costs to the City, locking in prices under a new agreement with a ten (10) year term.

Under the new agreement, the City's Internet connection speed will increase 10-fold from 500 Mbps to 5 Gbps. This is a significant upgrade in Internet bandwidth needed to accommodate the movement of additional technology infrastructure, data, and services to the cloud. For example, this bandwidth upgrade will enable the City to improve its disaster recovery capabilities by offloading backup data to immutable object-based storage in the cloud for safe keeping without negatively impacting access to other services. It will also enable the City to

restore data from the cloud more rapidly when needed, reducing potential downtime associated with equipment failures, malicious attacks, or disasters. The City is also expanding the use of cloud service providers for video storage and retrieval and steadily increasing its use of the Microsoft 365 suite of innovated productivity apps. The additional bandwidth will ensure minimal latency and adequate performance for City staff accessing these cloud services and data.

The new agreement also significantly increases bandwidth on fiber WAN circuits connecting remote City office buildings, including the Corporation Yard, Event Center, Fire Stations 24 and 25, and the Recreation buildings in Johnson Springview Park, to the City's data center. The bandwidth increase will accommodate IP security cameras, IP Television service, and other bandwidth intensive solutions installed at those sites in the future and will ensure efficient operations for staff working from these locations to provide services to the community. Since the initial build costs associated with the deployment of the fiber infrastructure have already been recovered, Astound is able to both increase the bandwidth and lower the prices on these circuits to offset the cost increase for the bandwidth upgrade on the Internet circuit.

Pursuant to the Rocklin Municipal Code (RMC) 3.04.070.I, the City Council may approve a contract duration longer than three years and authorize an exception to the re-bid requirement for good cause. Given the importance of these circuits to City business and the long history of excellent fiber Internet and WAN data transport services and support provided to the City by Astound Business Solutions, and the significant discount and fixed pricing offered to the City for such a large increase in bandwidth, staff recommends suspension of the re-bid requirement and approval of the agreement using a 10-year term.

Fiscal Impact:

The total cost for services over the ten-year term is \$579,000. Sufficient funds are available in the Fiscal Year 2024/25 Operating Budget in the General Fund (100) to cover the cost of the proposed agreement for the current fiscal year. Funding for subsequent years will be requested during the annual budget process, contingent upon the availability of sufficient funds.

ATTACHMENTS:

[2. Resolution Exhibit A - Service Order and Master Services Agreement](#)

[1. Resolution](#)