



CITY COUNCIL STAFF REPORT

DATE: SEPTEMBER 3, 2014 CONSENT AGENDA

SUBJECT: PHONE/INTERNET/WIFI SERVICE CONTRACT – WELWOOD MURRAY
MEMORIAL LIBRARY

FROM: David H. Ready, City Manager

BY: Special Projects Coordinator

SUMMARY

The proposed action is approval of a 48 month contract with Time Warner Cable to provide phone/internet/WiFi services to the Welwood Murray Memorial Library(WMML).

RECOMMENDATION:

1. Authorize the City Manager to execute a 48 month contract with Time Warner Cable to provide phone/internet/WiFi service to the Welwood Murray Memorial Library.

STAFF ANALYSIS:

Phone service to the WMML was previously provided by Verizon via a conduit that actually runs thru the Plaza Las Flores facility. There was no previous internet service to the building. Staff met with both Verizon and Time Warner to see if we could find a way for both to service the building thru the one 2" conduit; we were looking for phone service from Verizon and Internet/WiFi from Time Warner. Verizon refused to share the conduit with Time Warner (even though it is our conduit) so staff requested a proposal from Time Warner to provide all the required services. Time Warner Cable has offered a 48 month contract, copy attached.

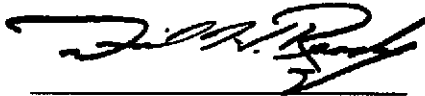
FISCAL IMPACT:

The proposed contract is for a 48 month period, to provide 10 business phone lines, internet services and WiFi. The monthly cost is set at \$656.15, which includes unlimited local and long distance for \$29.95/month per line. There is also a onetime \$400

installation charge. The \$400 installation cost will be charged to the WMML construction account while the monthly costs will be charged to the regular city phone account.



Allen F. Smoot, Special Projects Coordinator



David H. Ready, City Manager

Attachments:

1. Service Agreement

Account Executive: Marcus Cardenas
 Phone: 760/895/3645 ext:
 Cell Phone:
 Fax: 704/945/5905
 Email: marcus.cardenas@twcable.com

Order # 4344012

Customer Information: Customer Code 0000														
Business Name			CITY OF PALM SPRINGS				Customer Type:							
Federal Tax ID			Tax Exempt Status				Tax Exempt Certificate #							
*****0757														
Billing Address														
Attention To:			3200 E. Tahquitz Canyon Way, Attn: IT - Fiber Palm Springs CA 92262				Account Number							
							8448410850107917							
Billing Contact			Billing Contact Phone				Billing Contact Email Address							
Andrea (a.k.a. Andy) Nickell			(760) 323-8225				andrea.nickell@palmspringsca.gov							
Authorized Contact														
Authorized Contact			Authorized Contact Phone				Authorized Contact Email Address							
David Ready			(760) 323-8201				david.ready@palmspringsca.gov							
Technical Contact														
Technical Contact			Technical Contact Phone				Technical Contact Email Address							
James Smith			(760) 323-8252				james.smith@palmsprings-ca.gov							
Business Class Phone Service Order Information 100 S Palm Canyon Dr Palm Springs CA 92262														
Current LEC				LEC BTN				Porting Required						
								No						
Business Class Phone Line Information For 100 S Palm Canyon Dr Palm Springs CA 92262														
Product Line & Type	Number & Caller ID Display	Porting	HG	Hunt Group Type	SEQ	VM	SVM#	GVM#	AA	BGF	Call ID Prtv	MP	E-911 Location	Directory Listing YPHV & Listing Details
Phone BCP Unlimited Local & LD WTN	(000) 000-0000 CITY OF PALM SP	Native				No			No		No		BLDG10 0 STEN/A FLN/A	MURRAY MEMORIAL LIBRARY WELWOOD
Phone BCP Unlimited Local & LD WTN	(000) 000-0000 CITY OF PALM SP	Native				No			No		No		BLDG10 0 STEN/A FLN/A	MURRAY MEMORIAL LIBRARY WELWOOD

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Phone BCP Unlimited Local & LD WTN	(000) 000-0000 CITY OF PALM SP	Native				No		No		No		BLDG10 0 STEN/A FLN/A	MURRAY MEMORIAL LIBRARY WELWOOD
Phone BCP Unlimited Local & LD BTN	(000) 000-0000 CITY OF PALM SP	Native				No		No		No		BLDG10 0 STEN/A FLN/A	MURRAY MEMORIAL LIBRARY WELWOOD
Phone BCP Unlimited Local & LD WTN	(000) 000-0000 CITY OF PALM SP	Native				No		No		No		BLDG10 0 STEN/A FLN/A	MURRAY MEMORIAL LIBRARY WELWOOD

Product Line & Type: (BTN) Billing Telephone Number, (WTN) Working Telephone Number
Features: (HG) Hunt Group, (SEQ) Hunt Group Sequence, (VM) Voice Mail, (SVM#) Shared Voice Mail, (GVM#) Group Voice Mail, (AA) Auto Attendant, (BGF) Business Group Feature Package, (MP) Mobility Package
Outbound Call Block*: (900) 900 Numbers, (INT) International, (900INT) 900 and international, (ACB) All Charges Blocked: 411, 900.976.INTL, OS/DA, (OBR) Outbound Restricted: Allows only 611 and 911
Inbound Call Block*: (COL) Collect, (TP) Third Party, (CTP) Collect and Third Party, (IBR) Inbound Restricted
 *Customer's election of call blocking can minimize potential exposure to fraud or unnecessary charges.
Dir Listing: (YPHV) Yellow Page Heading Verbiage

TWC Business Class offers inbound and outbound blocking options to help protect your account from unauthorized use. TWC recommends the use of International Blocking for all customers who do not make international calls. The table below summarizes the options selected for your order. If you have any questions or would like to change the blocking options, please contact your TWC Account Representative.

Call Blocking Options for: 100 S Palm Canyon Dr Palm Springs CA 92262

Phone Number	Inbound Call Blocks	Outbound Call Blocks
(000) 000-0000	Collect and Third Party (CTP)	INT and 900
(000) 000-0000	Collect and Third Party (CTP)	INT and 900
(000) 000-0000	Collect and Third Party (CTP)	INT and 900
(000) 000-0000	Collect and Third Party (CTP)	INT and 900
(000) 000-0000	Collect and Third Party (CTP)	INT and 900
(000) 000-0000	Collect and Third Party (CTP)	INT and 900
(000) 000-0000	Collect and Third Party (CTP)	INT and 900
(000) 000-0000	Collect and Third Party (CTP)	INT and 900
(000) 000-0000	Collect and Third Party (CTP)	INT and 900
(000) 000-0000	Collect and Third Party (CTP)	INT and 900
(000) 000-0000	Collect and Third Party (CTP)	INT and 900

Intercept Message Information For: 100 S Palm Canyon Dr Palm Springs CA 92262

Phone Number	Referral Number	Interval	Start Date
(000) 000-0000			
(000) 000-0000			
(000) 000-0000			
(000) 000-0000			
(000) 000-0000			

(000) 000-0000			
(000) 000-0000			
(000) 000-0000			
(000) 000-0000			
(000) 000-0000			

Custom Ring For: 100 S Palm Canyon Dr Palm Springs CA 92262

Number	Custom Ring #1	Directory Listing #1	Custom Ring #2	Directory Listing #2	Custom Ring #3	Directory Listing #3	Custom Ring #4	Directory Listing #4
(000) 000-0000								
(000) 000-0000								
(000) 000-0000								
(000) 000-0000								
(000) 000-0000								
(000) 000-0000								
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(000) 000-0000								
(000) 000-0000								

Internet and Video Order Information For 100 S Palm Canyon Dr Palm Springs CA 92262

Service Type

High Speed Internet (HSD)

New and Revised Services and Monthly Charges At 100 S Palm Canyon Dr , Palm Springs CA 92262

Description	Quantity	Sales Price	Monthly Recurring Total	Contract Term
50 X 5	1	\$356.25	\$356.25	48 Months
Business Class Phone Unlim Local & Long Dist Promotion	10	\$29.99	\$299.90	48 Months
WiFi LAN Promotion	1	\$0.00	\$0.00	48 Months
*Total			\$656.15	

*Prices do not include taxes and fees.

One Time fees At 100 S Palm Canyon Dr , Palm Springs CA 92262

Description	Quantity	Sales Price	Total
BCP Phone Install	1	\$150.00	\$150.00
ONE-TIME INSTALLATION	1	\$250.00	\$250.00
Total			\$400.00

*Prices do not include taxes and fees.

Special Terms

The services, products, prices and terms identified on this Service Order constitute Time Warner Cable's offer to provide such services on such terms. Until Customer has accepted this offer by signing as appropriate below, Time Warner Cable reserves the right to rescind this offer at any time, at its sole discretion.

Electronic Signature Disclosure

By signing and accepting below you are acknowledging that you have read and agree to the terms and conditions outlined in this document.

Authorized Signature for Time Warner Cable Enterprises LLC

Authorized Signature for Customer

Printed Name and Title

Printed Name and Title

Date Signed

Date Signed

This Time Warner Cable Business Class Service Agreement ("**Service Agreement**") in addition to the Time Warner Cable Business Class Terms and Conditions ("**Terms and Conditions**") and any Time Warner Cable Business Class Service Orders (each, a "**Service Order**"), constitute the **Master Agreement** by and between customer identified below ("**Customer**") and Time Warner Cable ("**TWC**" or "**Operator**") and is effective as of the date last signed below.

Time Warner Cable Information

Time Warner Cable Enterprises LLC
 Street: 83473 Avenue 45
 City: Indio
 State: CA
 Zip Code: 92201

Contact: Marcus Cardenas
 Telephone: 760/895/3645 ext:
 Facsimile: 704/945/5905

Customer Information

Customer Name (Exact Legal Name): CITY OF PALM SPRINGS			Federal ID No: *****0757	
Billing Address: 3200 E. Tahquitz Canyon Way, Attn: I	Suite:	City: Palm Springs	State: CA	Zip Code: 92262
Billing Contact Name: Andrea (a.k.a. Andy) Nickell	Phone: (760) 323-8225		E-mail: andrea.nickell@palmspringsca.gov	
Authorized Contact Name: David Ready	Phone: (760) 323-8201		E-mail: david.ready@palmspringsca.gov	

Agreement

THIS SERVICE AGREEMENT HEREBY INCORPORATES BY REFERENCE THE TERMS AND CONDITIONS (AVAILABLE AT WWW.TWCBC.COM/LEGAL), A COPY OF WHICH WILL BE PROVIDED TO CUSTOMER UPON REQUEST. BY EXECUTING THIS SERVICE AGREEMENT BELOW, CUSTOMER ACKNOWLEDGES THAT: (1) CUSTOMER ACCEPTS AND AGREES TO BE BOUND BY THE TERMS AND CONDITIONS, INCLUDING SECTION 21 THEREOF, WHICH PROVIDES THAT THE PARTIES DESIRE TO RESOLVE DISPUTES RELATING TO THE TIME WARNER CABLE BUSINESS CLASS SERVICES AGREEMENT THROUGH ARBITRATION; AND (2) BY AGREEING TO ARBITRATION, CUSTOMER IS GIVING UP VARIOUS RIGHTS, INCLUDING THE RIGHT TO TRIAL BY JURY.

By signing and accepting below you are acknowledging that you have read and agree to the terms and conditions outlined in this document.

Electronic Signature Disclosure

Authorized Signature for Time Warner Cable Enterprises LLC	Authorized Signature for Customer
By:	By:
Name (printed):	Name (printed):
Title:	Title:
Date:	Date:



You first. The technology follows.™

Business Class Phone & Business Class Trunk Service Notice and Acknowledgement Regarding E911

Customer understands and acknowledges that the Time Warner Cable Business Class Phone & Business Class Trunk (SIP or PRI) voice-enabled customer premise equipment is electrically powered and, in the event of a power outage or Time Warner Cable network failure, Enhanced 9-1-1 ("E911") services may not be available.

The Time Warner Cable Business Class Services Agreement prohibits moving your Time Warner Cable voice-enabled customer premise equipment to a new service address. Customer understands and acknowledges that if this equipment is moved to another location, E911 services may not operate properly and emergency operators may be unable to accurately identify the caller's address in an emergency. The E911 location specified on the Time Warner Cable Business Class Service Order will be provided to emergency operators for emergency calls made from the telephone numbers associated with this Service Order. To move your service to another location, you must call Time Warner Cable.

Customer agrees to specifically advise every end user of the Time Warner Cable Business Class Phone or Trunk service, prominently and using the language provided above, of the circumstances under which E911 service may not be available through Time Warner Cable Business Class Phone or Trunk service and to distribute Safety Stickers, to be supplied by Time Warner Cable, to all end users of the Time Warner Cable Business Class Phone or Trunk service and instruct each end user to place a Safety Sticker on or near any telephone or other equipment used in conjunction with the service.

Customer must ensure that all alarm, security, medical and/or other monitoring systems and services are tested to validate proper operation after Business Class Phone or Trunk service is installed.

By signing my name below, I acknowledge that I have received and understand this Notice and Acknowledgement and agree to the obligations described above.

X

(Authorized Customer Signature)

(Date Signed)

Commercial Property Ownership Verification Form

To assist in the timely delivery of your contracted services Time Warner Business Class will need to document if you are the owner of the building in which your business resides by completing Section 1 below. If you **do not** own the property we require the Property Owner/Manager contact information to be provided by completing Section 2 below. We would also ask that you notify the Property Owner/Manager that you have signed up for Time Warner Cable services. We will be contacting the Property Owner/Manager to obtain a right of entry agreement to permit us to enter upon the property to install the services.

Section 1 - Please complete this section if **you own** your Commercial Property

Authorized Signature

Printed Name and Title

Date Signed

Section 2 - Please complete this section if **you do not own** your Commercial Property

Property Owner/Manager Name and Title

Property Owner/Manager Phone #

Property Owner/Manager Email Address