
Sponsor: Information Services

Meeting Date: 2/7/2023

Title: Single Source Agreement with CenturyLink Communications, LLC for Telecom and Telephony Services

File Number: 2022-685

Background and Rationale:

Continued rapid technological advances have resulted in a need to provide more efficient and less expensive telecom services. Presently, Ramsey County contracts with CenturyLink D/B/A Lumen Technologies Group (Lumen) to provide a variety of communications services since 2011. These services include: long distance and international phone calls, private internet bandwidth, 1-800 phone number reservations, local 651-266-xxxx phone number reservations, and primary rate interface (PRI) trunking. These services support the 1,200 + concurrent inbound and outbound phone calls made by residents to the county. The county added PRIs in a 2020 contract to expand phone service to support the growth of the organization and to support work from home due to covid. Due to ongoing changes resulting from the new flexible work arrangement and moving off the county's old analog phone system, there is a need to update the contract to enable Ramsey County to utilize technologically advanced replacement services.

As a reputable service provider, CenturyLink D/B/A Lumen can provide a modern unified communication service for all the county's telecommunication needs. The change to a Voice over Internet Protocol (VoIP) phone system in 2018 requires that PRIs be replaced by more modern and flexible session initiation protocol (SIP) trunks. The benefits SIP provides the county is the following:

- lower costs
- better reliability
- higher quality phone communications with residents
- more resilient physical connections that protect from possible service disruptions
- easily scalable with business continuity in future tech allowing adjustment to rapidly changing phone service needs

Ramsey County has invested in several physical service connections with Lumen at several Ramsey County facilities. If the county was to seek a different telecom provider, the county would incur significant costs and would risk service disruptions to change these physical connections to a new provider. Due to knowledge of and experience with the county's unique and varied needs, Lumen has the ability to continue to provide these services for the county's unique environment which consists of multiple locations and needs.

Recommendation:

The Ramsey County Board of Commissioners resolved to:

1. Approve the Single Source Agreement with CenturyLink Communications, LLC d/b/a Lumen Technologies Group, P.O. Box 91154, Seattle, WA 98111 for telecom and telephony services for the period of February 7, 2023 through February 6, 2026 with an option to renew for an additional three year period for a total not to exceed amount of \$2,160,000 over the term of the agreement.
2. Authorize the Chair and Chief Clerk to execute the agreement.
3. Authorize the County Manager to approve and execute amendments and change orders to the agreement in accordance with the provisions of the agreement and all other terms and conditions remaining the same, in a form approved by the County Attorney's Office.

A motion to approve was made by Commissioner Frethem, seconded by Commissioner Reinhardt.
Motion passed.

Aye: - 7: Frethem, MatasCastillo, McGuire, Moran, Ortega, Reinhardt, and Xiong

By: 

Mee Cheng, Chief Clerk - County Board