



Interoffice Memorandum

April 19, 2021

TO: Mayor Jerry L. Demings
-AND-
County Commissioners

FROM: Carrie Mathes, CFCM, NIGP-CPP, CPPO, C.P.M., Manager,
Procurement Division

CONTACT: Rich Steiner, Supervisor, Information Systems and Services Division
407-836-2810

SUBJECT: Master Agreement Y21-1039, Spectrum Enterprise Service
Agreement with Charter Communications Holdings, LLC

ACTION REQUESTED:

Approval to execute Master Agreement Y21-1039 for Spectrum Enterprise Service Agreement between Orange County, Florida and Charter Communications Holdings, LLC, in the total estimated amount of \$727,953 for a one-year term.

Further request authorization for the service to continue on a monthly basis, in accordance with the Master Agreement.

PROCUREMENT:

This Master Agreement will provide the standard terms and conditions applicable to all current and future service orders with Charter Communications for Spectrum internet and network services within Orange County facilities. Internet and Network Service Orders associated with this Master Agreement are billed per facility. The effective date of the Master Agreement occurs upon execution by both parties.

FUNDING:

Funding is available in account number 0001-031-0562-3720.

APPROVALS:

The Information Systems and Services concurs with this recommendation.

REMARKS:

The current Master Agreement with Bright House Networks resulted from a consolidation effort in 2012 which incorporated various small contracts for internet service utilities dating back to 2008 into a single Master Agreement, with service orders issued per facility. Establishing standard terms and conditions in a Master Agreement reduces the delay in activating internet utility services for individual facility service orders.

Bright House has been acquired by Charter Communications Holdings, LLC and is proposing modernization of the agreement into a new agreement reflecting Spectrum Services. A technical analysis by the Information Systems and Services Division has determined that the price of internet services has declined and updating the master service agreement for internet utility services is in the best interest of the County. Modernization of this agreement is projected to result in an estimated cost savings of approximately \$60,000 annually.

This agreement is non-exclusive, and is only utilized as-needed for areas where infrastructure, support, and services for voice, data and internet circuits from other providers are available to the County and Citizens. Similar agreements are executed with AT&T and Lumen and competition is maximized when competing sources are available.