



COLUMBIA COUNTY BOARD OF COUNTY COMMISSIONERS AGENDA ITEM REQUEST FORM

The Board of County Commissioners meets the 1st and 3rd Thursday of each month at 5:30 p.m. in the Columbia County School Board Administrative Complex Auditorium, 372 West Duval Street, Lake City, Florida 32055. All agenda items are due in the Board's office one week prior to the meeting date.

Today's Date: 12/13/2018 Meeting Date: 12/20/2018

Name: David Kraus Department: BCC Administration

Division Manager's Signature:

A handwritten signature in blue ink, appearing to be "DK", is written over a light blue circular stamp.

1. Nature and purpose of agenda item:

To provide a separate Internet and Wi-Fi service to the 911 Center to meet system security requirements

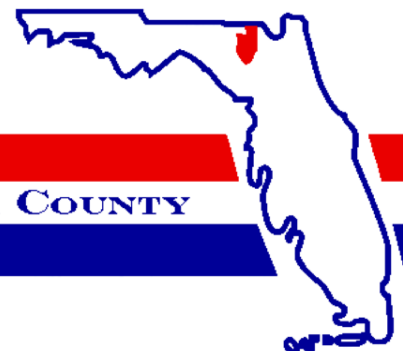
2. Recommended Motion/Action:

Motion to approve contract with Comcast Business Services for internet service

3. Fiscal impact on current budget.

This item is currently budgeted. The account number to be charged is 001-2510-525.30-41

District No. 1 - Ronald Williams
District No. 2 - Rocky Ford
District No. 3 - Bucky Nash
District No. 4 - Toby Witt
District No. 5 - Tim Murphy



BOARD OF COUNTY COMMISSIONERS • COLUMBIA COUNTY

M E M O R A N D U M

TO: Columbia County Board of County Commissioners
FR: David Kraus, Assistant County Manager
DATE: December 13, 2018
RE: Comcast Contract for Dispatch Center

The Combined Communications Center has established Operating Guidelines and Procedures for the use of Wi-Fi by Telecommunicators in the dispatch center. Based upon the County's IT system security needs, the 911 Communications Center requests the Columbia County Board of County Commissioners approve a contract with Comcast to provide internet service separate from the County network to provide the Wi-Fi connection. The separate service will keep all 911 systems physically separate from the dispatch Wi-Fi access point.

XC:

Account Name: David Moore

ID#: 21021062

CUSTOMER INFORMATION (Service Location)

Address 1 263 NW LAKE CITY AVE

City LAKE CITY

Address 2

State FL

Primary Contact Name David Moore

ZIP Code 32055

Business Phone (386) 758-2122

County

Cell Phone

Email Address david_moore@columbiacountyfla.com

Pager Number

Primary Fax Number

Technical Contact Name

Tech Contact On-Site? No

Technical Contact Business Phone

Technical Contact Email

Property Manager Contact Name

Property Mgr. Phone

COMCAST BUSINESS SERVICES

Selection (X)

Business Voice	
Business Internet	X
Business TV	

Service Term (Months)

36

COMCAST BUSINESS SERVICES DETAILS

Business Voice*

VOICE SELECTIONS	Quantity	Unit Cost	Total Cost
Full Feature Voice Lines	0		
4+ Lines			
Basic Lines	0		
Toll Free Numbers			
Fax Lines			
Equipment Fee			
VOICE OPTIONS	Selection(X)	Total Cost	
Voicemail	0		
Enhanced Listings			
Auto-Attendant			

* Voice offers & options not available in all markets.

Comcast Business Packages

Package Name:
PACKAGE DESCRIPTION

VoiceEdge Select Selections*

Voice Selections	Quantity	Unit Price(MRC)	Total Price(MRC)	Unit Price(NRC)	Total Price(NRC)
VoiceEdge Select Seats	0	\$0.00	\$0.00	\$0.00	\$0.00
Cordless Handset	0	\$0.00	\$0.00	\$0.00	\$0.00
Cordless Deskphone	0	\$0.00	\$0.00	\$0.00	\$0.00

*Bundle include : Auto attendant, Hunt Group and Base station.

Business Internet*

INTERNET SELECTIONS	Selection(X)	Total Cost
Speed - Starter	X	\$69.95
Equipment Fee	X	\$14.95

*Business Internet speed tier selections not available in all markets.
*Internet selections & options not available in all markets.

INTERNET OPTIONS	Selection(X)	Total Cost
Static IP V4/V6 - 1	X	\$19.95
Wi-Fi - Business Wifi Standard	X	\$0.00

Business TV***

TV SELECTIONS	Selection	Total Cost	
Basic			
Select			
Information & Entertainment			
Variety			
Standard			
Preferred			
TV OPTIONS	Selection	Total Cost	
Sports Pack**			
Canales Selecto			
Music Choice W/Comcast Business TV			
Other			
Other			
TV OUTLETS	Quantity	Unit Cost	Total Cost
Additional Outlets			
mini mDTA/mDTA Type	# of Outlets	NRC	MRC

*** Not available in home offices or private view establishments. TV selections & options not available in all markets. Customer acknowledges and understands Customer may be responsible for additional music licensing or copyright fees for music contained in any or all of the Services, including, but not limited to Video and/or Public View Video.
** Available as add-on to Digital Standard & Digital Deluxe TV Selections only.

COMCAST BUSINESS TOTAL SERVICE CHARGES

Comcast Business

Selection(X) Quantity Unit Cost Total Cost

Business Internet/TV/Voice Installation Fee	X		\$199.00	\$199.00
Voice Activation Fee*				
Auto-Attendant Setup Fee				
Toll Free Activation Fee				
Directory Listing Suppression Fee				
VoiceEdge Select Seat Activation Fee**				

* Per line activation fee, up to four (4) line maximum charge.
** Bundle includes: Auto attendant, Hunt Group and Base Station.

Total Monthly Service Charge	\$104.85
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Promotional Code (if applicable)	
Discount On Internet (if applicable)	
Discount On Video (if applicable)	
Discount On Voice (if applicable)	
Discount On VoiceEdge Select Seats (if applicable)	

Total Discount \$0.00

Total Recurring Monthly Bill: \$104.85

Total Installation Charges: \$199.00

* Does not include Custom Installation Fees.

* Applicable federal, state, and local taxes and fees may apply.

GENERAL SPECIAL INSTRUCTIONS

COMCAST BUSINESS INTERNET CONFIGURATION DETAILS

Transfer Existing Comcast.net Email	No	Equipment Selection	Business Wireless
Number of Static IPs*	1	Business Web Hosting	No

COMCAST BUSINESS TV CONFIGURATION DETAILS

Outlet Details	Location	Outlet Type
Outlet 1 - Primary		
Outlet 2 - Additional		
Outlet 3 - Additional		
Outlet 4 - Additional		
Outlet 5 - Additional		
Outlet 6 - Additional		
Outlet 7 - Additional		
Outlet 8 - Additional		

Additional Comments:

OUTLETS 9 & UP QUANTITY

Digital	
HDTV	
DTA	
HD-DTA	

COMCAST BUSINESS VOICEEDGE SELECT CONFIGURATION DETAILS

Phone #	Type

COMCAST BUSINESS VOICE CONFIGURATION DETAILS

Phone #	Type	Voicemail	Customer Equipment
			Phone System Type (Key System, PBX, Other)
			Phone System Manufacturer
			Fax Machine Manufacturer
			Alarm System Vendor
			Point of Sale Device
			Telco Closet Location
			Hunt Group Configuration Details
			Hunt Group Features Requested (Yes/No)
			Hunt Group Configuration Type
			Hunt Group Pilot Number

Account Name: David Moore

ID#: 21021062

Toll Free #	Calling Origination Area	Associated TN

Directory Listing Details

Directory Listing (Published, Non-Published, Unlisted)	
Directory Listing Phone Number	
Directory Listing Display Name	
DA/DL Header Text Information	
DA/DL Header Code Information	
Standard Industry Code Information	

Additional Voice Details

Caller ID (Yes/No)	
Caller ID Display Name (max 15 char.)	
International Dialing (Yes/No)	No
Call Blocking (Yes/No)	
Auto-Attendant (Yes/No)	No

COMCAST BUSINESS VOICE EDGE CONFIGURATION DETAILS

Voice Edge Directory Listing Details

Directory Listing (Published, Non-Published, Unlisted)	
Directory Listing Phone Number	
Directory Listing Display Name	
DA/DL Header Text Information	
DA/DL Header Code Information	

Voice Edge Additional Voice Details

Caller ID (Yes/No)	
International Dialing (Yes/No)	
Caller ID Display Name (max 15 characters)	
Call Blocking (Yes/No)	

Enterprise Extension Dialing?	
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Account Name: David Moore

ID#: 21021062

CUSTOMER BILLING INFORMATION

Billing Account Name	David Moore	City	LAKE CITY
Billing Name (3rd Party Accounts)		State	FL
Address 1	263 NW LAKE CITY AVE	ZIP Code	32055
Address 2		Billing Contact Email	david_moore@columbiacountyfla.com
Billing Contact Name	David Moore	Billing Contact Phone	(386) 758-2122
Tax Exempt?*	No	Billing Fax Number	
* If yes, please provide and attach tax exemption certificate.			

AGREEMENT

1. This Comcast Business Service Order Agreement sets forth the terms and conditions under which Comcast Cable Communications Management, LLC and its operating affiliates ("Comcast") will provide the Services to Customer. This Comcast Business Service Order Agreement consists of this document ("SOA"), the standard Comcast Business Terms and Conditions ("Terms and Conditions"), and any jointly executed amendments ("Amendments") entered under the Agreement. In the event of inconsistency among these documents, precedence will be as follows: (1) Amendments, (2) Terms and Conditions, and (3) this SOA. This Agreement shall commence and become a legally binding agreement upon Customer's execution of the SOA. The Agreement shall terminate as set forth in the Terms and Conditions (<http://business.comcast.com/terms-conditions/index.aspx>). All capitalized terms not defined in this SOA shall reflect the definitions given to them in the Terms and Conditions. Use of the Services is also subject to the then current High-Speed Internet for Business Acceptable Use Policy located at <http://business.comcast.com/terms-conditions/index.aspx> (or any successor URL), and the then current High-Speed Internet for Business Privacy Policy located at <http://business.comcast.com/terms-conditions/index.aspx> (or any successor URL), both of which Comcast may update from time to time.
2. Comcast Business Voice, Internet, TV, Comcast Business SecurityEdge and Comcast Business SmartOffice™ Services ("Service") carry a 30 day* money back guarantee**. If, within the first 30 days following Service installation, Customer is not completely satisfied, Customer may cancel Service and Comcast will issue a refund for the monthly recurring fee paid for the first 30 days of service, excluding installation charges, fees, taxes and voice usage charges, however, Customer will be charged any remaining payments owed for non-refundable fees (including installation) and other charges. In order to be eligible for the refund, Customer must cancel Service within 30 days after installation and return any Comcast-provided equipment in good working order. In no event shall the refund exceed \$500.00.

*Comcast Business Trunks and Comcast Business VoiceEdge™ carry a 60 day money back guarantee, subject to the above terms.

**The money back guarantee does not apply to Hospitality Video or Ethernet Services.

3. To complete a Voice order, Customer must execute a Comcast Letter or Authorization ("LOA") and submit it to Comcast, or Comcast's third party order entry integrator, as directed by Comcast.
4. New telephone numbers are subject to change prior to the install. Customers should not print their new number on stationery or cards until after the install is complete.
5. Modifications: All modifications to the Agreement, if any, must be captured in a written Amendment, executed by an authorized Comcast Senior Vice President and the Customer. All other attempts to modify the Agreement shall be void and non-binding on Comcast. Customer by signing below, agrees and accepts the Terms and Conditions of this Agreement.

6. IF CUSTOMER IS SUBSCRIBING TO COMCAST’S BUSINESS DIGITAL VOICE SERVICE, CUSTOMER, BY SIGNING BELOW, ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THE FOLLOWING 911 NOTICE:

911 NOTICE

Comcast Business Digital Voice service ("Voice Service") may have the 911 limitations specified below:

- In order for 911 calls to be properly directed to emergency services using Voice Service, Comcast must have the correct service address for the telephone number used by the Company. If the Voice Service or any Voice Service device is moved to a different location without Company providing an updated service address, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, and/or Voice Service (including 911) may fail altogether. Customer’s use of a telephone number not associated with its geographic location may also increase these risks.
- The Voice Service uses electrical power in the Company’s premises. If there is an electrical power outage, 911 calling may be interrupted if a battery back-up is not installed in the voice modem, fails, or is exhausted.
- Calls using the Voice Service, including calls to 911, may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure, a broadband connection failure, or another technical problem.
- Customer should call Comcast at 1-888-824-8104 if it has any questions or needs to update a service address in the 911 system. Delays in updating the service address may also impact 911.
- **BY SIGNING BELOW, CUSTOMER ACKNOWLEDGES THAT IT HAS READ AND UNDERSTANDS THE FOREGOING 911 NOTICE AND THE 911 LIMITATIONS OF THE VOICE SERVICE.**

CUSTOMER SIGNATURE
By signing below, Customer agrees and accepts the Terms and Conditions of this Agreement. General Terms and Conditions can be found at http://business.comcast.com/terms-conditions/index.aspx .
Signature:
Print:
Title:
Date:

FOR COMCAST USE ONLY
Sales Representative: Drew Moore
Sales Representative Code:
Sales Manager/Director Name: Robert Strother
Sales Manager/Director Approval:
Division: Central
SmartOffice License Number: