

Request to Approve Contract for Internet Services

Recommendation:

Staff recommends approval to contract with Smith Bagley Inc. dba Cellular One of North East Arizona to supply internet services to the Northeast Arizona Training Center and Holbrook campus for a total cost of \$514,000.00 over a five-year period.

Summary:

The contract will replace services currently supplied by Frontier and also upgrade the connection to the Holbrook campus from 200Mbps to 1GB allowing for support and upgrades to continue for the WAN application from 01/01/2022 until 12/31/2027. The purchase meets competitive purchasing guidelines by utilizing AZ State Contract Number CTR049876.

The first year cost is \$110,800, which includes two nonrecurring charges for installation totaling \$10,000.00. The cost for years two, three, four, and five is locked in at \$100,800.00 per year, making the total cost for installation, maintenance, and support over 5 years \$514,000.00.



Northland Pioneer College – Taylor WAN, Holbrook Dedicated Internet

SMITH BAGLEY INC.
DBA CELLULAR ONE
OF NORTH EAST ARIZONA

AZ STATE CONTRACT NUMBER: CTR049876

COST PROPOSAL

January 12, 2022

To Whom It May Concern,

Smith Bagley Inc. dba Cellular One of North East Arizona is pleased to submit our proposal for Northland Pioneer College Taylor WAN with 1 Gbps Dedicated Internet in Holbrook.

Cellular One proudly services over 150 large businesses in Arizona and New Mexico. We look forward to the opportunity to provide you with excellent services, and to develop an ongoing positive relationship between our teams.

Sincerely,



Ian Hathcock
Director of Sales and Operations

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EXPERIENCE AND QUALIFICATIONS

OUR NETWORK

- Cellular One has invested more than 93 million dollars into our network over 25 years, resulting in increased coverage, greater backhaul, more resiliency, more reliability, and additional power backup to all major sites.
- Cellular One operates a hybrid network comprised of Fiber, Licensed Microwave technology – LAN and WAN, Data Transport, Middle Mile, Dedicated ISP, Shared ISP, Firewall Services, and much more.
- Cellular One offers nationwide cellular coverage and hosts more network of over 220 towers, more than any other provider within in our footprint.
- Cellular One operates a network service at a 1:1 contingency ratio with multicasting, engineered to 99.99% uptime.
- Cellular One offers excellent technical support 24 hours a day, 7 days a week, and 365 days a year.

OUR CLIENTELE

- Cellular One has been a service provider since 1998.
- Cellular One provides service to more than 150 businesses, schools, and libraries.
- Cellular One engineered, built, provisioned, and manages a network of 48 BIE schools.
- Cellular One engineered, built, provisioned, and manages a network of 6 IHS hospitals.
- Cellular One is the provider of choice for local municipalities, and small businesses

OUR FAMILY

- Cellular One is dedicated to our community and our neighbors. As a major employer in the area, we employ over 180 individuals at 22 locations throughout the four corners area.
- Cellular One provides over 25 technicians, placed strategically throughout the market, to reduce downtime and increase outage response time.
- Cellular One employs over 64 Navajo employees, complies with the Navajo Preference Employment Act, and has an Affirmative Action Plan on file with the Navajo Nation.

MEET YOUR TEAM

IAN HATHCOCK

Director of Sales and Operations

Ian joined the Technical Operations Team at Cellular One in 2009. Ian manages Cellular One's ICT Sales and Operations (ISO) Team and is responsible for creating customized technology plans to meet specific customer needs. This includes network design, budget development for build-to-suit Internet/Data Transport (including WANs), Cloud Solutions, VoIP systems, Disaster Recovery, and Managed IT Services. Ian and his team are known for their expertise in the technology industry. He possesses a keen depth of technical and engineering knowledge to help meet the needs of schools, libraries, government agencies, rural healthcare, and businesses organizations. He is highly skilled in identifying the "right-fit" technology solutions to balance reliability, security, scalability, and affordability.

TERRA BREWER

ICT/Wireless Client Success Advocate

Terra joined Cellular One in 2015 and is a lifetime resident of the area. Terra has two decades of customer service experience, training experience, and has led Outside Sales teams. She works diligently with tribal and non-tribal partners to identify ongoing needs, and provide support for the technology needs of local schools, libraries, rural healthcare organizations, government, and tribal agencies. Our customers benefit from her passion for reliable and responsive customer care. Terra is well prepared to ensure customers meet the compliance and reporting requirements for USAC programs that provide federal subsidies to schools, hospitals, and tribal/government entities for technology products and services.

RANDY MIFFLIN

ICT Senior Business Consultant

Randy joined the Cellular One team in 2014, and has been in the Telecommunication/IT industries for over 30 years. As a lifelong Arizona resident and graduate from the University of Arizona, Randy understands the communication challenges faced in rural Arizona. He has a proven record of accomplishment in Government and Enterprise solutions with a focus on Fiber, VoIP, Business Internet, and Managed IT Services. As a Senior Business Consultant Randy provides leading edge solutions to solve client's complex technology needs. With the focus on client solutions and years of experience on our team to rely on, Randy takes pride in providing Best in Class solutions for our Cellular One customers.

ALBERT VELARDE

ICT Senior Strategic Account Manager

Albert initially joined Cellular One in 2013 and has worked as an Account Manager within several internal divisions including Business Solutions, Sunstate and ERATE-ICT. With over 25 years of experience in sales, customer service and account management, including 9 years of ERATE-ICT expertise, Albert is adept at developing targeted solutions for Schools, Libraries, Healthcare, Municipal, and other critical institutions. He is skilled at identifying funding opportunities and assisting clients in navigating complex processes within the E-Rate funding years. Albert is focused on meeting customer needs to assist in navigating complex processes, optimizing costs, and ensuring scalability of communication networks.

LAWRIE PRICKETT

ICT Information & Data Management Specialist

Lawrie joined Cellular One in 2008 and has diligently served customers in a wide variety of capacities including working closely with our USAC Compliance Team during peripheral support systems buildout. Her experience includes database information services, customer experience strategies, and Engineering and Technical Operations E-Rate/ICT project management. Lawrie assisted in a \$35-million 3G and LTE technology rollouts on Cellular One's network. Lawrie specializes in RFP management, contracts, billing, budgets, collections, audits, E-rate/RHC compliance, procurement, account management, ICT feasibility requests, team builders, and managing a wide variety of projects.

CODY PEDERSEN

ICT Process and Project Manager

Cody first joined the Cellular One team in 2011, and has been in the telecommunication industry for over 10 years. Cody has a proven track record in business internet, land-lines, VoIP systems, and Cellular solutions; he works to oversee project completion and ensure timely tracking of project related tasks, working closely with our Engineering team to monitor project timeline. His knowledge of E-Rate, with a strong customer service background, ensures projects move forward efficiently and effectively.

BYRON CLARK

Network + Data Comm. Manager

Byron has over eighteen years' experience in internet/data transmissions, and the telecommunications industry. He has designed, implemented, and maintained over three hundred projects during his tenure. Byron's certifications include; Ceragon IP10 Certified, Andrews Certified, Talley Connectorization Certified, Redline Certifications, COM Trained Certified and CPR Certified, Motorola Certified, Orthogon Certified, WatchGuard Certified, Checkpoint Certified, Anhritsu Certified.

JUSTIN LYNN

ICT Network Data Technician

Justin has worked with Cellular One for eleven years as a Cellular technician. He has a deep understanding of the Cellular One Network, and telecommunications network design, troubleshooting, and management. Locally based and part of our first responder network team, he manages network and service issues that may arise. Justin's certifications include; Cisco, TDM, Motorola WiMax, Cambium PTP LigoWave PTP, Nokia GSM, Fiber Optic, Emerson Power, Valere Power, DC and AC Power, JDSU Tester L2 and L3, Project Management, TCP/IP, RAD, T1, and Ethernet. Ceragon IP10 Certified, Andrews Certified Talley Connectorization Certified, Redline Certifications, COM Trained Instructor, CPR Certified. Ericsson RBS 6000 GSM/WCDMA, Ericsson Mini-Link TN Microwave, Microwave Transmission Engineering UCSD.

MARLA THOMAS

Accounting Specialist

Marla joined the Cellular One team in 2015 and oversees billing for our E-Rate and Rural Healthcare programs, and Sunstate division. She brings over 25 years of customer service, management, and administrative skills to her role. Marla has worked in several capacities, including sales, store supervisor, and district manager for four stores in Show Low, Taylor, Holbrook and Winslow. Following Cellular One's acquisition of Sunstate, Marla transitioned full-time to administrative work, dispatching, ticketing, invoicing, collections, inventory maintenance and reconciliation. She now works within our Finance team to ensure accurate and timely follow up on any billing and finance related needs.

CALL ESCALATION

Technical & Systems Support Maintenance

Primary Point of Contact for all Network Maintenance. Please utilize this contact for all emergencies pertaining to outage, service, and maintenance.

Network Operations Help Desk	928.532.2613	eto-ict-outage@cellularoneaz.com
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ICT/E-Rate Team	Email Only	ERATE-ICT@cellularoneaz.com
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Sales & New Acquisitions

For system expansions, updates, and upgrade requests, please reach out at any time.

Randy Mifflin	928.358.7496	rmifflin@cellularoneaz.com
ICT Senior Business Consultant	928.537.0690 x2217	

Client Success Advocate

Oversees business's Relationships with our Cellular/DoD clients and acts as an advocate to ensure your needs are met in a timely manner

Terra Brewer	928.243.1128	tbrewer@cellularoneaz.com
ICT/E-Rate Client Success Advocate	928.537.0690 x2242	

Strategic Account Manager

Oversees business's relationships with our clients and acts as an advocate to ensure your needs are met in a timely manner.

Albert Velarde	505.701.2222	avelarde@cellularoneaz.com
Strategic Account Manager	928.537.0690 x2228	

Finance, Billing, & Audits.

Please contact with any billing, invoicing, or finance questions. BEAR & SPI experts.

Marla Thomas	928.205.3395	AcctPay@cellularoneaz.com
Accounting Specialist	928.537.0690 x 2238	

CLIENT REFERENCES

Window Rock Unified School District

Window Rock, AZ

Three Site Point to Point - Wide Area Network and G-DIA

Sheldon Yazzie

[928.729.6706]

Customer since July 2014

Whiteriver Unified School District

Whiteriver, AZ

Platinum Dedicated Internet Access

Pierre Dehombreux

[928.338.4842]

Customer since 2004

Verizon Federal

Ashburn, VA

Sixty Site Point to Point - Wide Area Network

Robert Monsheimer

[703.694.7407]

Customer since February 2014

Winslow Indian Health Care

Winslow, AZ

Three Site Point to Point - Wide Area Network

Mark Gerber

[928.289.4646]

mark.gerber@wihcc.org

Navajo Nation

Window Rock, AZ

Nine Site Point to Point - Wide Area Network

Ben Mariano

[928.871.6762]

benmariano@navajo-nsn.gov

SERVICE LEVEL AGREEMENT

Technical Specifications - SLA

Class of Service	Dedicated Internet Access
Availability	99.99%
Frame Delay/Latency	<30ms (one way)
Delay Variation/Jitter	<20ms
DDR	99.95%
MTTR	<4 hours

Outage Credits

MONTHLY AVERAGE	PERCENTAGE SERVICE CREDIT
AVAILABILITY	MRC
99.99% - 99.95%	5%
99.94% - 99.5%	15%
99.5% - 99%	25%
99% - 98%	50%
98% - 95%	75%
> 95%	100%
DELAY or LATENCY	MRC
0.0 to 20.00 ms	No Credit
20.01 to 35.00 ms	10%
35.01 to 50.00 ms	25%
50.01 ms or greater	50%
JITTER	MRC
0.00 to 20.00 ms	No Credit
20.00 to 30.00 ms	50%
> 30.00 ms	75%

Project Number: BIW-AZ2106-BNPC Date 1/11/2022
 Customer Type: Enterprise Project State AZ
 Product Type: Dedicated Internet Access Holbrook / WAN to Taylor

Client: Northland Pioneer College
 Attention: Dr. Chato Hazelbaker
 Contact: Randy Mifflin
 Mobile: (928) 358-7496 Office: (928) 537-0375 x2217
 Email Address: RMifflin@sunstatetech.com

Demarc	Customer Site Name	Address	LAT	LONG	Bandwidth	NRC	MRC	Term	Initial Here
Customer Prem	NPC Taylor Papermill	1840 W. Papermill Rd., Taylor, AZ 85937	34°28'11.78"N	110° 7'8.66"W	100 Mbps	\$5,000.00	\$1,200.00	Five (5) Years	
Customer Prem	NPC Holbrook Gbps Dedicated Internet	2251 E. Navajo Blvd. Holbrook, AZ 86025	34°55'48.61"N	110° 8'28.19"W	1 Gbps	\$5,000.00	\$7,200.00	Five (5) Years	

Terms and Conditions

- This Proposal is subject to all of the terms and conditions of the Agreement; provided, however, that in the case of a conflict between the above Service related terms of this Proposal and the terms of
- Proposed pricing and services contained herein are subject to change and is contingent upon availability and pricing at the time of the order.
- SBI dba Cellular One will not and cannot be held liable or responsible for any services that become unavailable at the time of order.
- All non recurring and monthly recurring pricing in cost proposal is subject to changed based on availability of services at the time of order, Special Construction Cost may apply on a site by site basis.
- In some cases SBI will be working with a third party to provide requested services which may occur in deviations to SLA.
- Price Proposal is valid for 60 days and will need to be refreshed in the event that the bid evaluation period extends beyond pricing validity date however with bid award all pricing will be honored
- All cost contained herein are based on site engineering performed at the time of request in conjunction with estimations of available frequency license, right of ways, Co Locations and available

Definitions

- MRC - Monthly Recurring Charge.
- NRC - Non Recurring Charge (Install Fee.)
- MTTR - Meant Time To Respond.
- SBI - Smith Bagley Inc. (parent company to Cellular One).

Included in Services:

- * 24-hour Outage Number
- * Secured Network Engineered to 99.99% up time
- * Updates, Network Maintenance and help line
- * Graphs provided of usage and available bandwidth
- * Timeframe to turn up will be provided upon receipt of order

Technical Specifications - SLA

- Class of Service: Dedicated Internet Access Holbrook / WAN to Taylor
- Availability: 99.9%
- Frame Delay/Latency: <30ms
- Delay Variation/Jitter: <20ms
- MTTR: <4 hours



 Signature Date

 Signature Date

Accepted for Smith Bagley, Inc. by Ian Hathcock

Accepted for Client by Dr. Chato Hazelbaker