

Telecommunication Services
RFP-RH-26-022

	WOW! Business 32650 N. Avis Dr. Madison Heights, MI 48071	Comcast Business Communications, LLC 1701 JFK Boulevard Philadelphia, PA 19103
Year Founded	1996	1963
Is Company wholly owned? If not, state parent company:	Wow! Business	Comcast Corporation
State gross sales of last fiscal year	Private company, earning unavailable	\$10.24 billion
Number of facilities located within 50-mile radius of the City of Rochester Hills	1	9
Location of facility that will be responsible for the City's Telecommunication services	32650 N. Avis Dr., Madison Heights, MI 48071	Chesterfield, MI
Out of office above, number of:		
Total employees	Not provided	41 service technicians dispatched out of Chesterfield
Local Service technicians		
Other locations/offices from which additional technician resources will be drawn from:	N/A	Southfield will be primary backup location w/46 technicians
What is the response time to speak with LIVE U.S. customer support center when calling for service?	Normal: 90 seconds Maximum: not provided	Normal: 30 sec Maximum: 5 min
Are call centers US based?	Yes	Provides 24x7x365 service/support through global model w/US based locations in Colorado & Illinois and NOCs in Philippines & India
If you do have offshore call centers, would we receive access numbers to only reach US call centers?	All Business calls are routed to US center	Dependent on size & scope of award, a dedicated 1-800 number for US NOC support can be provided
Normal service on-site service call response time? Guaranteed maximum?		Normal: 6 hrs or less after trouble ticket is opened w/help desk & dispatch is required Maximum: no guaranteed maximum
Emergency service call response time? Guaranteed maximum?	For electronic failures: guaranteed max 4hrs For fiber Cuts/Physical line damage: guaranteed max 8 hrs	Normal: priority 1 response time 15 min after automated alarm generation Maximum: Same as normal & calls placed to Comcast NOC answered w/in 30 sec. P1 incidents can be escalated at any time.
Define an emergency?		As Priority 1 incident, a site that is hard down with no active service internet connectivity, VPN connectivity is down affecting critical operations, phones are down (outage), inbound/outbound hard down.
Explain established trouble reporting procedures	Repair clock starts when customer reports an issue & opens up a trouble-ticket.	Customers can contact support by phone to report issues & open trouble tickets, secure web-based portal to monitor services & performance, supporting identification & reporting of issues. Also uses proactive monitoring & auto ticketing often before customer is aware of issue.
Exceptions:	Exceptions to specs document provided & refers to WOW's Terms & Conditions	Exceptions provided in proposal pg 23
Reference #1	City of Taylor	Charter Twp of Northville
Services Provided:	Not provided	Fiber Internet & WAN Services (12 sites)
Reference #2	City of Wayne	City of Warren
Services Provided:	Not provided	Fiber Internet & WAN Services (30 sites)
Reference #3	City of Westland	Ypsilanti Twp
Services Provided:	Multi-suite network consisting of Fiber & Cable modems	Fiber Internet & WAN Services (30 sites)
Exceptions:	Exceptions provided in proposal including 1.24 Force Majeure, 1.36 Termination, and 1.40 Payment Terms	Exceptions provided in proposal pg 23
Extend to MITN?	No	No

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Location / Service		Details	One Time Fee	Year 1	Year 2	Year 3	Details/Rate	One Time Fee	Year 1	Year 2	Year 3
City Hall 1											
	500M Fiber EPL (ELAN)	EPL		\$500.00	\$500.00	\$500.00	EPL		\$210.00	\$210.00	\$210.00
	300M Fiber DIS (Internet)	DIA		\$620.00	\$620.00	\$620.00	DIS		\$295.05	\$295.05	\$295.05
	Voice VoIP (PRI / DIDs)	PRI; 46 call paths/DIDs, 2 virtual voice lines		\$604.28	\$604.28	\$604.28	2x PRI		\$602.95	\$602.95	\$602.95
	CATV	6 DTA boxes 2/4		\$179.99	\$189.99	\$199.99	6 Boxes		\$174.90	\$174.90	\$174.90
		One Time DirectTV fee	\$415.95								
	Static IP's	29 Usable		\$74.99	\$74.99	\$74.99	27		\$60.00	\$60.00	\$60.00
	Install						one time fee	\$129.95			
DPS Garage											
	500M Fiber EPL (ELAN)	EPL		\$500.00	\$500.00	\$500.00	EPL		\$210.00	\$210.00	\$210.00
							500/35		\$227.90	\$227.90	\$227.90
	Equipment Fee						monthly fee		\$75.95	\$75.95	\$75.95
							Bundle Credit		-\$75.95	-\$75.95	-\$75.95
	Install						one time fee	\$129.95			
Fire Station 1											
	Voice (1 Analog Line)	1 Fax Line		\$40.49	\$40.49	\$40.49	1 Fax Line		\$52.90	\$52.90	\$52.90
	CATV	9 DTA boxes 2/7		\$209.99	\$219.99	\$229.99	9 Boxes		\$210.75	\$210.75	\$210.75
		One Time DirectTV fee	\$712.95								
	Install						one time fee	\$129.95			
Fire Station 2											
	600/50 Coax Data	600/50		\$100.99	\$100.99	\$100.99	500/35		\$227.90	\$227.90	\$227.90
	CATV	2 DTA boxes		\$139.99	\$149.99	\$159.99	2 Boxes		\$127.10	\$127.10	\$127.10
		One Time DirectTV fee	\$19.95								
	Install						one time fee	\$129.95			
Fire Station 3											
	600/50 Coax Data	600/50		\$100.99	\$100.99	\$100.99	500/35		\$227.90	\$227.90	\$227.90
	CATV	2 DTA boxes		\$139.99	\$149.99	\$159.99	2 Boxes		\$127.10	\$127.10	\$127.10
		One Time DirectTV fee	\$19.95								
	Install						one time fee	\$129.95			
Fire Station 4											
	600/50 Coax Data	600/50		\$100.99	\$100.99	\$100.99	500/35		\$227.90	\$227.90	\$227.90
	CATV	2 DTA boxes		\$139.99	\$149.99	\$159.99	2 Boxes		\$127.10	\$127.10	\$127.10
		One Time DirectTV fee	\$19.95								
	Install						one time fee	\$129.95			
Fire Station 5											
	600/50 Coax Data	600/50		\$100.99	\$100.99	\$100.99	500/35		\$227.90	\$227.90	\$227.90
	CATV	2 DTA boxes		\$139.99	\$149.99	\$159.99	2 Boxes		\$127.10	\$127.10	\$127.10
		One Time DirectTV fee	\$19.95								
	Install						one time fee	\$129.95			
Spencer Park											
	20M Fiber EPL (ELAN)	Fiber ELAN 20M		\$220.00	\$220.00	\$220.00	Fiber DIS 20M		\$218.95	\$218.95	\$218.95
Borden Park											
	600/50 Coax Data	600/50		\$100.99	\$100.99	\$100.99	500/35		\$227.90	\$227.90	\$227.90
	Install						one time fee	\$129.95			
Bloomer Park											
	300/20 Coax Data	300/20		\$90.99	\$90.99	\$90.99	300/35		\$177.90	\$177.90	\$177.90
	Install						one time fee	\$129.95			

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Van Hoosen Cemetary Office											
	600/50 Coax Data	600/50		\$100.99	\$100.99	\$100.99	500/35		\$199.95	\$199.95	\$199.95
	Voice (1 Analog Line)	1 Line, (existing)		\$29.49	\$29.49	\$29.49	1 line		\$52.90	\$52.90	\$52.90
	Install						one time fee	\$129.95			
Van Hoosen Cemetary Chapel											
	300/20 Coax Data	300/20		\$90.99	\$90.99	\$90.99	300/35		\$177.90	\$177.90	\$177.90
	Install						one time fee	\$129.95			
Van Hoosen Cemetary Museum											
	40M Fiber EPL (ELAN)	Fiber ELAN 40M		\$250.00	\$250.00	\$250.00	Fiber DIS 40M		\$265.95	\$265.95	\$265.95
Sheriff Sub Station											
	300/20 Coax Data	300/20		\$90.99	\$90.99	\$90.99	300/35		\$177.90	\$177.90	\$177.90
	CATV	8 DTA boxes		\$199.99	\$209.99	\$219.99	8 Boxes		\$198.80	\$198.80	\$198.80
		One Time DirectTV fee	\$613.95								
	Install						one time fee	\$129.95			
Splash Pad											
	600/50 Coax Data	600/50		\$100.99	\$100.99	\$100.99	500/35		\$227.90	\$227.90	\$227.90
	Install						one time fee	\$129.95			
Subtotal			\$1,822.65	\$4,969.08	\$5,039.08	\$5,109.08		\$1,689.35	\$5,390.50	\$5,390.50	\$5,390.50
			Year 1		Year 2	Year 3		Year 1		Year 2	Year 3
One Time Fees			\$1,822.65		\$0.00	\$0.00		\$1,689.35		\$0.00	\$0.00
Monthly Fees (w/o One-Time Fees)			\$4,969.08		\$5,039.08	\$5,109.08		\$5,390.50		\$5,390.50	\$5,390.50
Annual Fees (One Time Fees+(Monthly FeesX12))			\$61,451.61		\$60,468.96	\$61,308.96		\$66,375.35		\$64,686.00	\$64,686.00
Estimated 3 Year Total			\$183,229.53					\$195,747.35			