

Date: February 2, 2022

To: Wheaton Park District Board of Directors

From: Advanced Intelligence Engineering (AIE)

Subject: Recommendation Memo: Community Center Secondary Internet Provider

## **Recommendation**

Upon examination of internet service offerings from multiple vendors, we have elected to recommend the services of Peerless Network (formerly CallOne) to provide secondary internet service for the Wheaton Park District's Community Center, located at 1777 Blanchard Rd. in Wheaton. Peerless Network is the existing secondary internet provider, and will continue to provide this service with a speed increase from 20Mbps to 50Mbps for a cost of \$654 per month over a 36-month contract period. We are recommending this service as it remains competitively priced compared to other options while providing a proven track record of reliable service.

## **Background**

Peerless Network's existing 36-month contract expired on January 13<sup>th</sup>, 2022. Pursuant of Park District requirements, we have evaluated other vendors to locate the best combination of cost and features to satisfy the Park District's needs. Secondary internet service is critical for the Park District's Community Center location due to the fact that most of the server infrastructure resides there. As a result, failure of internet connectivity at the Community Center impacts operation throughout the District's other facilities.

## **Basis for Recommendation**

In selecting Peerless Network for recommendation we considered several items:

- 1) Minimal interruption to the Park District's operations
- 2) Sufficient capabilities to satisfy the Park District's needs
- 3) Competitive pricing

Since the service with Peerless Network is already existing, there should be no downtime required to carry on with the service.

The services provided by Peerless Network have been sufficient for the Park District's needs to this point at a speed for 20Mbps. It is important to note that most WPD facilities connect back to the Community Center to access major applications and file storage. Given that this link serves as the backup connection in the event of a failure of the primary Internet link, additional speed on this link will allow users throughout the Park District to remain functioning at full capacity with minimal delays in accessing files and programs. For this reason we are recommending an increase in the speed of this secondary internet link from the current 20Mbps to 50Mbps, which results in a small increase of \$6 per month from the current pricing. This price was the best price Peerless Network would offer, after initially quoting \$733 per month.

## **Alternative Competitor Pricing and Services**

Several alternative quotes were requested. In many cases, the offering did not fit the need, or they were unable to deliver the proper services to the Community Center location. Two options that had the means to deliver the needed services included ACC Business and Nitel. The pricing from each of them is shown below:

- 1) ACC Business: 50Mbps @ \$615.85 per month with possible construction costs required
- 2) Nitel: 50Mbps @ \$659.95 with possible construction costs required

While ACC Business had a slightly lower monthly cost for an equivalent 50Mbps service, their offering carried a strong possibility that construction costs may be required for implementation of their circuit. Furthermore, changing to a different provider would also require labor to reconfigure the secondary link with a new IP address and to confirm connectivity to all other sites in the Park District after implementation. These factors would bring the overall cost over the life of the contract above the cost of Peerless Network, meaning that Peerless Network's service remains the most cost-effective and carries no need for service interruption.

The service offering from Nitel also carried these drawbacks, with the added disadvantage that the base cost was higher than that of the offering from Peerless.

The risk in proceeding with this option is minimal to none since no downtime is required, support service from Peerless Network has proven to be sufficient, and pricing will increase only minimally.

### Next Steps

To proceed with this recommendation, the contract must be signed and returned to Peerless Network. After this, AIE will work with Peerless Network account management team to confirm continuation of service and will communicate with Park District personnel to complete the implementation.