## To the File:

## **Renewal of Business Service Order Agreement**

This letter confirms the renewal of the Contract on the terms set out below.

# **General information**

	No.	Торіс	Details
	1	Department	Name: Nassau County Public Library System
	2	Vendor	Name: Comcast Business Services
	3	Contract	Contract title: Business Internet Services – Fernandina Beach Branch Effective Date: 05/06/15
RCVD COUNT	l MGR		Contract tracking number: CM2226-AR01

## 18 MAY '18 PH3:40

# **Contract Renewal**

On behalf of the Nassau County Board of County Commissioners, the Department gives notice that it wishes to exercise the option to automatically renew the term of the Contract for one (1) year, beginning 05/06/18 and ending 05/05/19, in accordance with the terms of the agreement.

If you need more information or would like to discuss this matter further, please contact Grayson Hagins on 904-530-6040 or at ghagins@nassaucountyfl.com

Yours sincerely

Dawn Bostwick

unty Attorney

Offic

Approved by: Contra et Man neme

of Management & Budget

Date

Date

COUNTY MANAGER - FINAL SIGNATURE APPROVAL

Shanea Jones, County Manager

5.22.18 Date

COUD COUNTY NOR 15 MAY '18 PM4:51

	(Contract Management Use only)
CONTRACT APPROVAL FORM	(Contract Management Use only) CONTRACT
	TRACKING NO.
CONTRACTOR INFORMATION	Cmaaap
Name: COMCAST BUSINESS SERVICES	
Address: P.O., Box 530098 Atlanta, City	GA 30353-0098 State Zip
Contractor's Administrator Name: <u>Tony Gilbert</u> Title: <u>Senior Account Exec</u>	
Tel#: <u>904-339-1125</u> Fax: <u>904-683-2320</u> Email: Anthony_Gilt	bert@cable.comcast.com
CONTRACT INFORMAT	ION
Contract Name: Comcast Business Internet Services-Fernandina Branch Library Agreement)	Contract Value: <u>\$3598.20 annual /\$10,794.60(3yr-</u>
Brief Description: Fast Access Business Internet for Public Access. The line is a	
Install date thru 36 milbs	
Contract Dates: From: 03/05/2015 thru 03/04/2018 (4-14-15) Status: XX N	
How procured:Sole SourceITBRFP	0 0
If Processing an Amendment:	APR
Contract #: Increase Amount of Existing Contract:	No Increase P
New Contract Dates: to TOTAL OR AMEN	DMENT AMOUNT:
APPROVALS PURSUANT TO NASSAU COUNTY PUR	CHASING POLICY, SECTION 6
1. Jawon Dostwicker 3/11/15	O)
	<u>01712571-541040</u>
	<u>01712571-541040</u> Funding Source/Acct #
2. <u>Contract Management</u> Date	
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2. Charutte young 41015 Contract Management Date 3. Office of Management & Budget 4-20-15	
2. <u>Charlotte young</u> 41015 Contract Management & Budget 3. <u>Office of Management &amp; Budget</u> Date 4.	
2. <u>Contract Management</u> 3. <u>Office of Management &amp; Budget</u> 4. <u>County Attorney (approved as to form only)</u> Date	
2. <u>Contract Management</u> 3. <u>Office of Management &amp; Budget</u> 4. <u>County Attorney (approved as to form only)</u> Date Comments:	Funding Source/Acct #
2. <u>Contract Management</u> 3. <u>Other and Contract Management</u> 5. <u>Office of Management &amp; Budget</u> 4. <u>County Attorney (approved as to form only)</u> Date	Funding Source/Acct #
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Dawn S. Bostwick, Library Director Janet W. Loveless, Assistant Director

15 MAR 20

PH 2:

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## **Nassau County Public Library System**

25 N. 4<sup>th</sup> Street Fernandina Beach, FL 32034 Phone: 904-277-7365 Fax: 277-7366

http://www.nassaureads.com

To: Charlotte Young, Contracts Manager

From: Dawn S. Bostwick, Library Director

Date: 19 March 2015

**Re: Comcast Business Service-Internet Access** 

#### Charlotte,

Each year the Nassau County Public Library applies for E-Rate grant funding. The application includes a request for quotes each for voice and data line service. The request for quotes is posted on the Universal Service Fund website for providers to view for thirty days. We have the choice each year to either accept a quote, or to stay with our current services.

This year we received three quotes for voice and data service. Comcast has offered a quote for far more bandwidth than our existing service. They are offering a download speed of 50 mgs and an upload speed of 10 mgs. The offer also includes waiving almost the entire installation fee. I checked with Guy Riner, and he confirmed that Comcast is the only provider in our area that is able to offer this bandwidth to the libraries and that the pricing was good. Comcast would waive the \$15,000 connection fee if we agreed to the pricing for three years. Comcast is only offering service to FB, CAL and HLD at this time.

The greater bandwidth is really needed for library patrons. The internet is very slow for patrons, especially in the late afternoons when students are out of school and using the internet. It takes a very long time to upload documents, such as: financial aid forms, job applications, legal forms, etc. We currently only have a download speed of 6 mgs and an upload speed of less than one mg.

#### Callahan

450077 SR 200 Callahan, FL 32011 Hilliard 15821 CR 108 Hilliard, FL 32046

## Yulee

76346 Wm Burgess Blvd Yulee, FL 32097

### Bryceville

7280 Motes Rd Bryceville, FL 32009

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COMCAST	BUSINESS	SE
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BUSINESS SERVICE ORDER AGREEMENT

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Available for Standard & Preferred TV offers only.

	CCF16595-02	BUSINESS SERVIO	CE ORDER AGREEMENT	r
		na Library		ID#: 8519139
		CUSTOMER B	ILLING INFORMATION	
Billing A	ccount Name	Fernandina Library	City	FERNANDINA BEACH
Billing Name (3rd Pa	rty Accounts)		State	FL
	Address 1	25 N 4TH ST	ZIP Code	32034
	Address 2	and the second second second	Billing Contact Email	dbostwick@nassaucountyfl.com
Billing C	contact Name	Dawn Boswick	Billing Contact Phone	(904) 277-7365
Т	Tax Exempt?*	No	Billing Fax Number	

\* If yes, please provide and attach tax exemption certificate.

#### AGREEMENT

1. This Corncast Business Service Order Agreement sets forth the terms and conditions under which Corncast Cable Communications Management, LLC and its operating affiliates ("Corncast") will provide the Services to Customer. This Corncast Business Service Order Agreement consists of this document ("SOA"), the standard Corncast Business Terms and Conditions ("Terms and Conditions"), and any jointly executed amendments ("Amendments"), collectively referred to as 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.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 Corncast may update from time to time.

2. Each Comcast Business Service ("Service") carries a 30 day money back guarantee. If within the first thirty days following Service activation Customer is not completely satisfied, Customer may cancel Service and Comcast will issue a refund for Service charges actually paid by Customer, custom installation, voice usage charges, and optional service fees excluded. In order to be eligible for the refund, Customer must cancel Service within thirty days of activation and return any Comcast-provided equipment in good working order. In no event shall the refund exceed \$500.00.

If you use the service in the first 30 days, you will be refunded your subscription fees, but charged the applicable one-time fee.

3. IF CUSTOMER IS SUBSCRIBING TO COMCAST'S BUSINESS VOICE SERVICE, I ACKNOWLEDGE RECEIPT AND UNDERSTANDING OF THE E911 NOTICE:

#### **E911 NOTICE**

Comcast Business Voice service ("Voice") may have the E911 limitations specified below: • In order for 911 calls to be properly directed to emergency services using Voice, Comcast must have the correct service address for the Voice Customer. If Voice is moved to a different location without Comcast's approval, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, and/or Voice (including 911) may fail altogether.

 Voice uses electrical power in the Customer's premises. If there is an electrical power outage, 911 calling may be interrupted if the battery back-up in the associated multimedia terminal adapter is not installed, fails, or is exhausted after several hours.

 Voice calls, including calls to 911, may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure, or another technical problem.

Comcast will need several business days to update a Customer service address in the E911 system. All change requests and questions should be directed to 1-800-391-3000. USE OF VOICE AFTER DELIVERY OF THIS DOCUMENT CONSTITUTES CUSTOMER ACKNOWLEDGEMENT OF THE E911 NOTICE ABOVE.

4. 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.

5. 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.

6. 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.

C	USTOMER SIGNATURE
this Agreement. General	ner agrees and accepts the Terms and Conditions of Terms and Conditions can be found at com/terms-conditions/index.aspx.
Signature:	Dawn S. Bostwick
Print: Dawn S. I	BOSTWF12K4170425493_
Title: Library D	rector
Date: 3/5/2015	and a second second

FOR COMCA	ST USE ONLY
Sales Representative:	Tony Gilbert
Sales Representative Code:	7041
Sales Manager/Director Name:	Shayla P. Mobley
ales Manager/Director Approval:	The second second
Division:	Central
Lead ID:	8519139

Account Name:	Fernandina Library
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DocuSign Envelope ID:	CCF16595-0251-4E09-9731-C6313E00BF43 BUSINESS SEE

**BUSINESS SERVICE ORDER AGREEMENT** 

ID#: 8519139

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Outlet 2 - Additional					
Outlet 3 - Additional					
Outlet 4 - Additional			OUTLETS 9	& UP QUANTITY	
Outlet 5 - Additional			Digital		
outlet 6 - Additional			HDTV		
utlet 7 - Additional			DTA		
utlet 8 - Additional					
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DocuSign Envelope ID: CCF16595-0251-4E09-9731-C6313E00BF43 COMCAST BUSINESS BUSINESS SERVICE ORDER AGREEMENT	Account Name:	Fernandina Library	ID#: 8519139
	COMCAST		

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\* Does not include Custom Installation Fees.

OrderForm Version v24

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

Page 2 of 4

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#### **Charlotte Young**

From: Sent: To: Subject: Attachments: Dawn Bostwick Monday, April 13, 2015 1:18 PM Charlotte Young Fw: Questions Fernandina Library-3 years.pdf; Hilliard Branch Library-3 years.pdf; Callahan Branch Library-3 years.pdf

Hello Charlotte, Please find below the information from our representative Anthony.

We do not have installed yet, we are aiming for 4/28. Thanks, Dawn

Dawn S. Bostwick, M.A.L.S., C.P.L.A. Library Director Nassau County Public Library System 25 N. 4th St. Fernandina Beach, FL 32034 904.548.4862 fx 904.277.7366 email dbostwick@nassaucountyfl.com

From: Gilbert, Anthony <Anthony\_Gilbert@cable.comcast.com> Sent: Monday, April 13, 2015 11:18 AM To: Dawn Bostwick Subject: RE: Questions

Hi Dawn,

See reply in red below.

Tony Gilbert Senior Account Executive Comcast Business Services 904-339-1125 cell 904-683-2320 fax

From: Dawn Bostwick [mailto:dbostwick@nassaucountyfl.com] Sent: Monday, April 13, 2015 10:28 AM To: Gilbert, Anthony Subject: Questions

Hello Anthony, We are working on completing the agreement with Comcast for business service.

1

The electronic agreement you sent does not state 3 years, it just says minimum of 2 years. Please see page one top right term 36 months. Is there an automatic renewal? Yes, after the term the services are billed at rack rate (regular price/no discounts) unless you call in prior to the expiration date to renew. Renewal is not addressed in the agreement.

Also, will your company send over an original signed agreement first? Here are the signed agreement you signed via DocuSign.

Our contract dept says the official start date of the agreement will be the executed date. The install date official start date.

2

Thanks, Dawn

Dawn S. Bostwick, M.A.L.S., C.P.L.A. Library Director Nassau County Public Library System 25 N. 4th St. Fernandina Beach, FL 32034 904.548.4862 fx 904.277.7366 email <u>dbostwick@nassaucountyfl.com</u>