

**BOARD OF SUPERVISORS  
FINANCE/GOVERNMENT OPERATIONS AND  
ECONOMIC DEVELOPMENT COMMITTEE  
ACTION ITEM**

**SUBJECT:** **CONTRACT AWARD AUTHORITY  
INCREASE/NOVEC Managed Network Transport  
Services**

**ELECTION DISTRICT:** Countywide

**CRITICAL ACTION DATE:** March 8, 2016

**STAFF CONTACTS:** Wendy Wickens, Information Technology  
Ken Olson, Information Technology  
Sandra Lineberry, Finance and Procurement

**PURPOSE:** To obtain a contract award authority increase for NOVEC Managed Network Transport Services.

**RECOMMENDATION:** Staff recommends the Finance/Government Operations and Economic Development Committee recommend to the full Board of Supervisors (Board) that the Purchasing Agent be authorized to increase the contract for NOVEC Managed Network Transport Services with NOVEC Solutions, Inc. (NOVEC) in the amount of \$122,360 for a new contract award amount of \$565,310.

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**BACKGROUND:** In December 2012, the County government had two (2) managed fiber Internet connections (circuits) provided through Verizon with one installed at the Government Center and the second at the Department Information Technology (DIT) Center that connect the County to the Internet through Verizon's Internet backbone. The purpose of having two separate paths to the Internet is to ensure Internet connectivity in the event that the path through Leesburg, or the path through Ashburn becomes non-operational. However, the County continued to have risk because both managed fiber services were provided by the same carrier, Verizon, and both managed fiber services connected to the Verizon Internet backbone. In the event of a local Verizon fiber disruption, the two current Internet fiber connections would no longer provide the County a fiber path to the Internet. Also, in the event of a more global catastrophic event impacting Verizon backbone Internet services, the County would lose Internet connectivity regardless of the operational status of the Verizon managed fiber service.

Due to this potential risk, the County evaluated other service providers which included Comcast and NOVEC solutions and concluded that the NOVEC solutions was be the best solution for the County for the following reasons:

- NOVEC was the only service provider that offer connectivity to the Internet from multiple vendors through its Equinix partner. Comcast was not carrier neutral.
- NOVEC was the only service provider that currently installed available fiber in the Government Center that provided a managed fiber services connection to the Equinix Data Center in eastern Loudoun County.

Therefore, the County awarded a sole source contract to NOVEC in the amount \$116,700 to replace the Government Center Verizon Internet circuit with a 200 megabits per second (Mbps) connection using a managed fiber service provider other than Verizon through a carrier neutral Internet service provider. This helped to ensure continued Internet service in the event of a local Verizon fiber network outage or a more global Verizon backbone Internet service problem. In addition, it was desired that the new fiber service terminate in one of Loudoun's County's third party data centers. The potential future placement of County servers in an alternate data center that is connected by fiber to the County network will greatly facilitate the provision of disaster recovery and continuity of operations services in the event of a disastrous event at the County data center.

Since 2012, the County has increased the capacity of the NOVEC Internet circuit from 200Mbps to 400Mbps for an additional \$13,050. By having a separate provider for the County's Internet circuit, the County can cut over between circuits when there is an issue impacting one particular circuit, thus improving up-time availability. By increasing the bandwidth from 200Mbps to 400Mbps, the County has increased the ability to support more customers and applications via the Internet. In June, 2013, an addendum was authorized for \$313,200 to provide redundant 10 gigabits per second (Gbps) point to point connectivity from the Government Center to the DIT Center. These circuit enhancements have resulted in improved redundancy, capacity and availability of services delivered. To date, the current contract value is \$442,950 which was awarded under staff authority.

The following 17 County facility sites operate with only one managed connection: Aldie Fire Station, Brambleton Fire Station, Sterling Fire Station, Kincoira Public Safety Center, Dulles South Public Safety Center, Eastern Loudoun Sheriff's Office, Dulles Town Center Sheriff's Office, Gum Springs Library, Cascades Library, Cascades Sr. Center, Sterling Library/Community Center, Dulles South Multi-purpose Facility, Claude Moore Park Potomac Lakes Sportsplex, Mirror Ridge Group Home, Sterling Tower and Ridgetop Circle. These sites connect to the County network and to the Internet via the Sterling Tower site which connects to Verizon. Presently, these County sites are at risk because they are solely dependent on a single Verizon connection at a single site, the Sterling Tower. Leveraging the existing Loudoun County NOVEC connection with an additional NOVEC connection for these sites will help to ensure the continuity of County operations. NOVEC is the only services provider who can provide connectivity for Ridgetop Circle facilities via dark fiber from Ridgetop Circle to the County network at RagingWire. Additionally, NOVEC is the only service provider that currently has fiber already installed on the County network at the Government Center, DIT and RagingWire locations.

The intent of this item is to request a contract award authority increase in the amount of \$122,360 for this additional service connection, including construction costs, for the above 17 sites.

**ISSUES:** Seventeen (17) of the County's remote sites including seven (7) Public Safety sites are subject to a single point of failure, due to their dependency on a single connection to the Sterling Tower with a single connection to Verizon. Adding this NOVEC connection will provide an alternate path for these sites to access both the County network and the Internet thus improving redundancy, capacity and availability of data services.

**FISCAL IMPACT:** Sufficient funding for these services, including construction cost, through June 30, 2016 is available in the County adopted FY 2016 Department of Information Technology's operating budget. Future monthly recurring costs will be subject to Board appropriations.

**ALTERNATIVES:**

1. Recommend to the full Board of Supervisors that the Purchasing Agent be authorized to increase the contract for NOVEC Managed Network Transport Services with NOVEC Solutions, Inc. in the amount of \$122,360 for new contract amount of \$565,310.

OR

2. Do not recommend the contract increase; however, this alternative is not recommended for the reasons stated above.

**DRAFT MOTIONS:**

1. I move that the Finance/Government Operations and Economic Development Committee recommend to the full Board of Supervisors that the Purchasing Agent be authorized to increase the contract for NOVEC Managed Network Transport Services with NOVEC Solutions, Inc. for a new contract amount of \$565,310.

OR

2. I move an alternate motion.