

November 17, 2011

TO: Glen Dickinson, Director
Legislative Services Agency

FROM: Betsy Brandsgard, Chairperson
Iowa Telecommunications and Technology Commission

Re: Review of Maintenance Contract Report

Pursuant to Iowa Code section 8D.3(3)(g), the Iowa Telecommunications and Technology Commission (ITTC) is required to review existing maintenance contracts and past contracts to determine vendor capability to perform the obligations under the contracts. The ITTC is also directed to report the performance of all vendors under each contract and make recommendations to the General Assembly concerning continued funding for the contracts. As required, the ITTC reports the following:

Parts I and II Maintenance Contract: The Iowa Communications Network (ICN) is under contract with McLeodUSA Telecommunications Services, Inc. (d/b/a PAETEC Business Services) for maintenance and operational support for the state-owned portion of the Network. This contract was negotiated under the General Contract for Parts I and II of the Network. The Network has changed both in the nature of its services and configuration since the contract was initiated. The contract provides that the Scope of Services may be revised, replaced, amended or deleted at any time during the term of the contract to reflect changes in service or performance standards. The ICN and PAETEC have both continued to improve standard operating procedures during this calendar year for the Network.

Contract amendments require continued cooperation between the ICN and PAETEC. Demonstrated maintenance support by the vendor under the contract is satisfactory. During this past year, the ICN staff and the vendor cooperated to enhance Network Service Center capabilities by improving client services for trouble management.

Part III Service Contracts: Starting in FY 1996, the ICN began monitoring the delivery of 428 video sites from vendors awarded contracts by competitive bid. These seven-year contracts began to expire in FY 2003. ICN continues to competitively bid for service as the contracts expire.

Other Maintenance Contracts: The ICN reviewed the remaining maintenance contracts and found the performance of contracted maintenance service vendors to be satisfactory and fulfilling ICN requirements.

Recommendation: Finding that our contracted maintenance service vendors are capable of performing their contracted obligations, the Commission recommends continued funding support for all contracts.

cc: Honorable Terry E. Branstad, Governor
Michael Marshall, Secretary of the Senate
Charlie Smithson, Chief Clerk, House of Representatives
Richard Bruner
Shannon Cofield
Robert Hardman
Timothy Lapointe
David A. Vaudt
Dave Lingren