



SECTION II

SCOPE OF WORK

**EVENT #5027- DATA CIRCUIT LEASED LINES
ANNUAL CONTRACT**

2.0 Introduction/Purpose: The City of Savannah utilizes leased data circuits to provide connectivity to locations not able to be serviced by the City’s fiber network. The City is seeking cost-effective solutions for service that will also provide flexibility in site additions and terminations, as well as flexibility in increasing bandwidth rates as needed.

Electronic submissions will not be accepted.

2.1 Scope: This project consists of providing Metro Ethernet Services to seven (7) designated City facilities that cannot be serviced by the City’s fiber network. The service locations are listed below in **Table 1: Remote Data Circuit Locations**. As the City determines its future needs for facility moves, additions, and changes, it is anticipated that this list of locations will change during the term of this engagement.

Table 1: Remote Data Circuit Locations

| Building | Primary Address | Remote Address | Current Provider |
|-------------------------------------|------------------------|------------------------|-------------------------|
| Entrepreneurial Center | 301 West Oglethorpe | 801 E. Gwinnett Street | AT&T |
| Fire 13 | 301 West Oglethorpe | 11 McKenna Drive | AT&T |
| Fire 9 | 301 West Oglethorpe | 2235 Capital Street | AT&T |
| Islands Precinct / Precinct 5 | 301 West Oglethorpe | 54 Johnny Mercer Blvd | AT&T |
| Recycling Complex | 301 West Oglethorpe | 14 Interchange Court | AT&T |
| Sanitation Offices | 301 West Oglethorpe | 1325 Dean Forest Rd. | AT&T |
| <i>Additional Location</i> | | | |
| Whitefield Precinct / Precinct 6 | 301 West Oglethorpe | 9306 Whitefield Ave | In process – AT&T |
| Count of Locations | 7 | | |

2.2 Data Circuits: The City currently has six (6) metro ethernet services circuits with AT&T. All of these circuits terminate at the City’s existing data center located in the Civic Center at 301 West Oglethorpe Avenue, Savannah, Georgia 31401. The seventh location is in the

process of installation. The City is currently relocating the data center to the Critical Workforce Shelter located at 6183 North Highway 21, Port Wentworth, Georgia 31407. For this project, proposers are asked to submit pricing for installation of these circuits to originate at each location. The City will determine which location to use based on pricing and installation schedules.

- 2.3 Adds, Moves, and Upgrades:** Proposers must provide a description of the ability to add or move service locations as well as increase bandwidth capacity at service locations. Describe in detail the process the City would follow to expand services (increase bandwidth) and all related contract implications. The City desires the ability to add circuits or increase bandwidth of circuits during the one (1) year contract period with the expectation that the additional services would be incorporated into the current contract. The City wants to make sure that all data circuits are co-terminus on one (1) contract.
- 2.4 Performance Measurement and Reporting:** The City seeks the ability to access reports, charts, and trends on all applicable data services in electronic format (bandwidth utilization, etc.) and be notified via email if utilization exceeds a pre-determined threshold. Please describe the ability to provide such reports and include samples.
- 2.5 Service Monitoring:** Proposers shall describe the processes for monitoring data communications that shall include, but not be limited to, planned and unplanned outages, alerting, mitigations action plans, and estimated response and recovery times. Service and support contact information must be provided. A process for escalation of service and support calls must be provided.
- 2.6 Consolidated Billing:** Proposers shall describe the ability to provide detailed billing on a single invoice for all services provided based on assigned cost centers (City departments). The monthly statement shall reference the City's cost centers and include a detail for all services at each location. The City shall be able to assign cost centers to individual data circuits. Please include a sample invoice and screen shots if applicable to on-line account access.
- 2.7 Account Maintenance:** The City expects the successful proposer to designate permanent support contacts for on-going maintenance and questions regarding our account. Please describe in detail the process to request new service, report problems, and escalation procedures.
- 2.8 Pricing:** Pricing should include all one (1) time cost, recurring monthly cost, and maintenance cost in accordance with the pricing schedule.
- 2.9** It is the City's desire to have a single contract for all leased line services, but the City reserves the right to award this RFP in whole or in part and to multiple providers.

2.10 Proposal Format

Proposals shall be submitted in the following format and include the following information:

- a) Detailed description of qualifications, experience, and technical capabilities as requested.
- b) Fee proposals per instructions in Section III signed by responsible party.
- c) Proposed schedule of Minority and Women owned Business Participation and Non-Discrimination statement.
- d) Detailed description of required qualifications.
- e) Detailed description of account maintenance and monitoring.

2.11 Basis of Award

Proposals will be evaluated according to the following criteria and weight:

- a) Proposer's qualifications and experience, including support capabilities (*20 points*)
- b) Technical capabilities, flexible service changes/upgrades (*20 points*)
- c) Fees (*35 points*)
- d) Account maintenance and monitoring (*20 points*)
- e) Local vendor participation (Within the City Limits of Savannah and has a City of Savannah Business Tax Certificate) (*5 points*)

Proposals shall be evaluated by a selection committee. The selection committee reserves the right to conduct interviews of any or all proposers as it deems necessary. The City reserves the right to shorten the list of proposers selected for interviews or further evaluation.

The City reserves the right to request a best and final offer (BFO), and to re-score evaluations based on the best and final offer. Proposers may be required to provide clarification of their proposal as part of the BFO response.

2.12 Copies: One (1) unbound, printed, and signed original, five (5) identical, printed copies, and one (1) electronic copy on a flash drive of the proposal and supporting documents must be submitted in response to the RFP. All responses must relate to the specifications as outlined.

2.13 Contacts: Proposers must submit proposals in accordance with the instructions contained in this RFP. All requested information must be submitted with the proposal. Instructions for preparation and submission of proposals are contained in this package. All questions regarding this request for proposal should be submitted in writing and emailed to the person listed on the summary event page.

2.14 Qualifications: Each proposer shall submit a summary of their qualifications and experience. Additional information such as agency brochures, resumes, etc. may be submitted as appropriate.

- 2.15 Fees:** Proposer shall submit fees based on the detailed listing in Section III of the RFP. Pricing should include all one-time cost, recurring monthly cost, and maintenance cost in accordance with the pricing schedule.
- 2.16** This is an annual contract and prices are to be held firm for a period of one (1) year (12 months). This contract may be renewed for up to four (4) additional twelve (12) month periods, if all contracting parties so agree and services provided by the vendor have been satisfactory.