



**INFORMATION TECHNOLOGY ASSESSMENT SERVICES
EVENT NO. 5187**

**SECTION II
SCOPE OF WORK**

2.0 Description of Project

The City of Savannah is pursuing an information technology (IT) assessment in order to develop a long term technology road map. In recent years, the organization has grown in complexity and the requests for services by management, staff, and citizens has increased.

The assessment shall consist of reviewing the current IT infrastructure and staffing and evaluating the current use of technology (including applications, hardware, software, networks, and security) to identify any gaps in services and provide recommendations and action steps to move toward improvements and efficiencies.

The assessment must critically contrast and compare the effectiveness of the existing technology infrastructure with current industry standards or optimal emerging technology. The City of Savannah wants to use the findings of the IT Assessment to plan and implement improvements in the use of technology with innovative techniques and to ensure that resources are allocated effectively.

The purpose of this request for proposals is to acquire a contract with one vendor to provide technology cost assessment services. The vendor must possess knowledge, skill, and experience in providing technology assessment services to medium-sized government entities. Electronic responses will not be accepted.

The consultant will review (a) the current structure and organization of the IT Department, including staffing patterns and needs, (b) funding levels that support IT functions and operations to determine if resources are being allocated in the most efficient manner, (c) existing equipment, systems, and programs, and (d) will identify alternative service delivery options that will meet the City of Savannah's needs in a more cost-efficient and effective manner.

The City is currently engaged with Managing Results, LLC to develop a City-wide, comprehensive strategic plan. This strategic plan is expected to be completed in August 2017. This IT assessment will be used in conjunction with the City-wide strategic plan to develop an IT strategic plan that will support City-wide initiatives and goals.

2.1 Background

The IT Department is responsible for providing voice (VOIP, analog, cellular), data, and radio (800mhz/700mhz) services for all City of Savannah employees. Network resources are provided to more than 130 physical workplace locations as well as extended to staff working remotely in the field.

The radio network supports the Southeast GA Regional Radio Network which provides interoperability of service utilizing National Incident Management System protocols across six (6) coastal Georgia counties.

The IT Department is responsible for planning, maintenance, and upgrades for all systems and services as well as Data Center operations and disaster recovery planning.

The 2017 staffing level for the IT Department is 36 full-time positions. A current organizational chart is included in Appendix A.

The 2017 IT operating budget is \$6.7 million, which includes the following:

- \$2.5 million for personnel costs
- \$2.4 million for on-going maintenance and support for existing systems and
- \$721,295.00 for on-going equipment refresh broken down as follows:
 - \$280,000.00 PC replacements/upgrades
 - \$ 66,295.00 Server/storage replacement/upgrades
 - \$375,000.00 Network infrastructure upgrades, replacement, and expansion

2.2 Scope of Services

The scope will include three (3) phases.

2.2.1 Discovery Services

Perform discovery to determine how the City of Savannah is utilizing technology in its present implementation. Conduct a strengths, weaknesses, opportunities, threats analysis in the following areas:

- A. Review department structure and staffing patterns to assess appropriate department structure and staffing levels.
- B. Review IT budget and funding levels for the past three (3) fiscal years to determine if resources are being allocated and utilized in the most efficient manner to meet the City of Savannah's needs. Specific focus on sustainable funding for on-going system maintenance and expansion is required.
- C. Review of equipment, systems, and programs to compare existing technology infrastructure with current industry standards and assess service approach as compared with best practices in the following areas to include, but not be limited to:
 - Network architecture and management
 - LAN, desktop, and server management

- Help desk and problem management
- Desktop/server application development/maintenance and data architecture
- Web development, applications, and maintenance
- Voice network and telephone system management
- Radio network and management
- Security
- Disaster recovery
- Documentation of policies and procedures
- Education and training

2.2.2 Critical Analysis

Review and provide analysis of the City of Savannah's approach to services and compare current approach to relevant best practices, for areas including, but not limited to, the items listed in Section 2.2.1.

2.2.3 Recommendations and Action Steps

The assessment should provide a report of the current state of the City of Savannah IT Department. The assessment should provide an analysis of how IT resources are deployed and how it rates when compared to industry standards and best practices. The assessment should identify gaps and provide recommendations and action steps for the City's direction. The assessment should identify any service delivery options that may meet the City of Savannah's needs in a more cost efficient and effective manner. The assessment should identify the pros and cons as well as estimated costs of various options.

2.3 Project Approach

Proposers shall provide a detailed, but concise description of the approach to this project.

2.4 References

Proposers shall provide a minimum of five (5) references for development of IT assessments. References should be for local governments of similar size to the City of Savannah. Proposers shall provide contact names and phone numbers for each reference.

2.5 Qualifications

Proposer should demonstrate a minimum of five (5) years' experience in the development of IT assessments or similar services. Proposers must also provide the number of years the business has been in operation.

2.6 Project Manager

The City expects a project manager to be assigned to this project. This project manager should have successfully managed a minimum of three (3) similar projects. Proposers shall provide contact information for these projects.

2.7 Staffing and Subcontractors

It is the expectation that the successful proposer will have in-house staff to support this project. A list of all staff who will be working on this project should be included in the

submittal. If any portion of this project will be outsourced to sub-consultants, this staffing information should be included in the submittal as well.

2.8 Timeline

Proposers shall provide a project timeline with milestones and deliverables clearly identified. The actual schedule for the project will be determined and finalized once the contract is awarded.

2.9 Demonstrations

Proposers must provide an on-site presentation of the proposed services at the City's request.

2.10 Costs

The total cost for preparing the IT assessment shall be included in Section III. Proposers must itemize the costs by milestones or deliverables as defined by the proposer in the timeline described in Section 2.8.

Compensation for services will be pursuant to an agreement providing for billing on a by-task deliverable basis for time and materials with a not-to-exceed limit for all required services. Any hours expended beyond the not-to-exceed limit by the vendor to complete the proposal will be at no cost to the City of Savannah unless a written change in scope has been approved by both parties in advance. Proposers must delineate any travel expenses by projected deliverable.

2.11 Future Engagements

The vendor awarded this project may not submit, be party to, or benefit from any proposal for services that may result from this study, unless the City of Savannah specifically requests additional assistance.

2.12 Proposal Format

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

- a) Detailed description of technical capabilities as requested.
- b) List of project references and qualifications.
- c) Fee Proposals per instructions in Section III signed by responsible party.
- d) Proposed Schedule of Minority and Women owned Business Participation and Non-Discrimination Statement.
- e) Other submittals as stated.

2.13 Basis of Award

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

- a) Vendor qualifications (*15 points*)
- b) Vendor references (*15 points*)
- c) Fees (*25 points*)
- d) Project methodology/work plan (*30 points*)
- e) MWBE participation goals (*10 points*)
- f) 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.

2.14 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.

2.15 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.

2.16 Minority/Woman Business Enterprise Goals

The City of Savannah has established a **9% M/WBE goal** for this project. The breakdown is as follows: **9% MBE, 0% WBE Participation.**

2.17 Insurance Requirements

2.17.1 Comprehensive General Liability

Contractor shall carry comprehensive general liability on an occurrence form with no “x, c or u” exclusions with the following minimum limits:

- Each occurrence - \$1,000,000
- Damage to Rented Premises - \$50,000
- Medical Expense - \$5,000
- Personal & Adv Injury - \$1,000,000
- General Aggregate - \$2,000,000
- Products – Completed Ops. Aggregate - \$2,000,000

General aggregate shall apply on a per project basis

Contractor will provide a Certificate of Insurance reflecting required coverage.

A waiver of subrogation endorsement to the policy in favor of the City shall also be provided and attached to the certificate

A (30) day notice of cancellation in favor of the City must be endorsed to policy and attached to the certificate

2.17.2 Commercial Automobile Liability

The automobile policy must include coverage for owned, non-owned and hired automobiles

- Minimum limits are \$1,000,000
- Contractor will provide a Certificate of Insurance reflecting required coverage.
- A waiver of subrogation endorsement to the policy in favor of the City shall also be provided and attached to the certificate
- A (30) day notice of cancellation in favor of the City must be endorsed to policy and attached to the certificate

2.17.3 Workers Compensation

Contractor shall carry a workers compensation policy including all statutory coverage required by Georgia state law

Minimum employer's liability limits:

- \$500,000 each accident
- \$500,000 each employee (disease)
- \$500,000 policy limit (disease)

Contractor will provide a Certificate of Insurance reflecting required coverage.

A waiver of subrogation endorsement to the policy in favor of the City shall also be provided and attached to the certificate

A (30) day notice of cancellation in favor of the City must be endorsed to policy and attached to the certificate

2.17.4 Umbrella/Excess Liability

Contractor shall carry an umbrella/excess liability policy which must follow form over underlying policies: general liability, auto liability and employer's liability.

Minimum limits:

- \$1,000,000 per occurrence
- \$1,000,000 aggregate

Contractor will provide a Certificate of Insurance reflecting required coverage.

Waiver of subrogation endorsement to the policy in favor of the City shall also be provided and attached to the certificate

A (30) day notice of cancellation in favor of the City must be endorsed to policy and attached to the certificate

2.17.5 General

All insurance shall be placed with Georgia admitted carriers with a current Best's rating of A (minus), X, or better

Any modifications to specifications must be approved by the City

- 2.18** Those intending to respond to this event, their employees, agents and attorneys, shall not make contact with City Council members, or with City staff outside of the Purchasing Department during the bidding process and evaluation phase.

SECTION III

FEE PROPOSAL

I have read and understand the requirements of this request for proposal Event #5187 and agree to provide the required services in accordance with this proposal and all attachments, exhibits, etc. The proposed fee shall include all labor, material and equipment to provide the services as outlined including any travel or per diem expenses and any other miscellaneous expense involved. The fee for providing the required service is:

Information Technology Assessment

Information Technology Assessment Services	Cost
Total	\$

Itemized Cost by Project Milestones as provided by Proposer in Project Timeline Section(add lines as needed)	Cost
	\$
	\$
	\$
	\$
	\$
	\$

Total \$ _____

SUBMITTED BY: _____

PROPOSER: _____

SIGNED: _____

NAME (PRINT): _____

ADDRESS: _____

CITY/STATE: _____ ZIP _____

TELEPHONE: (_____) _____
Area Code

FAX: (_____) _____
Area Code

CONFIRM RECEIPT OF ANY ADDENDA ISSUED FOR THIS BID:

ADDENDUM _____ #
DATE _____

I certify this bid complies with the General and Specific Specifications and Conditions issued by the City except as clearly marked in the attached copy.

Please Print Name

Authorization Signature

Date

INDICATE MINORITY OWNERSHIP STATUS OF BIDDER (FOR STATISTICAL PURPOSES ONLY):

CHECK ONE:

_____ **NON-MINORITY OWNED**

_____ **AFRICAN AMERICAN**

_____ **HISPANIC**

_____ **WOMAN (non-minority)**

_____ **ASIAN AMERICAN**

_____ **AMERICAN INDIAN**

_____ **OTHER MINORITY Describe**_____

NON-DISCRIMINATION STATEMENT

The proposer certifies that:

- (1) No person shall be excluded from participation in, denied the benefit of, or otherwise discriminated against on the basis of race, color, national origin, or gender in connection with any bid submitted to the City of Savannah or the performance of any contract resulting therefrom;
- (2) That it is and shall be the policy of this Company to provide equal opportunity to all business persons seeking to contract or otherwise interested in contracting with this Company, including those companies owned and controlled by racial minorities, cultural minorities, and women;
- (3) In connection herewith, We acknowledge and warrant that this Company has been made aware of, understands and agrees to take affirmative action to provide such companies with the maximum practicable opportunities to do business with this Company;
- (4) That this promise of non-discrimination as made and set forth herein shall be continuing in nature and shall remain in full force and effect without interruption;
- (5) That the promises of non-discrimination as made and set forth herein shall be and are hereby deemed to be made as part of and incorporated by reference into any contract or portion thereof which this Company may hereafter obtain and;
- (6) That the failure of this Company to satisfactorily discharge any of the promises of non-discrimination as made and set forth herein shall constitute a material breach of contract entitling the City of Savannah to declare the contract in default and to exercise any and all applicable rights and remedies including but not limited to cancellation of the contract, termination of the contract, suspension and debarment from future contracting opportunities, and withholding and or forfeiture of compensation due and owing on a contract.

Signature

Title

Appendix A - Information Technology Organizational Chart

