

**RFP 24-577**  
**Disaster Recovery as a Service (DRaaS)**  
*Executive Summary*

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## RFP 24-577

### Disaster Recovery as a Service (DRaaS)

#### Executive Summary

##### Purpose

DeKalb County School District (DCSD) solicited a Request for Proposal (RFP) for responses from qualified offerors with professional qualifications, technical competence, and specialized experience to provide Disaster Recovery as a Service. The awarded offeror will provide services in accordance with the specifications, requirements and terms and conditions stated in the solicitation. Services include all labor, materials, tools, specialized equipment, supplies, trained personnel, all other costs and charges, and all things and services necessary to provide Disaster Recovery as a Service, in accordance with the requirements of this RFP. The implementation of this award is desired to start in March 2024.

##### Background and Process

The evaluation team was made up of eight staff members in the Division of Information and Instructional Technology (DIIT). Two represented the Office of the Chief Information Officer (CIO), one represented Network Services, one represented Enterprise Services, one represented Applications Development, and two represented the Project Management Office (PMO).

The solicitation was written, then published for two weeks in December 2023, was evaluated during January 2024, and will be submitted to the Board of Education for approval in February 2024. January 9, 2024, was the deadline for receiving all responses. Four vendors responded to the solicitation, three deemed responsive and were evaluated. The Purchasing Department posted RFP 24-577 on DCSD IonWave website and the Georgia Procurement Registry on December 14, 2023, and advertised in the Champion Newspaper on December 14, 2023, and December 21, 2023. Electronic notifications were sent to 21 vendors from the DCSD Vendor Bid List, 1064 vendors through the State of GA Procurement Registry, and 412 vendors through IonWave.

##### Evaluation Results

Based on a careful evaluation of how well each of the three possible choices could meet the five major criteria considered, Layer 3 Communications LLC appears to be the best choice.

The three choices considered were:

Layer 3 Communications LLC

Absolute Performance Inc.

Recovery Point Systems Inc.

The criteria and point values used to evaluate the options are listed below. The total weighted value is 100 points.

Firm's Overview – 20 points

Scope of Services – 35 points

Firm's Relevant Experience and Expertise – 20 points

Professional References – 10 points

Cost Proposal – 15 points

*Scope of Services* was the most significant factor leading to the choice of **Layer 3 Communications LLC** over **Absolute Performance Inc.**

**Scope of Services**

*Scope of Services* was rated on a 35-point scale, which the breakdown of the scores allocated based on responses to the *Project Scope of Work* (14 points), *Meet all Minimum Requirements* (14 points), and *Service Level Agreement* (7 points). Highest score was received as the best choice of 32.277. The second-best score received 25.375 points, then the next received 9.698 points. Note: If a zero (0) was given as a score, it means that the information was not provided.

Evaluation Criteria	Total Weight	Absolute Performance, Inc.	Layer 3 Communications, LLC	Recovery Point Systems, Inc.
<b>Scope of Services</b>	<b>35</b>	25.375	32.277	9.698
B. Project Scope of Work (14)		14	12.444	9.333
C. Meet All Minimum Requirements (14)		11.375	12.833	0.365
E. Service Level Agreements (SLA) (7)		0	7	0

The next two significant factors leading Layer 3 Communications LLC as the best choice are displayed in the table below:

**Firm's Overview and Firm's Relevant Experience and Expertise.**

Evaluation Criteria	Total Weight	Absolute Performance, Inc.	Layer 3 Communications, LLC	Recovery Point Systems, Inc.
<b>Firm's Overview</b>	<b>20</b>	15	17.5	2
Complete company profile (Firm's name, address, headquarters and or branch office handling this project, as well as primary contact name, title, related telephone/fax numbers and email address). (3)		3	3	2
State how many years licensed to do business under the name stated above. Describe firm ownership structure and history. (3)		3	3	0
List the number of permanent employees and provide an organizational chart of the firm (3)		2	2.5	0

Provide a professional biographical summary (resume) including certifications and detailed outline of the role and responsibility of executive/management staff, and any staff or subcontractors that will be assigned to manage the DRaaS environment (6)		3	5	0
Provide the total number of current clients/owners and industries served. (5)		4	4	0
<b>Firm's Relevant Experience and Expertise</b>	<b>20</b>	<b>7</b>	<b>10</b>	<b>0</b>
Experience (10)		2	4	0
Comparable Size (6)		2	6	0
Complete Client Information (4)		3	0	0

### Decision Table\*\*

The evaluation for the DRaaS solicitation was done by means of a decision table. This table gives a complete view of all criteria used in evaluating each respondent.

Evaluation Criteria	Total Weight	Absolute Performance, Inc.	Layer 3 Communications, LLC	Recovery Point Systems, Inc.
<b>Firm's Overview</b>	<b>20</b>	<b>15</b>	<b>17.5</b>	<b>2</b>
Complete company profile (Firm's name, address, headquarters and or branch office handling this project, as well as primary contact name, title, related telephone/fax numbers and email address). (3)		3	3	2
State how many years licensed to do business under the name stated above. Describe firm ownership structure and history. (3)		3	3	0
List the number of permanent employees and provide an organizational chart of the firm (3)		2	2.5	0
Provide a professional biographical summary (resume) including certifications and detailed outline of the role and responsibility of executive/management staff, and any staff or subcontractors that will be assigned to manage the DRaaS environment (6)		3	5	0
Provide the total number of current clients/owners and industries served. (5)		4	4	0
<b>Scope of Services</b>	<b>35</b>	<b>25.375</b>	<b>32.277</b>	<b>9.698</b>
B. Project Scope of Work (14)		14	12.444	9.333
C. Meet All Minimum Requirements (14)		11.375	12.833	0.365
E. Service Level Agreements (SLA) (7)		0	7	0
<b>Firm's Relevant Experience and Expertise</b>	<b>20</b>	<b>7</b>	<b>10</b>	<b>0</b>
Experience (10)		2	4	0
Comparable Size (6)		2	6	0
Complete Client Information (4)		3	0	0

<b>Professional References</b>	<b>10</b>	5	3	0
3 References (5)		5	3	0
Strategy for Providing Services (5)		0	0	0
<b>Cost Proposal</b>	<b>15</b>	8	12	12.5
Attachment A (15)		8	12	12.5
<b>Total Points</b>	<b>100</b>	<b>60.375</b>	<b>74.777</b>	<b>24.198</b>

**\*\* Explanation of each criterion is on pp. 7 - 8**

### Cost Proposal

The overall costs are listed in the table below. Even though Recovery Point System Inc. has the best (or lowest) overall cost, it did not show in its response, as indicated in the previous Decision Table, that it can execute the services. Layer 3 Communications LLC is the best choice.

Description	Absolute Performance Inc.	Layer 3 Communications LLC	Recovery Point System Inc.
Software	\$88,192.00	\$53,196.00	\$29,266.92
Infrastructure (Network, Compute, Memory, etc.)	\$260,728.00	\$149,688.00	\$111,120.00
Storage at 25TB	\$15,000.00	\$12,750.00	\$2,820.00
Additional Storage per 10 TB (up to 100TB)	\$6,000.00	\$5,100.00	\$1,128.00
Implementation Fee (Resources, Project Management, etc.)	\$-	\$36,500.00	\$17,945.45
Training	\$-	\$7,500.00	included
Failover Testing	\$70,884.00	\$36,000.00	\$10,080.00
Support and Maintenance	\$71,608.00	\$62,640.00	included
<b>Annual Total</b>	<b>\$512,412.00</b>	<b>\$363,374.00</b>	<b>\$172,360.37</b>

	Absolute Performance Inc.	Layer 3 Communications LLC	Recovery Point Systems Inc.
<b>Offerors' Notes in the Responses:</b>	Training - Use monthly hours (32 hours/ month)	Additional Storage - per 10TB	Software - VEEAM
	Failover Testing - 4 tests. Can be lower with less VMs activated		Implementation Fee - One-time fee

## **Conclusion**

After a careful evaluation of each option, Layer 3 Communications LLC appears to be the best choice.

## Appendix:

### Criteria Details/Explanations

#### 1. **Firm's Overview (20 Points)**

- a. Provide a full and complete company profile to include, but not limited to Firm's name, address, headquarters and or branch office handling this project, as well as primary contact name, title, related telephone/fax numbers and email address.
- b. State how many years licensed to do business under the name stated above. Describe firm ownership structure and history.
- c. List the number of permanent employees and provide an organizational chart of the firm.
- d. Provide a professional biographical summary (resume) including certifications and detailed outline of the role and responsibility of executive/management staff, and any staff or subcontractors that will be assigned to manage the DRaaS environment.
- e. Provide the total number of current clients/owners and industries served. RFP 24-577 PAGE 30

#### 2. **Scope of Services (35 points)**

- a. Please provide your company's detailed methodology and proposed strategy for providing Disaster Recovery as a Service (DRaaS) for DCSD as stated in Part III Scope of Work items B-E of this RFP.
- b. Provide the name and telephone number of the individual(s) that can be contacted in case of an emergency or for services needed after hours, holidays or weekends.
- c. Public or private cloud offerings and related security.

#### 3. **Firm's Relevant Experience and Expertise (20 points)**

- a. Please list past experience providing Disaster Recovery as a Service (DRaaS) for other K-12 school districts that are comparable in size to DCSD. Experience with other comparable K-12 school districts is preferred however, experience with other public/governmental agencies comparable in size to DCSD is allowed. List no more than 10 projects and list projects not completed by your company or completed more than 10 years ago. Please include the following for each project:
  - i. Owner/Client Name and location.
  - ii. Nature of services provided.
  - iii. Owner/Client representative name, title, email address, and phone number
  - iv. Dates of Service (Start mm/yy and end mm/yy)
  - v. Owner/Client size (number of facilities, employees/students, number of WAN core sites, etc.)
  - vi. Staff involved in providing the services who will also be assigned to DCSD.

#### 4. **Professional References (10 points)**

- a. The company shall submit at least three written recommendations from current or previous clients/owners.
- b. The company shall provide their strategy to provide a positive working relationship with DCSD. This strategy must include actual examples of how the company has demonstrated their cooperation with other clients/owners.
- c. DCSD reserves the option of contacting any of the references provided to confirm information provided.

5. **Cost Proposal (15 points)**

- a. Indicate your proposed price to provide the services as stated in this RFP using Attachment A – Cost Proposal Form provided as part of this RFP.
- b. Please provide any and all pricing breakdown as requested on the Attachment A-Cost Proposal Form.
- c. The Attachment A-Cost Proposal Form shall not be altered in any way. Any alterations to the provided cost proposal form may cause your company to be deemed non-responsive and disqualified from further consideration.