

# Request for Proposal (RFP) for Internet Service Provider (ISP) Services

## A. Introduction

The Atlanta Regional Commission (“ARC”) is seeking proposals from qualified Internet Service Providers to deliver high-speed internet access and comprehensive cybersecurity measures to support our operations. ARC’s goal is to enhance its connectivity infrastructure to support the growing demand for data-intensive applications and to ensure the security of its digital assets. As ARC expands its use of cloud-based services, data analytics, and other bandwidth-intensive applications, the need for an upgraded internet service is critical.

Objectives:

- 1) To obtain a minimum of 10 Gbps internet speed to accommodate our current and future data usage.
- 2) To enhance our cybersecurity posture through advanced security features offered by the ISP.
- 3) To ensure high reliability and minimal downtime.
- 4) Managed security services and firewall;
- 5) Remote access to the following management portal tools: Firewall/Router Configuration (Read-Only), Network Traffic Activity
- 6) Reporting capability and access for ARC Staff, including, but not limited to: Legitimate vs. Suspected threats detection, Incoming/Outgoing traffic
- 7) Dual crosslinks; current failover is Level III with Vonage;
- 8) Availability of 32 IP addresses; with option to own at least four (4) IP4/6 addresses;
- 9) Ability to interface with the Agency’s existing third-party network monitoring tools.

## B. Proposal Guidelines

This request is governed by ARC’s purchasing and procurement guidelines. Interested vendors should submit a Proposals that addresses the specifications listed in the Scope of Work. Proposers must respond to this Request for Proposal with written proposals following all requirements outlined in this document. The proposal that sufficiently meets all specifications for all or any of the equipment or products will be the determining factor for the proposal award. ARC reserves the right at any time to reject any and all proposals, cancel this solicitation, or, solely at its discretion, follow up for any clarification needed from vendors. ARC has the right to determine responsiveness or lack thereof with no opportunity to cure.

Interested vendors should ensure that any proposal submitted include all the required information. Any questions regarding this solicitation should be submitted in writing via e-mail to [it-rfq@atlantaregional.org](mailto:it-rfq@atlantaregional.org). no later than Tuesday, May 1, 2024, at 5:00 PM EST. All questions received and responses to those questions will be posted on the ARC website by 5:00 PM EST, Tuesday, May 8, 2024, @ <https://atlantaregional.org/procurement/>.

### C. Proposal Submission

Proposals are due by 5:00 PM EST on Thursday, May 16, 2024. It is anticipated that the contract award will be made on or near Monday, June 3, 2024.

All Proposals must be submitted to the below-listed address:

**Atlanta Regional Commission**  
**ATTN: Ray Randolph**  
**International Tower**  
**229 Peachtree Street NE, Suite 100**  
**Atlanta, GA 30303**

ARC must receive a sealed package that contains one (1) hard copy and five (5) USB drive (a.k.a., jump or flash drive]) copy of its proposal and all required information contained herein. The hard copy and USB drive copy received by ARC must be identical in content, and it is the responsibility of the vendor to ensure content matches. If conflicting copies are received, ARC will utilize the digital copy for the evaluation process.

### D. Scope of Services

#### 1) Internet Service Requirements:

- a) **Bandwidth and Speed:** The ISP must provide a dedicated internet connection with speeds of at least 10 Gbps.
- b) **Reliability:** A minimum of 99.9% network uptime, with compensation for any downtime exceeding this level.
- c) **Scalability:** Options to easily upgrade bandwidth as our organization grows.

#### 2) Cybersecurity Features:

- a) **Firewall Services:** Advanced firewall protection to monitor and control web traffic, preventing unauthorized access.
- b) **Anti-Malware and Antivirus:** Comprehensive solutions to detect and neutralize malware and viruses.
- c) **Intrusion Detection and Prevention:** Systems to monitor network traffic for suspicious activities and take preemptive action to prevent breaches.
- d) **DDoS Protection:** Robust DDoS mitigation strategies to protect our network from targeted attacks.
- e) **Data Encryption:** End-to-end encryption for data in transit and at rest.
- f) **Secure DNS Services:** Protection against DNS spoofing and phishing attacks.
- g) **Email Security:** Filters to block spam and phishing attempts, along with email encryption services.

**E. Proposals Format/Content shall include:**

- a) An overview of the ISP's services and capabilities.
- b) Detailed descriptions of the proposed internet and cybersecurity solutions.
- c) Pricing model and structure, including any setup or additional service fees.
- d) Monthly reports examples.
- e) Support and Maintenance availability and known maintenance windows.
- f) SLA for network availability, including compensation if levels not met.
- g) Information on compliance with relevant regulations and standards.
- h) Three references from current or past clients with similar service setups.
- i) Proposals are to be no longer than 15 pages. Double-sided pages count as two pages.

**F. Evaluation Criteria**

Proposals will be evaluated on the basis of the information presented in the proposal package and on an analysis of other publicly available information. ARC may conduct such investigations or interviews, as it deems necessary, to assist in the evaluation of any proposal submitted and to establish to ARC's satisfaction the qualifications of any respondent.

The criteria outlined below and described further hereinafter will be used to evaluate the response. Criteria are listed in order of importance.

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| 1) Compliance with the stated bandwidth and speed requirements. | 30% |
| 2) The comprehensiveness of cybersecurity measures.             | 20% |
| 3) Reliability and uptime guarantee.                            | 20% |
| 4) Cost-effectiveness and pricing transparency.                 | 10% |
| 5) Company reputation and customer service record.              | 20% |

In the initial phase of the proposal evaluation process, the evaluation committee will review all proposals timely received. Non-responsive proposals (those received after the deadline or not conforming to RFP requirements) may be eliminated. The remaining proposals will be evaluated in a cursory manner to eliminate from further consideration those proposals which in the judgment of the evaluation committee fail to offer sufficient and substantive provisions to warrant further consideration. Each proposer bears sole responsibility for the items included or not included in the response submitted by that Respondent. Atlanta Regional Commission reserves the right to disqualify any proposal that includes significant deviations or exceptions to the terms, conditions and/or specifications in this RFP.

At the conclusion of this initial evaluation phase, finalist proposals will be selected for detailed review and evaluation. Atlanta Regional Commission may require an in-person presentation by the Provider(s) to supplement their written proposal.

## **G. Award**

Award will be made to the highest scoring responsive and responsible proposer according to the criteria stated in the proposal documents. Award will be made in writing to the successful proposer. ARC may make such investigations or obtain such clarifications as it deems necessary to determine the ability of the proposer to perform, and the proposer shall furnish to ARC all such information and data for this purpose as ARC may request. ARC reserves the right to reject any proposal if the evidence submitted by, or investigations of such proposer fails to satisfy of ARC that such proposer is properly qualified to carry out the obligations of the contract.

It is the intent of the Atlanta Regional Commission (ARC) to award all contracts in a manner that promotes fair, equitable treatment of all contractors and sub-contractors without regard to race, color, creed, national origin, gender, age, or disability.