

Columbus Consolidated Government
Scope of Work for
Professional Services
Cable TV Solutions



July 27, 2017

Consultant
Karen C. Higgins



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Objective

In the past, the Columbus Consolidated Government (CCG) enjoyed the distribution of free to low cost cable television channels. Over time local cable TV providers implemented a change-over to digital television. With the move to digital content and digital television, local providers began scrambling or encrypting their signals. Consequentially, a cable TV channel "descrambler" box is required in each viewing location to unscramble or unencrypt the signal. These boxes come with a monthly fee, so cable television is no longer available for "free" or of little cost to city.

Simpler and more cost-efficient ways to descramble cable signals exist. For example, there are solutions which can centralize the descrambling of cable TV and streaming to the city network as opposed to descrambling it in each office. This would allow a single instance of each cable TV channel to be shared by multiple offices in the city simultaneously.

The objective of this proposal is to assist the Columbus Consolidated Government (CCG) with developing options defining specifications, providing pricing with options and managing the overall procurement and implementation process for cable television solutions.

In summary, CCG is interested solutions for office use of cable TV viewing that fall into the following areas:

- Display of Cable TV signals
- Maximize the integrity/quality of Cable TV signals
- Ensure access and display of Cable TV content is simple to control (i.e. via application/Graphical User Interface, also known as GUI)

Scope

There are four major phases related to the effort. The phases are described below. Each phase will be priced separately. The four phases include Consult/Design/Price, Integrate, Deploy and Maintain/Operate. Each category includes four interdependent phases carefully aligned between categories that include planning, pricing options for procurement, implementation and support.

Cable TV Solutions

Phase 1 - Consult/Design/Price

The first steps in exploring cable TV solutions for CCG will be to conduct onsite meetings with the CIO and CCG IT team members to perform information and requirements gathering to include current network architecture, workstation numbers, design and facilities layout(s), perform research and consult with 3rd party vendors on known models for cable TV solutions, consult with CCG's current cable provider contact, setup a calendar, setup interviews, collect documents and assist CCG with negotiations for a best price offer from a 3rd party vendor(s).

The outcome of this phase should answer the question; How much will it cost to deliver a Cable TV solution to CCG offices that makes the most sense?

Deliverable: Customized quote(s) to be reviewed by CCG CIO with pricing options including differing number of TV channels to distribute, technical services provided, application/GUI options, ongoing support, warranties and CCG knowledge transfer and/or training from a 3rd party Cable TV Solution vendor(s).

*If CCG decides that the cost of Phase 1 "makes sense". Phases 2 – 4 depend on CCG procuring necessary equipment, subscriptions to cable TV provider services and technical services provided in the quote(s) in phase 1.

Phase 2 - Integrate

A successful Cable TV installation project will require careful planning and installation management in the production environment.

This phase includes the following:

- Kick off meeting with key project stakeholders to prepare for the Cable TV Solution installation within the production environment.
- Assist with the development of a project hardware and application/GUI production environment commissioning and deployment schedule, resource requirements, and communications plan for managing overall rollout and assist with overall results during testing lifecycle in the production environment.
- Assist with quality assurance procedures for solution integration and validation.
- Act as the project liaison or "clerk of the works", coordinating city needs with a 3rd party vendor(s) to including assistance with Site Acceptance Packages for delivery of equipment confirmation and configuration verification.

Deliverable: Sign off document(s) by CCG representatives (TBD) verifying receipt, installation and successful implementation in the production environment of the Cable TV Solution selected.

Phase 3 - Deployment

The management of an enterprise-wide Cable TV Solutions deployment can be daunting, especially if that enterprise has limited personnel to dedicate and manage the project. Included in this proposal is the planning necessary to ensure a smooth rollout to city workstations within the Columbus Consolidated Government Tower, the Columbus Consolidated Government Annex and the Columbus Consolidated City Services Building.

This phase includes to:

- Assist with the development of a workstation application/GUI deployment schedule, resource requirements, and the communications for managing overall rollout and assist with overall solutions validation.
- Act as the project liaison or "clerk of the works", coordinating city needs as it relates to deployment of the Cable TV Solution to city workstations.

Deliverable: Sign off document by CCG department representatives (TBD) verifying successful installation of Cable TV Solution application/GUI to city workstations.

Phase 4 - Maintenance and Operation

Working with IT staff and the 3rd party vendor(s) to provide know-how and knowledge transfer is essential to ensure the success of a sustainable Cable TV Solution.

This phase includes:

- Arranging a dedicated time from the 3rd party vendor(s) to deliver know-how and knowledge transfer to technical support for the Department of Information Technology Staff.
- Assist in delivery to CCG by the 3rd party vendor(s) of detailed system documentation
- Assist in delivery to CCG by the 3rd party vendor(s) of GUI configuration files and documentation, if outsourced by CCG.

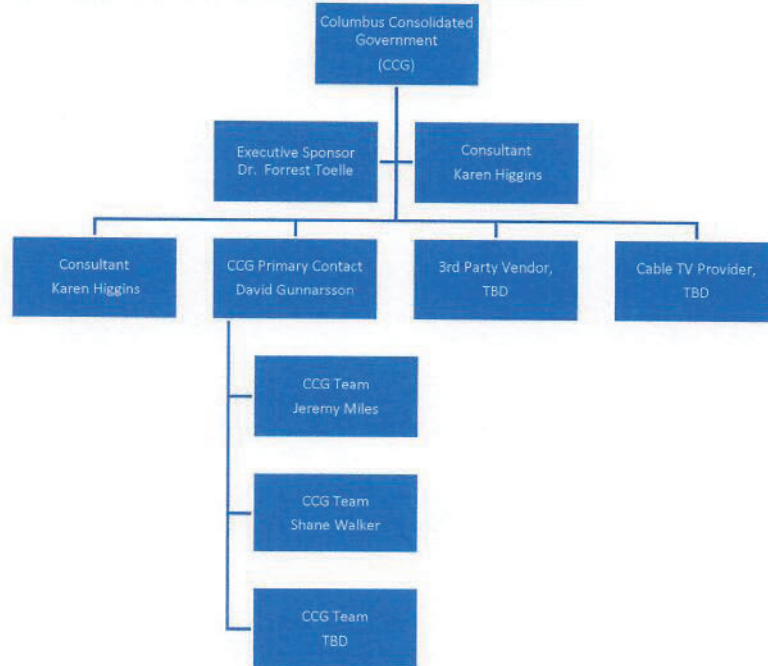
Deliverable: Sign off document by CCG IT department representatives (TBD) verifying successful know how and knowledge transfer, delivery of system documentation, and GUI files and documentation, if outsourced by CCG.

Team

I take pride in my ability to assemble a team of experts that matches the needs of my clients. A project of this nature will not only require my knowledge and expertise but also the knowledge and expertise of in-house staff. This awareness, coupled with my ability to bring together personnel from vendor businesses and government organizations to work together on a common goal, enables me to augment and enhance the team that already exists within the city and to arrange for know-how and knowledge transfer and answer any questions they may have.

I am currently available to work on this project and appreciate your consideration to participate as defined by the scope of work.

Cable TV Solutions Governance Model



City Responsibilities

For this project to be successful, the city will need to be responsible for the following:

- Assign an executive sponsor to work with Ms. Higgins to champion the project within CCG and to work with the Ms. Higgins to finalize the scope (adopted phases).
- Assign a dedicated, knowledgeable CCG IT primary point of contact to work with Ms. Higgins to coordinate project implementation and delivery.
- Provide administrative support and assign appropriate CCG IT personnel and staff time to work with the Ms. Higgins and 3rd party vendors in developing requirements, engage the procurement process and document reviews where required to meet the City's responsibilities under the scope of work.
- Coordinate other local resources as needed such as interviews, site visits and other activities necessary to provide information needed to meet deliverables.
- Assign city IT personnel to work with 3rd vendors on Cable TV Solutions commissioning, installation and validation phase in the production environment.
- Assign city IT personnel to deploy, configure and test Cable TV Solutions application/GUI on city employee workstations.
- Provide access to a dedicated and quiet local workspace including telephone, desk and network connection to support Ms. Higgins when onsite for the duration the adopted phases of the project.
- Priority response to documentation and meeting requests.
- Agree and adhere to the project timelines established.
- Assist in removing barriers within CCG as needed.

Consultant Responsibilities

For this project to be successful, Ms. Higgins is responsible for the following:

- Coordination, facilitation and communication among the 3rd vendor partner(s), CCG project participants and stakeholders.

Disclaimer:

Any delays such as failure of equipment to arrive on time that are beyond the control of CCG and/or the consultant, are covered in this proposal. The proposed pricing will remain the same.

Plan

A project schedule will be established between your primary point of contact (TBD) and Ms. Higgins during the first two weeks of the work. The schedule will provide a clear understanding of schedules, deadlines, deliverables. The project will commence upon acceptance of the phases in the proposal.

Investment

Project Benefits

The consultative services in this proposal deliver capacity and expertise while taking maximum advantage of existing staff experience and capability without placing an undue burden on their operational responsibilities.

The benefits of these services to CCG include:

Augment internal staff to accomplish work that is required for procurement of a Cable TV Solution.

Reduce disruption to staff and processes to the lowest level.

Develop internal capability and capacity.

Provide additional expertise to the district for this project.

Minimized risk

Project Cost

Ms. Higgins is proposing a fixed price based on the scope of work indicated in the project cost. Pricing is dependent and based on acceptance of Phase 1. Each additional phase is available for acceptance individually.

| Phase | Timeframe | Value/Effort |
|-------------------------------------|------------------------------|--------------|
| Phase 1 - Consult, Design and Price | August – October 2017 | \$10,000 |
| Phase 2 - Integrate | December 2017 – January 2018 | \$3,800 |
| Phase 3 - Deploy | January-March 2018 | \$10,000 |
| Phase 4 - Maintain and Operate | January-March 2018 | \$1,800 |
| Grand Total | | \$25,600 |

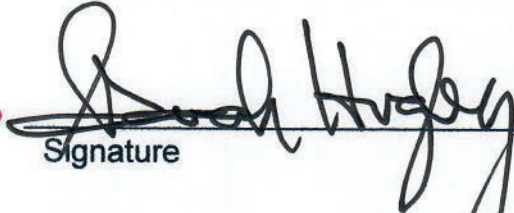
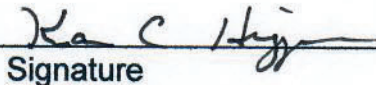
Acceptance

This Scope of Work is a full and complete statement of the work contemplated and deliverable for this project. Changes to the scope, schedule or deliverables will be made only by written direction, accepted and signed by both parties.

- Phase 1 Accepted
- Phase 2 Accepted
- Phase 3 Accepted
- Phase 4 Accepted

Columbus Consolidated Government

Karen C. Higgins, Sole Proprietor

| | |
|---|---|
| <p>•  Signature</p> <p>• <u>Isaiah Hugley</u> Print name</p> <p>• <u>City Manager</u> Title</p> <p>• <u>8.16.17</u> Date</p> | <p> Signature</p> <p><u>Karen C. Higgins</u></p> <p><u>Consultant</u> Title</p> <p><u>8/15/17</u> Date</p> |
|---|---|

Ms. Higgins is proposing to invoice at the end of each phase following city acceptance and approval. Payment is due within 30 days of invoice date. Final invoicing schedule may be adjusted as required by CCG. The cost is fully burdened to include consultant time on and off site, travel, operational and resource costs and expenses to produce and deliver the work. This agreement may be extended for up to six months at the same rate contingent on negotiation of an acceptable work schedule.

A RESOLUTION
N~~2~~84-17

"ITEM G"
C.M. 08-08-17(4)(6)
284-17

A RESOLUTION AUTHORIZING THE PROCUREMENT OF PROFESSIONAL CONSULTING SERVICES FROM KAREN C HIGGINS (COLUMBUS, GA), IN THE AMOUNT OF \$25,600.00, FOR COMPUTER NETWORK CABLE TELEVISION (IPTV) SOLUTIONS.

WHEREAS, Ms. Higgins will provide consulting and professional services to assist the Columbus Consolidated Government with developing options, defining specifications, providing pricing with options and managing the overall procurement and implementation process for cable television solutions (IPTV). This is Television over the computer network; and,

WHEREAS, Karen Higgins was selected by the Information Technology Department to provide the consulting services because the City's IT Director, Forrest Toelle, worked with Ms. Higgins on the exact same project for the Muscogee County School District when he was employed there as the Chief Information Officer. Ms. Higgins was the SME (Subject Matter Expert) lead and Project Manager for the project. The School District's project deployed IPTV to all students, teachers, and other district personnel. The project was a complete success, and Director Toelle wants to repeat that same successful process at CCG. Ms. Higgins retired as the Director of Technical Operations and Help Desk support, and has worked on projects of this scope for over 20 plus years. Consequently, the vendor is considered an only known source for this project, per the Procurement Ordinance; and,

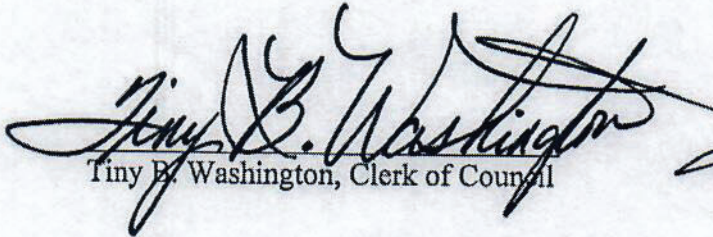
WHEREAS, the work will be divided into the following phases:
Phase 1 - Consult/Design/Price, Phase 2 - Integrate, Phase 3 - Deployment, and Phase 4 - Maintenance and Operation. Contingent upon the results of Phase 1, the City may proceed with Phase 2 - 4.

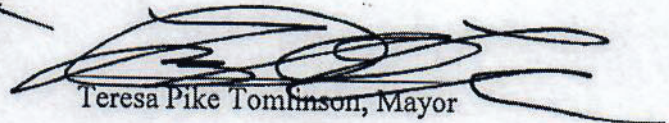
NOW, THEREFORE, THE COUNCIL OF COLUMBUS, GEORGIA, HEREBY RESOLVES AS FOLLOWS:

That the City Manager is hereby authorized to procure professional consulting services from Karen C Higgins (Columbus, GA), in the amount of \$25,600.00, for computer network cable television (IPTV) solutions. Funds are budgeted in the FY18 Budget for Phase 1, in the amount of \$10,000, as follows: General Fund - Information Technology - Consulting; 0101-210 - 1000- ISS - 6315. Depending on the findings in Phase 1, funding will be available from 6311 (Professional Services) and 6541 (Software Lease), as appropriate. The total cost for consulting services Statement of Work shall not exceed the \$25,600. If the City accepts Phase 1 and proceeds with the deployment of IPTV (Phase 2- Phase 4), additional equipment will be needed and purchased. These procurements will be brought back to council as required.

Introduced at a regular meeting of the Council of Columbus, Georgia, held the 8th day of August, 2017 and adopted at said meeting by the affirmative vote of six members of said Council.

| | |
|------------------------------|------------------------|
| Councilor Allen voting | <u>YES</u> |
| Councilor Baker voting | <u>ABSENT</u> |
| Councilor Barnes voting | <u>YES</u> |
| Councilor Davis voting | <u>ABSENT FOR VOTE</u> |
| Councilor Garrett voting | <u>YES</u> |
| Councilor Henderson voting | <u>ABSENT FOR VOTE</u> |
| Councilor Huff voting | <u>YES</u> |
| Councilor Thomas voting | <u>NO</u> |
| Councilor Turner Pugh voting | <u>YES</u> |
| Councilor Woodson voting | <u>YES</u> |


Tiny E. Washington, Clerk of Council


Teresa Pike Tomlinson, Mayor

Phase 3 – Deployment: The management of an enterprise-wide Cable TV Solutions deployment can be daunting. Included in this proposal is the planning and coordination of task necessary to ensure a smooth rollout to city workstations within the Columbus Consolidated Government;

Phase 4 - Maintenance and Operation: Working with IT staff and the 3rd party vendor(s) to provide know-how and knowledge transfer is essential to ensure the success of a sustainable Cable TV Solution;

Funds are budgeted in the FY18 Budget for Phase 1, in the amount of \$10,000, as follows: General Fund – Information Technology - Consulting; 0101- 210 – 1000- ISS – 6315. Depending on the findings in Phase 1, funding will be available from 6311 (Professional Services) and 6541 (Software Lease), as appropriate. The total cost for consulting services Statement of Work shall not exceed the \$25,600. If the City accepts Phase 1 and proceeds with the deployment of IPTV (Phase 2- Phase 4), additional equipment will be needed and purchased. These procurements will be brought back to council as required.

Columbus Consolidated Government
Council Meeting

August 8, 2017

Agenda Report # 22

TO: Mayor and Councilors
SUBJECT: Purchase Authorizations
INITIATED BY: Finance Department

(G) CONSULTING SERVICES FOR COMPUTER NETWORK CABLE TELEVISION (IPTV) SOLUTIONS

It is requested that Council approve professional consulting services from Karen C Higgins (Columbus, GA), in the amount of \$25,600.00, for computer network cable television (IPTV) solutions.

Ms. Higgins will provide consulting and professional services to assist the Columbus Consolidated Government with developing options, defining specifications, providing pricing with options and managing the overall procurement and implementation process for cable television solutions (IPTV), which is television over the computer network.

Karen Higgins was selected by the Information Technology Department to provide the consulting services because the City's IT Director, Forrest Toelle, worked with Ms. Higgins on the exact same project for the Muscogee County School District when he was employed there as the Chief Information Officer. Ms. Higgins was the SME (Subject Matter Expert) lead and Project Manager for the project. The School District's project deployed IPTV to all students, teachers, and other district personnel. The project was a complete success, and Director Toelle wants to repeat that same successful process at CCG. Ms. Higgins retired as the Director of Technical Operations and Help Desk support, and has worked on projects of this scope for over 20 plus years. Consequently, the vendor is considered an only known source for this project, per the Procurement Ordinance.

The work will be divided into the following phases:

Phase 1 - Consult/Design/Price: The outcome of this phase should answer the question; How much will it cost to deliver a Cable TV solution to CCG offices that makes the most sense?

Deliverable: Customized quote(s) to be reviewed by CCG CIO with pricing options including differing number of TV channels to distribute, technical services provided, application/GUI options, ongoing support, warranties and CCG knowledge transfer and/or training from a 3rd party Cable TV Solution vendor(s).

If the City decides to move forward after Phase 1 there would be a Phase 2, Phase 3, and Phase 4, which would include the following:

Phase 2 – Integrate: A successful Cable TV installation project will require careful planning and installation management in the production environment;