



REQUEST FOR PROPOSAL:

**GIS MANAGEMENT AND DESIGN SUPPORT:
FOR UTILITY SERVICES**

OCTOBER 21, 2011

**CITY OF ALEXANDRIA
DIVISIONS OF FINANCE AND UTILITIES**

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1 Introduction

1.1 Overview

The City of Alexandria (“Alexandria”) provides Electric, Gas, Water, and Wastewater service to approximately 24,000 customers in and around the corporate limits of Alexandria. Alexandria has in excess of 65,000 meter endpoints currently in service.

Alexandria is currently building out an Enterprise-wide Geographic Information System (GIS) which includes planned development and deployment of utility design solutions from Autodesk™ that will dovetail into the existing utility asset management and GIS: Autodesk Topobase (Topobase).

- 1.1.1 Alexandria is soliciting proposals for the support, training, and maintenance of their as-is utility asset management and GIS architecture consisting of Autodesk™ Topobase, Safe Software™ Feature Manipulation Engine (FME), Oracle™ Enterprise Edition database, and scoping support for a utility engineering and design solution. Alexandria also seeks to have server support for the GIS Server managed by Utility Service’s department. Preference will be given to vendors and/or manufacturers who have a history directly implementing Autodesk Topobase, Autodesk Utility Design, and Oracle database solutions including: installation, configuration, integration, training, support, tuning for Topobase, and custom development. Experience and knowledge of Safe Software’s FME is required for supporting Alexandria’s custom data migration process into Topobase’s water, waste water, electric, and gas data models.

This Request for Proposal (RFP) requests a response for purchase of the following:

- Safe FME support: capable of assisting and training in GIS data migration including processing and transferring the GIS data into Alexandria’s Topobase data store.
- Topobase support: capable of supporting and training Topobase including end-user and administrator modules.
- Oracle EE database tuning and management support for Topobase: capable of assisting in the tuning and management of Oracle specifically to support Topobase, CIS integration, and future support for an Autodesk Utility Design solution and integration.
- Customer support services including: overarching assistance with GIS, utility design, and Oracle database software operation, troubleshooting, training needs, periodic software updates and upgrades and other activities to support and maintain proper operation of the GIS and utility design system.

This RFP is NOT soliciting a generic system wide support solution. Likewise, Alexandria is not soliciting proposals for alternative GIS & utility design support solutions. Any alternative response will not be considered and will be returned to the respondent.

Any systems and services proposed must cover the requirements stated above.

1.2 Vendor's Responsibilities

- 1.2.1 Responses to this RFP shall be received by Alexandria no later than 3:00 PM, November 18, 2011.
- 1.2.2 Vendor shall read and understand the circumstances and procedures under which this bid is provided.
- 1.2.3 Vendors unable to submit a bid in response to this RFP shall so advise in writing to preclude exclusion of future bid requests.
- 1.2.4 All quotations are to be firm offers for not less than ninety (90) days.
- 1.2.5 Alexandria reserves the right to refuse any or all proposals and to provide to each participating vendor their award status and ranking only without further explanation of evaluation.
- 1.2.6 At the conclusion of the evaluation process, RFP responses will be considered a public record in accordance with LA RS 44:1 et seq. Any respondent wishing to exercise the protection of proprietary or trade secret information as provided in LA RS 44:3.2 shall indicate such at the time their proposal is submitted.

1.3 General Instructions

This RFP outlines the requirements of the support contract of their as-is GIS/mapping solution: Topobase with Oracle, FME and future requirements gathering for an Autodesk Utility Design engineering solution.

- 1.3.1 The system shall be comprised of existing server equipment. Support shall be provided by established personnel having a minimum five (5) years experience in providing solutions for electric, gas, and water utilities of a size similar to Alexandria.
- 1.3.2 Vendor supplying proposal must provide on-site service for training tasks. All other support tasks may take place offsite at contractor's location.
- 1.3.3 All items shall be quoted FOB the using department.
- 1.3.4 Vendor will provide a listing of comparable clients. References shall include the name and phone number of the Utility contact as well as a brief description of the system installed including number of active endpoints.

1.4 Contacts

Any questions shall be directed to:

Person:	Curtis S. Fogleman
Mailing Address:	P.O. Box 71 Alexandria, LA 71309-0071
Physical Address:	2021 Industrial Park Rd. Alexandria, LA 71303

Telephone: 318-441-6037
Fax Number: 318-619-3420

Email: curtis.fogleman@cityofalex.com

2 Instructions to Vendors

2.1 Proposal Preparation

Alexandria will not pay any cost, expense, or other liability incurred in the preparation, research, or submission of the vendor's proposal.

2.2 Proposal Format Instructions

Each vendor's response shall be organized in a fashion similar to that outlined below:

- Section 1: Executive Summary
- Section 2: Technology Solution Overview
- Section 3: Project Overview
- Section 4: Compliance table for RFP requirement headers numbered 3 and 4:
Answers are to be in the form:
 - Comply
 - Alternate (include explanation)
 - Exception (include explanation)
 - Does Not Comply
- Section 5: Service Pricing
- Section 6: Vendor's Information
 - Vendor's financial information
 - Vendor's experience in the AMR business
 - Detailed company ownership – last 10 years (include any bankruptcy information, pending litigation, or material contingent liabilities.)
 - Company size – number of employees and location(s)
 - Location(s) where products offered in this proposal are manufactured

Appendix A Client Reference List

2.3 Proposal Submission

Three (3) copies of the proposal and other information are to be submitted to:

Person: Michael P. Marcotte
Mailing Address: P.O. Box 71
Alexandria, LA 71309-0071

Physical Address: 915 Third St.
Alexandria, LA 71301

Telephone: 318-449-5008

Fax Number: 318-449-5080

Email: michael.marcotte@cityofalex.com

All copies shall be received no later than 3:00 PM, November 18, 2011. No proposals will be accepted after that time.

The vendor's proposal shall be valid for minimum of ninety (90) days from the date of submission.

3 Technical Requirements

3.1 Technical Requirements

The current Topobase system is complex and requires periodic updates, security patches, and administrative tasks. The vendor's response shall contain an explicit comply/exception assessment of whether their proposed solution meets each requirement and, whenever necessary, a description of compliance to each point. If the proposed system or any part of the system fails to meet any of the following requirements, explain the reasoning substantiating the variation from these requirements is not critical.

3.1.1 Please note that all answers must reflect current services capabilities.

3.2 Application Support

3.2.1 Topobase:

Topobase is the center of the GIS and Asset Management system. Data is currently residing in the GIS and periodically the system will require updates, refresh training, additional data migration and ad-hoc activities and support.

- a. Vendor must be able to support an off-the-shelf Topobase data model migration from the client's data into a Topobase datamodel.
- b. Create data validation designed for day-to-day operation.
- c. Provide Training for both end users and administrators.
- d. Support intranet and internet services to ensure access for both internal and external users as well as modify and monitor the system to mitigate any performance or security risks.

- e. Provide guidance and recommendations for Autodesk Utility Design implementation and integration with existing GIS / Asset Management for Electric Design.

3.2.2 **Safe Software (FME) Support:**

Safe Software is utilized to bring data into the Topobase model. Must provide mentoring and support of FME with the Topobase data model.

3.3 **Oracle Enterprise Edition Support**

3.3.1 **Application Configuration:**

Verify that system is up-to-date and configured and/or reconfigure as necessary to ensure success of the system for follow on tasks. Verify or configure:

- a. Schema for Topobase.
- b. Roles created to facilitate ease of administration.
- c. Storage requirements for the applications.
- d. Privileges required for each schema.
- e. Quotas (if any) to be applied to tablespaces.

3.3.2 **Mentorship:**

The intent of mentoring is to provide a reliable database environment and the training necessary to maintain it in the future.

- a. Mentor existing Alexandria Utility Staff in Oracle database management using existing Oracle materials.
- b. Onsite training on the database and database management requirements including navigating the Oracle Enterprise Manager Console.

3.3.3 **Preventative Maintenance:**

A highly available database is the result of planning and regular monitoring. This task will put in place the policies and procedures to ensure that the database is being actively rather than passively managed, ensuring the highest level of availability and performance.

Please provide a preventative database approach consisting of:

- a. Guaranteed availability
- b. Backup and restoration
- c. Security and updates

Ad-Hoc Support:

Occasional, the database administrator may need to make unplanned changes to the database to accommodate application changes. The intent of this section is to allow for additional service time of 104 hours to accommodate ad-hoc activities.

3.3.4 Custom Integration:

Custom integration with existing systems, such as CIS, might be requested. Please include hourly rates and validation of integrating GIS and CIS systems.

4 Implementation

4.1 Experienced Project Management

- 4.1.1 The vendor, and its representatives, shall have a proven program of professional project management to ensure successful system installation. Project managers shall be experienced in managing the support and optimization of systems and software. Project management experience shall include system integration and training support.
- 4.1.2 Describe the vendor's experience in implementing systems such as those proposed here. Please include experience in implementing utility systems for asset management.

5 Warranty and Customer Support

5.1 Warranty

- 5.1.1 Specify the warranty period on all applicable products.

5.2 Existing GIS Solutions

- 5.2.1 Please state how long the vendor has supported existing GIS including the Autodesk Topobase product lines.

5.3 Customer Support

- 5.3.1 Vendor must offer 8 hour per day customer support, 5 days a week. Specify details of the vendor's support package.

5.4 Deliverables and Pricing

- 5.4.1 Topobase Support @ \$_____ hr.
- 5.4.2 Oracle Support @ \$_____ hr.
- 5.4.3 System installation, testing, and start-up @ \$_____ (Lump Sum).
- 5.4.4 On-site training @ \$_____ (Lump Sum).
- 5.4.5 Annual maintenance or support fee, if any @ \$_____ (Lump Sum)
- 5.4.6 Please describe in detail any assumptions or conditions incorporated in the proposed solution and pricing.

5.5 Ownership

- 5.5.1 The proposed business transaction shall be a purchase of the system by Alexandria.
- 5.5.2 Alexandria shall own all data collected by the system. Data collected by the system shall not be used for any purpose without the approval of Alexandria.

6 Rules Governing Competition

- 6.1.1 The COA reserves the right to revise any part of the RFP by issuing an addendum to the RFP at any time prior to the submission deadline. Issuance of this RFP in no way constitutes a commitment by the COA to award a contract. The COA reserves the right to accept or reject, in whole or part, all proposals submitted and/or cancel this announcement if it is determined to be in the best interest of the COA. All materials submitted in this response become the property of the COA and selection or rejection of a proposal does not affect this right. The COA also reserves the right, at its sole discretion, to waive administrative informalities contained in the RFP. *Respondents and their agents are strictly prohibited from lobbying staff of the COA at any time in the application and selection process. Failure to comply with this clause shall be grounds for rejection of their submittal.*
- 6.1.2 No oral change or interpretation of any qualification contained in this RFP is valid. Written addenda will be issued when changes, clarification, or amendments to the RFP are deemed necessary by the COA.
- 6.1.3 A respondent may withdraw a proposal at any time prior to the final submission date by sending written notification of its withdrawal, signed by an agent authorized to represent the agency. The respondent may thereafter submit a new or modified proposal prior to the final submission date. Modifications offered in any other manner, oral or written, will not be considered. A final proposal cannot be changed or withdrawn after the time designated for receipt, except for modifications requested by the COA after the date of receipt.

7 Minority and/or Disadvantaged Business Enterprise (DBE) Firm Participation

- 7.1.1 Under the City of Alexandria's AFEAT (Alexandria Fairness, Equality, Accessibility, and Teamwork) Program, participation by minority and/or disadvantaged business enterprise firms is encouraged. The AFEAT Program should be inquired about through the Division of Finance. The goals for qualifying disadvantaged, minority and female owned business in the use of professional service agreements with prime contractors will help effectuate the goals of increasing: the competitive viability of small business, minority, and women business enterprise by providing contract, technical, educational, and management assistance; business ownership by small business persons, minority persons, and women (including professional service opportunities); and the procurement by the City of professional services, articles, equipment, supplies, and materials from business concerns owned by small business concerns, minority persons, and women.

- 7.1.2 Prime contractors offering subcontracting should take specific action to ensure that a *bona fide* effort is made to achieve maximum results towards meeting the established goals. Primes shall document efforts and shall implement steps at least as extensive as the following in a good faith effort to reach or exceed the established goals:
- A. Establish and maintain a current list of minority and female owned businesses in Alexandria, in Rapides Parish, and in the State of Louisiana.
 - B. Document and maintain a record of all solicitations of offers for subcontracts from minority or female contractors and suppliers in Alexandria, in Rapides Parish, and in the State of Louisiana.
 - C. Secure listing of minority and women owned businesses from the City of Alexandria Purchasing Department, the Central Louisiana Business Incubator, and the State of Louisiana Department of Minority Affairs.
 - D. Participate in associations which assist in promoting minority and women owned businesses such as the Central Louisiana Business League, the Central Louisiana Business Incubator, and the Entrepreneurial League System.
 - E. Designate a responsible official to monitor all activity made in the effort to achieve or exceed the established goals; record contacts made, subcontracts entered into with dollar amounts, and other relevant information.
- 7.1.3 For more information on AFEAT and the City of Alexandria's Diversity in Action Initiative, and to explore a local and statewide directory of small, minority, and disadvantaged businesses, please visit <http://www.diversityinaction.org>.