Request for Proposal

Geographic Information System

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4/25/2014

Request for Proposal to provide cost of all labor, support and tutoring to complete the Service in accordance with the attached Statement of Service.
REQUEST FOR PROPOSAL

Geographic Information System

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 in the middle of building out an Enterprise-wide Geographic Information System (GIS), which includes development and deployment of utility design solutions from Autodesk®. This will dovetail into the existing utility asset management and GIS: Autodesk® Infrastructure Map Server (AIMS).

Alexandria is soliciting proposals for the support, tutoring, and maintenance of their as-is utility asset management and GIS architecture consisting of Autodesk® Infrastructure Map Server, Autodesk® Map 3D, Safe Software™ Feature Manipulation Engine (FME), Oracle™ Enterprise Edition database, and AutoCAD® Utility Design solutions based on the AutoCAD® platform. Alexandria also seeks to have server support and tutoring 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® Infrastructure Map Server, Autodesk® Map 3D, AutoCAD® Utility Design, and Oracle™ Enterprise Edition database solutions including: installation, configuration, integration, training, support, tuning, and custom development for Autodesk® Infrastructure Map Server, Autodesk® Map 3D, AutoCAD® Utility Design. Experience and knowledge of Safe Software’s FME is required for supporting Alexandria’s custom data migration process into Autodesk® Infrastructure Map Server and Autodesk® Map 3D’s water, waste water, electric, gas and land data models.

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

Alexandria, during the process of developing a GIS has identified a number of tasks for which it anticipates the need for professional support and tutoring services. They include but are not limited to the following:

- Safe FME support capable of assisting and tutoring in GIS data migration including processing and transferring the GIS data into Alexandria’s Autodesk® Infrastructure Map Server data store.
- Autodesk® Infrastructure Map Server 2014 (+), Autodesk® Map 3D 2014 (+) and AutoCAD® Utility Design 2014 (+) support capable of assisting and tutoring end-user and administrator modules.
- Technology strategic planning and implementation.
- Assistance with development and improvement of utility design and management workflows.
- Integrating and troubleshooting integrated CAD, GIS and database tools.
- Creating Documentation of workflows, system maintenance, and best practices.
- Oracle™ Enterprise Edition database tuning and management support for Autodesk® Infrastructure Map Server and Autodesk® Map 3D: capable of assisting in the tuning and management of Oracle specifically to support Autodesk® Infrastructure Map Server, Autodesk® Map 3D, CIS integration, and future support for an AutoCAD® Utility Design solution and integration.
- Customer support services for periodic software updates and upgrades and other activities to support and maintain proper operation for the GIS and utility design system.
(RFP) GEOGRAPHIC INFORMATION SYSTEM

1.0 PROPOSAL INSTRUCTIONS

1.1) **Questions Prior to Opening:** All questions must be in writing and directed solely to the issuing office. Questions may be emailed or faxed to the Utility Division’s contact person listed on the cover page of this RFP. Questions that may be answered by directing the bidder to a specific section of the RFP. Questions may be answered by phone or email. Other questions may be more complex and require a written amendment to the RFP. A summary of all pertinent questions and answers will be sent to participating vendors.

1.2) **Preparation Costs:** The City of Alexandria will not pay any cost(s) associated with the preparation, submittal, presentation, or evaluation of any proposal.

1.3) **Preparation of Proposals:** Each offer must be legible and signed. All proposals must be submitted in the following order:

   - 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
     - 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
(RFP) GEOGRAPHIC INFORMATION SYSTEM

1.0 PROPOSAL INSTRUCTIONS CONTINUED

1.4) **Addenda:** All vendors shall acknowledge receipt of any addenda to a Bid Request. Failure to acknowledge receipt of any addenda may render the bid non-responsive. Changes to a Request for Bid shall be made solely by a written addendum issued by the Utility Division Director. Suppliers are asked to promptly notify the Utility Division Director of any ambiguity, inconsistency, or error that maybe discovered after examining the Bid Documents.

1.5) **Marking and Mailing Offers:** Proposals should be emailed, faxed or mailed to

Michael Marcotte, Director of Utilities
City of Alexandria
P.O. Box 71
Alexandria, LA 71309
[Michael.marcotte@cityofalex.com](mailto:Michael.marcotte@cityofalex.com)
Office: 318-449-5008
Fax: 318-449-5080

1.6) **Closing Date for Offers:** All Proposals shall be received promptly at 12:00 PM Central Standard Time on, May 26, 2014 at the following location:

Michael Marcotte, Director of Utilities
City of Alexandria
P.O. Box 71
Alexandria, LA 71309
[Michael.marcotte@cityofalex.com](mailto:Michael.marcotte@cityofalex.com)
Office: 318-449-5008
Fax: 318-449-5080
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1.0 PROPOSAL INSTRUCTIONS CONTINUED

1.7) **Modification of Offers:** A vendor may modify a submitted proposal by letter at any time prior to the deadline for the receipt of bids. Modifications must be received in a sealed envelope or container with the Company’s Name, Proposal Name, Proposal Number, and the Closing Date and Time clearly marked.

1.8) **Withdrawal of Offers:** A proposal may be withdrawn on written request from the vendor to the Director of Utilities prior to the closing date.

1.9) **Disclosure:** At the time of closing all proposals and other material(s) submitted become the property of the City of Alexandria and may be returned only at the City’s option. All proposal information, including detailed price and cost information, will be held in confidence during the evaluation process and prior to the time of notice of Intent to Award is issued.
2.0 GENERAL PROVISIONS

2.1) INVITATION TO BID
You are invited to submit proposal to provide Geographic Information System services in accordance with the specifications and plans set forth by the City of Alexandria. These proposals will be accepted in the office of the Director of Utilities, P.O. Box 71, Alexandria, LA. 71309 until May 23, 2014. If there are any questions or comments regarding the bid specifications or project details, contact Michael Marcotte, at (318) 449 - 5008.

2.2) AWARD: ALL OR NONE
Bids will be analyzed and the award made to the most responsive, responsible bidder whose offer conforms to the solicitation, and is considered the most advantageous to the City of Alexandria. The City of Alexandria reserves the right to accept any proposal, which is deemed most favorable to its interest, and to reject any or all proposals which are not in the best interest of the City of Alexandria. The City of Alexandria will issue a purchase order, contract, or both as its notification of award to the successful bidder.

2.3) CONTRACT CHANGES
Changes or deviations from the contract documents; including those for extra or additional work must be submitted in writing for review of the Owner. No verbal Change Orders will be recognized.

2.4) INSURANCE
- Workers Compensation Insurance. Contractor shall maintain both workers compensation as required under any workers compensation of similar law in the jurisdiction where the Services are performed and Employers Liability Insurance.
- Commercial General Insurance. Contractor shall maintain commercial general liability with a limit of not less than $500,000 each occurrence and $1,000,000 aggregate. The Policy shall cover liability arising from premises, operations, independent contractors, products-completed operations, personal injury and advertising injury, and liability assumed under an insured contract (including the tort liability of another assumed in a business contract). Complete Operations coverage is to extend for two (2) years following the last to occur of the following events: (i) termination of this Agreement; (ii) termination of all outstanding Services.
- Additional Insurance. Any Additional Insurance that may be deemed necessary by the City of Alexandria.
2.5) **QUALIFICATIONS**

The contractor responsible for work under this section shall have completed a job of similar and magnitude within the last 3 years. The contractor shall employ an experienced, competent and adequate work force licensed in their specific trade and properly supervised at all times. Unlicensed workers and general laborers shall be adequately supervised to insure competent and quality work and workmanship required by this contract and all other regulations, codes and practices. At all times the contractors shall comply with all applicable local, state and federal guidelines, practices and regulations. Failure to be able to comply with these requirements is suitable reason for rejection of a bid.

2.5) **PERFORMANCE**

Final acceptance of work shall be subject to the condition(s) that all systems, equipment, and apparatus operate satisfactorily.

The contractor warrants to the owner the quality of material, equipment, and workmanship under the specification division for a period of one year from and after completion of building project and acceptance by City of Alexandria.

2.6) **PERMITS, CODES AND REGULATIONS**

Contractor shall provide work in accordance with applicable codes, rules, and regulations of Local, State, and Federal Government and other authorities having lawful jurisdiction. The Contractor shall give all notices and comply with all laws, codes, ordinances, rules, and regulations bearing on the conduct of the work specified. If the Contractor observes that the contract documents are at variance with any rules and regulations, they shall promptly notify the Owner in writing, and any necessary changes shall be adjusted as provided in the contract for changes in the work. If the Contractor performs any work knowing it to be contrary to such laws, ordinances and regulations, and without such notice to the Owner, they shall bear all costs arising from violation.

2.7) **SAFETY**

Precautions shall be exercised at all times for the protection of all persons (including employees and visitors to job site) and property. The safety provisions of applicable laws, building and construction codes shall be observed. Machinery, equipment, and hazards shall be safe guarded.
2.0 GENERAL PROVISIONS CONTINUED

2.8) **WARRANTY**

The Contractor warrants to the City of Alexandria that upon notice from them within a one year warranty period following date of acceptance, that all defects that have appeared in materials and/or workmanship, will be promptly corrected to original condition required by contract documents at Contractor’s expense. The above warranty shall not supersede any separately stated warranty or other requirements by law or by these specifications.

2.9) **Alexandria Fairness, Equality, Accessibility and Teamwork Program**

Dear Vendor:

Under the City’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.

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 construction contractor and suppliers in Alexandria, in Rapides Parish, and in the State of Louisiana.*
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2.0 GENERAL PROVISIONS CONTINUED

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.

For more information on AFEAT and the City of Alexandria’s Diversity in Action Initiative, and to explore a local and statewide directory of minority businesses, please visit www.diversityinaction.org.

Should you have any questions or comments, please do not hesitate to contact our Finance Department at 318-449-5091 or our Purchasing Department at 318-441-6180.

Sincerely,

City of Alexandria
(RFP) GEOGRAPHIC INFORMATION SYSTEM

3.0 STATEMENT OF SERVICES

SERVICES SPECIFICATIONS

The contractor will need to support and mentor the City of Alexandria’s staff to extend the capability of their utility design, mapping and GIS system. This is so that the system can be maintained and extended by the staff without outside assistance.

3.1) Technical Requirements:

The current Geographic Information 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.

Please note that all answers must reflect current services capabilities.

3.2) Application Support:

Autodesk® Infrastructure Map Server and Autodesk® Map 3D Training and Support:

Autodesk® Infrastructure Map Server and Autodesk® Map 3D 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.

- Work with City of Alexandria Staff to define and create data validation or data checks designed for day-to-day operation.
- Provide up to 3 days of on-site training and tutoring for both Client and Administrator modules.
- Provide up to 16 hours/month of off-site (phone and web-based) support for Autodesk® Infrastructure Map Server, Autodesk® Map 3D and IIS web 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.
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3.0 STATEMENT OF SERVICES CONTINUED

Autodesk® Utility Design Training and Support:
Autodesk® Utility Design will be utilized for the Electric Department. This program will become the standard for field design and will transfer into the GIS system.

- Work with City of Alexandria Staff to define and create data validation or data checks designed for day-to-day operation.
- Provide up to 3 days of on-site training and tutoring for both Client and Administrator modules.
- Provide up to 16 hours/month of off-site (phone and web-based) support for Autodesk® Utility Design to ensure access for internal users.
- Provide guidance and recommendations for AutoCAD® Utility Design implementation and integration with existing GIS / Asset Management for Electric Design and future utilities.

Safe Software (FME) Support:
Safe Software is utilized to bring data into the Autodesk® Infrastructure Map Server and Autodesk® Map 3D model. Must provide mentoring and support of FME with the Autodesk® Infrastructure Map Server and Autodesk® Map 3D data model.

3.3) Oracle™ Enterprise Edition Support:

Oracle™ 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:

- Schema for Autodesk® Infrastructure Map Server and Autodesk® Map.
- Roles created to facilitate ease of administration.
- Storage requirements for the applications.
- Privileges required for each schema.
- Quotas (if any) to be applied to Table spaces.

Mentorship/Tutoring:
(RFP) UNDERGROUND UTILITY LOCATING SERVICES

3.0 STATEMENT OF SERVICES CONTINUED

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

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

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.

- Daily database health check.
- Verify performance and tune as necessary.
- Verify media test results.
- Monitor and adjust storage thresholds.
- Examine and report on policy violations.
- Verify backups and periodically test.
- Examine patch notifications and install as necessary.

Ad-Hoc Support:
Occasionally 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 accommodating ad-hoc activities.

Custom Integration:
Custom integration with existing systems, such as Customer Information System, may be requested. Please include hourly rates and validation of integrating Geographic Information System and Customer Information System.
(RFP) UNDERGROUND UTILITY LOCATING SERVICES

3.0 STATEMENT OF SERVICES CONTINUED

3.4) Implementation:

Experienced Project Management:
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, tutoring and training support.

Describe the vendor’s experience in implementing systems such as those proposed here. Please include experience in implementing utility systems for asset management.

3.4) Customer Support:

Customer Support:
The vendor must offer eight (8) hours per day customer support, five (5) days a week. Specify details of the vendor’s support package.

Deliverables and Pricing:
- Autodesk® Support @ $__________________________ Hr.
- Oracle™ Support @ $___________________________ Hr.
- System updating, testing and reloading (per update)
  - Autodesk® Infrastructure Map Server 2014(+) @ $___ (Lump Sum)
  - Autodesk® Map 3D 2014(+) @ $________________ (Lump Sum)
  - Oracle™ 11(+) @ $___________________________ (Lump Sum)
- On-site training
  - Autodesk® Infrastructure Map Server 2014(+) @ $___ (Lump Sum)
  - Autodesk® Map 3D 2014(+) @ $________________ (Lump Sum)
  - Autodesk® Utility Design 2014(+) @ $__________ (Lump Sum)
  - Oracle™ 11(+) @ $___________________________ (Lump Sum)
- Annual maintenance or support fee
  - Autodesk® 2014(+) @ $__________________________ (Lump Sum)
  - Oracle™ 11(+) @ $___________________________ (Lump Sum)

Please describe in detail any assumptions or conditions incorporated in the proposed solution and pricing.