



Information Services Department

REQUEST FOR PROPOSAL

Enterprise GIS Cloud Managed Services and Development

Section 1 - General Information

1.1 Purpose of Request

The City of Enumclaw is currently requesting proposals from experienced and highly qualified software firms (Proposer) to act as liaison on behalf City of Enumclaw with a cloud vendor to design and develop an enterprise GIS environment suitable to our agencies size and purpose, to coordinate with the Esri team responsible for implementing the enterprise GIS through Esri's Jump Start package, and to provide cloud managed services and a knowledge transfer post deployment. The goal will be for the City of Enumclaw IT department to take over full responsibility of the cloud-based enterprise GIS after at least 1 year of support and knowledge transfer received from the awarded vendor. The city invites certified Esri Partners to submit a written response to this Request for Proposals (RFP). The purpose of this RFP is to obtain information from qualified vendors about available services so the city can best determine a solution that will meet its goals and objectives.

The City reserves the right to reject all submittals and to waive irregularities and informalities in the submittal and evaluation process. This RFP does not oblige the City to pay any costs incurred by respondents in the preparation and submission of a proposal. Furthermore, the RFP does not oblige the City to accept or contract for any expressed or implied services.

The successful vendor must comply with the City of Enumclaw equal opportunity requirements. The City is committed to a program of equal employment opportunity regardless of race, color, creed, sex, age, nationality, veteran status or disability.

Vendors are advised to read this RFP in its entirety. Failure to read and/or understand any portion of the RFP shall not be cause for waiver of any portion of this RFP. Vendors shall recognize that the purchase order and the contract comprise a turnkey project from a single source vendor who shall assume full responsibility for providing a functioning system. If the vendor cannot meet or takes exception to any RFP requirement(s), such exception(s), together with the vendor's suggestions concerning each requirement, must be stated in the proposal.

1.2 RFP Schedule

The city plans to follow the timetable below, which should result in final selection of a vendor by June 30, 2023:

Issue RFP	May 17, 2023
Deadline for Submittal of Proposal.....	12:00 noon June 16, 2023
Preliminary Selection of Vendor.....	June 23, 2023
Notify Chosen Vendor	June 30, 2023

The city reserves the right to extend the vendor selection period for the purpose of scheduling product demos, etc.

1.2.1 Anticipated Installation Schedule:

RFP and Vendor Selection.....	Q2 2023
Planning and Pre-deployment.....	Q2 2023
Deployment and Acceptance Testing.....	Q2 2023
Go Live and Post Conversion Support.....	Q2, Q3 2023

1.3 Contact Information

EMAIL IS THE PREFERRED METHOD OF CONTACT for questions about this RFP. Candidates are invited to direct questions in advance of submitting a proposal to the following individuals:

For GIS related questions:

Darci Smith, GIS Administrator

dsmith@ci.enumclaw.wa.us 360-615-5782

For Network related questions:

Daniel Aaron, Network Engineer

daaron@ci.enumclaw.wa.us 360-615-5664

For questions related to financial aspects of this project:

Joe Nanavich, IT Director

jnanavich@ci.enumclaw.wa.us 360-615-5677

1.4 Delivery of Proposal

All proposals must be delivered to:

Darci Smith, GIS Administrator, Information Services
City of Enumclaw
1339 Griffin Avenue
Enumclaw, WA 98022

All proposals must be in a sealed envelope or box and clearly marked in the lower left-hand corner: **“RFP-Enterprise GIS.”** No faxed or telephone proposals will be accepted. All proposals must be received by 12:00 noon June 16, 2023. The proposal must be signed in ink by an officer of the company authorized to bind the company submitting the proposal.

Proposals should be prepared in a simple straight-forward manner with concise description of capabilities to satisfy the requirements of the request. Emphasis should be on completeness and clarity of content. One (1) complete bound signed copy and one (1) electronic copy on CD, DVD, or USB of each proposal must be received by the GIS Administrator no later than the date and time specified in the above paragraph. PDF is the preferred format for electronic copy.

1.5 Public Records

Under Washington state law, the documents (including but not limited to written, printed, graphic, electronic, photographic or voice mail materials and/or transcriptions, recordings, or reproductions thereof) submitted in response to this request for proposals become a public record upon submission to the City, subject to mandatory disclosure upon request by any person, unless the documents are exempted from public disclosure by a specific provision of law. If the City receives a request for inspection or copying of any such documents it will promptly notify the person submitting the documents to the City (by U.S. mail and by fax if the person has provided a fax number) and upon the written request of such person, received by the City within five days of the mailing of such notice, will postpone disclosure of the documents for a reasonable period of time as permitted by law to enable such person to seek a court order prohibiting or conditioning the release of the documents. The City assumes no contractual obligation to enforce any exemption.

1.6 Introduction

The City of Enumclaw is in western Washington State, approximately 45 miles southeast of Seattle, and is the “Gateway” to both north entrances to Mt. Rainier National Park. Enumclaw has a current population of 12,934 with retail service, medical, cultural, educational, and recreational facilities. Our city staff of approximately 150 full-time employees are organized into departments which include Administration, Finance, Police, Public Works, Community Development, Parks and Community Services.

The Information Services Department is responsible for the design, procurement, implementation, and support of the City of Enumclaw’s information technology infrastructure and end user computing environment. Through cost effective, centralized management of all I.T. resources, the Information Services Department coordinates strategic technology direction, develops common standards and architectures and provides enterprise grade solutions to help each department efficiently deliver public services. The 5 employees within the department consist of 1 Director of Information Services, 1 Network Engineer, 1 Senior IS Technician, 1 Media Services Specialist, and 1 GIS Administrator. Together, they operate a full-service department supplying all software, hardware, network, media, Geospatial (GIS), and asset management related support to all city departments and utilities. The City of Enumclaw is a full-service city maintaining its own police dispatch center and providing all necessary utilities to its residents including water, sewer, storm water, solid waste, and natural gas.

GIS managed data and services at the City of Enumclaw has grown by a conservative estimate of 300% since 2017. From 2017 to present day the City of Enumclaw has increased it’s number of internal GIS users from 4 to greater than 50, it has adopted a GIS-based enterprise asset management solution, it has upgraded its GIS-based police CAD dispatch program, it has upgraded its GIS-based pipe network tv inspection program, and it has transitioned all data collection and compliance reporting for the natural gas utility from analog to digital data collection using a GIS-based solution. With the exponential growth of GIS data, reporting, enhanced service requirements within the city of Enumclaw and with the increasing requirements for that data to be accessible to third parties via the internet, it has become imperative to move the city’s databases to an enterprise development infrastructure.

1.7 Enumclaw Statistical Data (2023)

Type of Government

Mayor - Council

Organization Structure

Legislative	Executive	Administrative
1 Mayor	1 Administrator	6 Department Directors
7 Council members		

Corporate Information

The City of Enumclaw is a Non-charter Optional Code City. It was incorporated January 27, 1913 with a population of 1,200. The City is governed under the provisions of the Optional Municipal Code of the Revised Code of Washington. Optional Code City status increases the City's operating authority by extending to it the powers of all four city classifications that exist in Washington law.

1.8 Current Operating Environment

The City of Enumclaw currently operates over a Microsoft Windows network consisting primarily of Server 2012, 2019, and Windows 10 operating systems. All city buildings are linked by either private or leased fiber connections. The city operates several subnets that span across the city and the Police Department. The city does not operate any cloud computing that would be outside of the city's main LAN network.

1.9 Agency's Goals and Priorities

The City of Enumclaw's overall project goals and objectives include the following:

- To contract with a vendor that will coordinate with either AWS or Azure and City of Enumclaw to design and build an enterprise environment within which our enterprise GIS will sit per industry best practices.
- The enterprise GIS implementation will be handled by Esri and the Jump Start program.
- Ongoing vendor support, software updates, and knowledge transfer with City of Enumclaw IT staff to achieve independence with management of the cloud-based enterprise GIS deployment.
- Integration with existing GIS-based systems.
- Assistance with continued development of city's enterprise GIS post-deployment including but not limited to data migration, assistance with development of services, geoprocessing services, and efficiency tools, etc...

1.10 Selection Criteria

Proposals will be evaluated by a committee of City staff. Evaluations will be based on criteria outlined herein which may be weighted by the City in a manner it deems appropriate. All proposals will be evaluated using the same criteria and weighting. The criteria used will be:

- Responsiveness to RFP – The City will consider all the material submitted to determine whether the vendor's offering is in compliance with the RFP documents.
- Ability to Perform Required Services and Provide Required Solution – The City will consider all the relevant material submitted by each vendor, and other relevant material it may otherwise obtain, to determine whether the vendor is capable and has a history of successfully completing contracts of this type.
- References
- Pricing
- Interviews and Site Visits – The City may conduct interviews, product demos and site visits as part of the selection process.

1.11 Terms and Conditions

The City reserves the right to reject any and all proposals with or without cause.

The City reserves the right to request clarification of information submitted and to request additional information regarding any or all proposals. Refusal to provide such information upon request may cause the proposal to be rejected.

The City reserves the right to award any contract to the next most qualified vendor if the successful vendor does not execute a contract or any terms of the contract within thirty (30) days after the award of the proposal.

Any proposal may be withdrawn, up until the date and time set for opening of the RFPs. Any RFP not so timely withdrawn, shall constitute an irrevocable offer for a period of one hundred eighty (180) days, to sell to the City the services described in the attached specification, or until one or more of the proposals have been approved by the city Information Services Manager, whichever occurs first.

The contract resulting from acceptance of a RFP by the City shall be in a form supplied or approved by the City and shall reflect the specifications in this RFP including vendor supplied answers to questions.

The City shall not be responsible for any costs incurred by vendors in preparing, submitting, or presenting its response to this RFP.

Section 2 - Specifications

2.1 General Scope of Work:

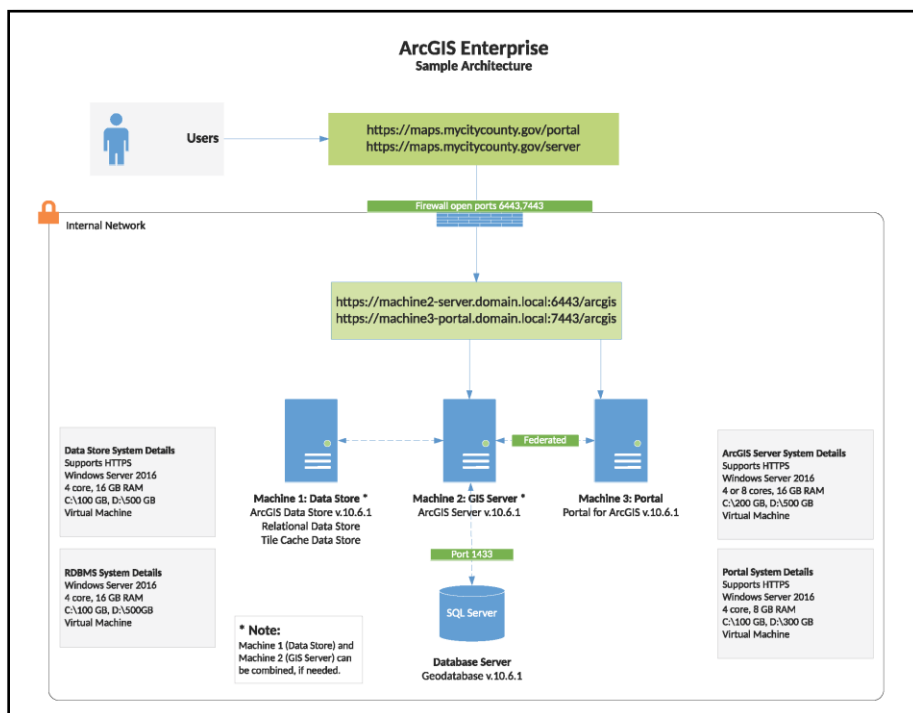
The vendor shall furnish all skilled labor required to provide and connect in accordance with this specification a fully operational enterprise environment within which the enterprise GIS to be deployed. Additionally, the vendor will provide all necessary skilled labor to provide management of the enterprise GIS post-deployment and knowledge transfer for City of Enumclaw IT/GIS staff to become fully independent from vendor at an undefined future date.

It is the intent of this specification to provide a system ready for Esri's jump start program to implement an enterprise GIS. All materials and skilled labor necessary for the proper operation of the System as specified, not specified or described but normally provided in similar systems shall be deemed part of the specifications and shall be provided by the vendor.

2.2 General Requirements:

It is the intention of these specifications to set forth the minimum requirements for the development of a cloud-based enterprise environment suitable to host an enterprise GIS deployment. The vendor shall propose and develop a system that follows industry best practices for the City of Enumclaw. At a minimum, the proposed system and vendor should meet the following specifications:

- Provide design, coordinate with cloud vendor, and implement a developed server environment following industry standards and best practices to suitably host and support and Esri enterprise GIS deployment.
- Vendor shall propose and diagram a system infrastructure that resembles the diagram below yet explains in more detail the specific recommended components per industry standards for a cloud enterprise GIS deployment.



- Vendor shall be a certified Esri Partner
- Vendor shall have documented experience designing and implementing server environments for either on premise or cloud hosted solutions, experience implementing Esri enterprise GIS solutions for local government agencies in Washington State and will be able to provide references, and vendor shall not subcontract out the development of the enterprise environment.
- Vendor shall be able to provide a knowledge transfer to City of Enumclaw IT staff for the purpose of effectively managing the cloud enterprise deployment independent of said vendor after an agreed upon time.
- Vendor shall be able to complete the development of enterprise environment within 2 months of a signed contract to be completed by end of 2nd quarter, 2023.
- Vendor shall be able to provide opportunities for cost savings with enterprise deployment.

Section 3 – Vendor Response

3.1 Instructions

This section provides the framework for vendors to supply information to the City of Enumclaw regarding their company, proposed solution and pricing. Vendors are requested to respond to all questions using the following guidelines:

- Provide information where requested directly in the spaces indicated or immediately following the question.
- Additional information may be provided in attachments clearly indicating the page number and item number to which you are responding.
- Vendors may insert additional comments or responses following the questions. For example, a yes/no question may be further explained in the space following the question.
- If you are unable to provide a response to a specific question, please provide a reason.

3.2 Vendor Information

Company Name:

Headquarters Address:

Local or Sales Office Address:

Representative(s)

Name

Title

Telephone

Email

_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Company Information

How many years has the company sold and installed card entry systems? _____ years.

How many employees does the company have?

Nationwide: _____ employees

Local office: _____ employees

3.3 References

Instructions: Complete the reference list as indicated for four or more government agencies within King County, WA that are currently using an identical or similar system to your proposed solution. If you have less than four agencies within King County, WA you may include agencies outside of King County but within Washington State. For each reference please include the following information:

Agency Name

Contact Name

Address, City, State, Zip

Agency Phone Number

Contact Phone Number

Contact E-Mail Address

Years Using System

3.4 General Specifications

1. Does the system you are proposing meet all requirements listed under section 2.2 “General Requirements” above?
2. Describe the scalability of the proposed system.
3. Will the proposed system accommodate future expansion?
4. Does the proposed solution include an initial period of full warranty including software/hardware maintenance, support, and updates for a period of no less than one year from the completion of the installation?

3.5 Software and System Specifications

1. Please provide a system diagram of your proposed cloud enterprise environment.
2. What are the financial, legal, and operational advantages and disadvantages of your cloud model? Are there unique issues about which we should be aware?
3. Describe your relationship with ESRI and licensing implications for local government. What issues, if any, would limit City of Enumclaw's ability to make use of your cloud services?
4. Please provide a copy of your standard Service Level Agreement (SLA), or equivalent.
5. Please characterize your offerings as SaaS, PaaS or IaaS cloud services.
6. Please highlight any unique strategies or capabilities that you would provide to make our initiative successful.
7. What type of databases does the proposed system utilize (IE: SQL, Oracle, proprietary, etc.)
8. Describe data accessibility and how system security requirements are addressed.
9. Does the proposed system integrate with Azure Active Directory to enable the synchronization of information from the Microsoft tenant (users, groups, etc.)?
10. Describe your approach to addressing IT security challenges in cloud computing, in particular - dealing with hacker attacks, the potential for unauthorized access, and inappropriate use of proprietary data and IT applications.
11. What are your processes and solutions for preventing these challenges from occurring?
12. What controls are in place for administrative access, both internal to your company and for administrative access from government clients? Please include discussion of administrative controls over provisioning.

3.6 Implementation and Installation

1. Describe the process for establishing applications and hosting data in your cloud environment (“on boarding”), including testing, acceptance and cutover. What guidelines can you provide to assist the customer in project planning (level of effort, timeline, decommissioning legacy services, etc.)?
2. Please explain any application and data portability considerations (i.e. exit strategy for applications running in your cloud).
3. What amount of elapsed time in weeks is typically required to implement a project of this size and complexity?
4. Describe the hardware and software installation services included in your proposal.
5. Describe all customer installation responsibilities.
6. Define the required city staff and related training during implementation, testing and recurring support of the proposed solution.
7. In summary, describe the training included with the proposed system as well as a brief description of the training materials provided.
8. How many hours and/or days of training are typically required for a comparable sized customer?

3.7 Warranty, Support and Maintenance

1. Please discuss your model for providing customer support, including charges for support contacts.
2. Describe your incident/problem reporting and tracking systems, and the ability for authorized customer staff to access those systems directly.
3. What types of access to your customer support are available (website, email, chat, telephone)?
4. What level of automatic alerting can you provide to customer staff in the event of failure, degraded service, or exceeded planned utilization?
5. Describe in detail any warranty terms both on hardware and software in the proposed solution. Be sure to include length of warranty, hours of coverage, support options, etc.
6. Pricing for any software component of the proposed solution must include an initial period of full warranty including all parts, labor and software maintenance, support and updates for a period of no less than one year from the completion of the installation. Does your pricing include this period of maintenance, support and updates?
7. How often are software updates/enhancements provided?
8. Describe the procedures for obtaining after-hours service.
9. What are your guaranteed and average support response times for hardware related support?
10. List any exceptions or limitations to your proposed warranty/maintenance services for the hardware/software.
11. Describe your mitigation strategies for potential availability and performance issues such as network outages, bandwidth shortages, or spikes in service demand?
12. Describe the redundancy features of your cloud services that ensure availability and performance.
13. Discuss your roles and responsibilities for system maintenance as the service provider and the maintenance roles and responsibilities that the user is expected to assume. Please include information about your procedures for operating system and other cores software upgrades, patches, and service pack application.
14. Please provide the past quarter's availability statistics for your cloud services that you feel may be appropriate for this initiative.
15. Discuss features of your cloud services that provide for scalability of customer applications and data hosted in your environment.
16. Describe your policies, roles and responsibilities regarding data ownership.

17. Describe your method for protecting and returning a customer's data either on demand or in case of contract termination ("off boarding").
18. Who owns the Intellectual Property for data hosted in your cloud and artifacts developed in or hosted in your cloud?
19. How do you handle data remanence once customer data is removed from your storage media?
20. Will the data and any backups be stored solely within the geographical boundaries of the United States?

Section 4 – Vendor Pricing

4.1 Instructions

Pricing Procedures: Each item below should be addressed. If there is no cost enter "none" or "included." Vendors may include as an attachment their own format for pricing of services provided all items are addressed and in the same order as presented on this price sheet.

4.2 Pricing

4.2.1 Main System Development and Maintenance

1. Describe your pricing models and other relevant pricing factors such as CPU, memory, storage, bandwidth, and data transfers. Include break points for price changes and prices for transition services. Please be certain bandwidth charges for uploading and downloading data are clearly described.
2. Please describe and break out all components of year 1, 2, and 3 one time and ongoing costs.
3. Please identify worst case scenario costs and opportunities for savings.
4. Please identify if there are state or piggyback contracts that can be utilized in an agreement with your company.
5. Describe your pricing model for on-demand extraction of data by third parties and any approaches that would control cost for The City.
6. Describe the pricing differences for non-volatile data that requires only restore rather than recovery capability.
7. Please add any additional financial information that would be useful in evaluating the suitability of your cloud services.

4.2.2 End User Access

1. Provide pricing options for end user editable access to hosted feature services considering the below access scenarios:
 - a. Internal ArcGIS Pro Users
 - i. These users will access editable hosted feature services for desktop mapping and editing purposes.
 - b. Internal mobile application users
 - i. These users will access editable hosted feature services for mobile data editing.
 - c. GIS Administrator Access
 - i. This role will consist of 1 user who will be responsible for maintaining the enterprise geodatabase, publishing maps and feature services, developing geoprocessing services, and eventually maintaining the IT components of the hosted enterprise GIS.
 - d. Third party access to hosted feature services
 - i. Our third party hosted asset management solution will need access to editable hosted feature services to make editing through their web dashboards and mobile

4.3 Payment Terms

Please describe your proposed payment terms. The city reserves the right to negotiate these payment terms with the selected vendor during contract negotiations.

4.4 Contact Information

Should the city have questions regarding your response to this RFP, please provide detailed contact information (phone, email, etc.) for the primary point of contact for your organization.

Name of Vendor: _____

Primary Point of Contact Name: _____

Contact information: _____

4.5 Authorized Signature

The undersigned acknowledges that he/she has read and understands the provisions set forth in the proposal and agrees that he/she can furnish the specified products and services at the quoted prices. It is further acknowledged that the City's proposal and proposed response of the vendor shall be incorporated into a contract between the City and the undersigned.

Name of Vendor: _____

Signature of Authorized Agent: _____

Title of Official: _____

Date: _____

Office Address and Phone: _____