

**REQUEST FOR PROPOSALS  
For Expanding ArcGIS Online Platform  
And GIS Database Support Services  
For the Baldwin County Commission**

**I. GENERAL INFORMATION TO VENDORS**

**INTRODUCTION**

**The Baldwin County Commission** is seeking proposals for a hosted enterprise geodatabase schema based upon the Esri Local Government Information Model containing all required County features. Further implementation of ArcGIS Online subscription with setup/configuration of a “web maps and apps” gallery plus provision of app urls for direct linking within the County’s website. Establish procedures to allow several departments the ability to collect GIS data utilizing existing hardware and the Esri Collector app. Plus, training with on-going GIS support and services for multiple departments within the County coordinated through the County GIS Dept. staff. The proposal should include an outline for software, implementation services, training, compliance, maintenance, and technical support. The scope of the new system and the timeline for purchase and implementation will depend on the specific characteristics of proposed systems as well as price. The purpose of this request is to solicit detailed information from prospective vendors about their capabilities to provide such systems.

This document is a Request for Proposal (RFP) issued by the **Baldwin County Commission**, on behalf of the GIS’s Office to bidders who are authorized to do business in the State of Alabama. This Request for Proposal presents the functional requirements for a GIS based software support package utilizing Environmental Systems Research Institute (ESRI) technology and internet map viewing applications. It also provides general direction to the bidder in submitting a response.

**SUBMISSION PROCEDURES, REQUIREMENTS**

One (1) original and three (3) copies of the proposal must be received by the County prior to **2:00 P.M., (Central Standard Time) on September 13, 2016**. All copies of the proposal must be under sealed cover and plainly marked. **No emailed or faxed proposals will be accepted.** Proposals should be delivered or mailed to:

Wanda Gautney, Purchasing Manager  
312 Courthouse Square, Suite 15 (mailing address)  
257 Hand Avenue (physical address)  
Bay Minette, AL 36507  
Phone: (251) 580-2520

**INQUIRIES AND QUESTIONS**

Inquiries and questions should be submitted by email only to Wanda Gautney, Purchasing Manager, at [wgautney@baldwincountyal.gov](mailto:wgautney@baldwincountyal.gov) no later than **3:00 P. M., Central Standard Time, on September 6, 2016**. All inquiries or questions should be consolidated by each vendor and emailed to vendors.

## **PRIME VENDOR RESPONSIBILITIES**

Service Provider will assume responsibility for delivery of services and application performance, regardless whether or not the Service Provider subcontracts any of these items and services. The Service Provider will be the sole point of contact regarding contractual matters, including performance of services and the payment of any and all charges resulting from contract obligations. Service Provider will be totally responsible for all obligations outlined under this RFP.

## **HOLD HARMLESS PROVISION**

The vendor shall at all times indemnify and save harmless the County and its Departments, their County Commissioners, officers and employees, against all liability, claim of liability, loss, cost or damage, including death, and loss of services, on account of any injury to persons or property, occurring from any cause whatsoever in the work involved in the contract, and will at his expense defend on behalf of the County and its departments, their officers and employees, either or all, any suit brought against them or any of the arising from any such cause.

## **SERVICE PROVIDER QUALIFICATIONS**

All bidders, to the best of their knowledge and belief, must be in, and remain in compliance with all applicable Federal, Alabama State, County and municipal laws, regulations, resolutions and ordinances. In particular, and without limitation, all bidders must be licensed and permitted in accordance with The Code of Alabama Title 10, concerning corporations doing business within Alabama, Title 34, dealing with licensing for businesses, Title 40, concerning licenses and taxation, unless otherwise exempt. All bidders should be prepared to timely submit to the County non confidential evidence or documentation demonstrating that the fact they are presently licensed and permitted under Alabama law. Such non confidential evidence or documentation is encouraged to be submitted with the Bid Package.

The bidder expressly acknowledges, to and for the benefit of the Baldwin County Commission, that this Agreement may be funded with **federal grant monies** and, therefore, bidder expressly warrants and agrees that it shall at all times comply with all applicable federal, state, local and municipal laws and regulations. For more information about the Federal regulations visit the website <http://www.gpoaccess.gov/index.html> Code of Federal Regulations.

All vendors, contractors and grantee are required to comply with the Alabama Immigration Law under Sections 31-13-9 (a) and (b) of the Code of Alabama. Forms and documents will be included with award documents. Information and forms can be found on the Baldwin County Commission's Purchasing website under E-Verify at [www.baldwincountyal.gov](http://www.baldwincountyal.gov)

**All out-of-state bidders must provide proof of proper certification of authority, and any required registration, to transact business in this State, in order to perform work for the Baldwin County Commission. Bidder's Registration Number shall be provided on the Bid Response Form. The phone number for the Alabama Secretary of State is (334) 242-5324, Corporate Division.**

## **CONTRACTORS AND SUBCONTRACTORS AND INSURANCE**

The Contractor shall not commence work under this contract until all the required insurance has been obtained. Such insurance has not been approved by the County, nor shall the Contractor allow any Subcontractor to commence work on his subcontract until the insurance required of the Subcontractor has been so obtained and approved.

## **COMPENSATION INSURANCE**

The Contractor shall procure and shall maintain during the life of this contract Workmen's Compensation Insurance for all of his employees to be engaged in work on the project under his Contract, and, in case of any such work sublet, the Contractor shall require the Subcontractor similarly to provide Workmen's compensation Insurance for all of the latter's employees to be engaged in such work unless such employees are covered by the protection afforded by the Contractor's Workmen's Compensation Insurance. In case a class of employees engaged in hazardous work on the project under this contract is not protected under the Workmen's Compensation Statute, the Contractor shall provide and shall cause each Subcontractor to provide adequate employer's general liability insurance for the protection of such of his employees as are not otherwise protected. The Baldwin County Commission, its Departments and its employees shall be named as additional insured.

## **CONTRACTOR'S PUBLIC LIABILITY AND PROPERTY DAMAGE INSURANCE**

The Contractor shall procure and shall maintain during the life of this contract a Comprehensive Liability Policy providing bodily injury and property damage coverage on an occurrence basis including damages arising from blasting explosion or collapse, mechanical equipment digging in streets or highways, and including completed operations, independent contractors and contractual general liability. Insurance shall be contractual general liability \$500,000.00 per occurrence bodily injury and property damage; \$5,000 per person medical payments or medical expense; \$500,000.00 per occurrence bodily injury and property damage; \$5,000 per person medical payments or medical expense; \$500,000.00 personal and advertising injury; \$50,000.00 fire damage (any one firm); \$1,000,000.00. The Baldwin County Commission, its' Departments and its employees shall be named as additional insured.

## **AWARD PERIOD**

**It is the intent of the Baldwin County Commission to award this contract for a twelve (12) calendar month period. However, the Baldwin County Commission may, at their option and in agreement with the Successful Bidder, renew the contract for up to two (2) additional years, in twelve (12) month increments. The Baldwin County Commission will, in writing, notify the Contractor thirty (30) days prior to expiration of the 2016 contract with its intent to extend the contract.**

**It is the County's intent to award the bid to one Vendor.**

## **GENERAL INFORMATION TO VENDORS**

### **INTRODUCTION**

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### **PROPOSAL EVALUATION AND SELECTION PROCESS**

The **Baldwin County Commission** will review all proposals with particular emphasis on the following:

- Solution must be running in a Windows Server 2008 (or greater) based environment, utilizing a 2008 (or greater) Enterprise edition SQL Server Relational Database.

- Vendor is currently an esri ASP (Application Service Provider) for ArcGIS Server Standard (or greater)
- Vendor is currently an esri ArcGIS Online Specialty solution provider.
- Vendor’s ability to support and provide additional technical support services not related to hosting.
- Vendor’s responses to the “Required Specifications”.
- Ability to complete installation of the system within thirty days (30) of awarding of contract.
- Availability of vendor support team for trouble shooting and ongoing consultation with the **Baldwin County Commission**.
- Conformance to required contract provisions.
- Company size, financial strength, and stability.
- Service aspect of proposal.
- Implementation and training program and commitment.
- Vendor’s ability to assist in the technological migration to their system.
- Warranty of the completed system.
- Vendor’s previous record of performance and service, including available support.
- Ten or more references of clients in the State of Alabama for hosting of client data utilizing esri ArcGIS Server Standard software.
- Vendor’s must show examples of current clients utilizing esri’s Collector app.

## **VENDOR INFORMATION AND FUNCTIONAL REQUIREMENTS**

### **EXECUTIVE SUMMARY**

Please provide an Executive Summary written in non-technical language describing your scope of services and understanding of this proposal. The Executive Summary should not include pricing of any kind.

### **COMPANY PROFILE**

Describe your company, including but not limited to, its years in business, general markets its services, number of clients using the software you are proposing for administration, and any distinctiveness of your company relating to the not-for-profit government computing marketplace. The County, at its option, may require a vendor to provide additional support and /or clarify requested information.

### **REFERENCES**

Include ten or more references of clients in the State of Alabama that your company currently provides technical services on an ongoing basis. (Attach additional sheets as necessary). For each reference include:

- agency name
- contact name
- physical address
- telephone number
- email address
- date of installation

- model of system(s) installed
- brief summary of the system architecture

Include ten or more references of clients in the State of Alabama similar to us for which your company has installed **Public/Private Facing GIS viewer** (Attach additional sheets as necessary). For each reference include:

- agency name
- contact name
- physical address
- telephone number
- email address
- date of installation
- model of system(s) installed
- brief summary of the system architecture

## **TECHNOLOGY**

Describe the computing hardware and database you propose to use to operate your software systems. Keep in mind Baldwin County’s requirements for Microsoft Operating Systems, SQL Server Database software, and Server Virtualization in addition to security technologies. List any additional “other vendor” support products required to support the recommended computing environment and/or your proposed application software. The County will be responsible for purchasing the hardware separately if needed. Please provide detailed specifications and quantities of servers required to support your applications including development, testing, training, production and web.

The vendor should explicitly state the name of any third-party products that are part of the proposed solution to the County’s list of requirements. For each third-party product, there should be a statement about whether the proposer’s contract would encompass the third-party product and/or whether the County would have to contract on its own for the product.

## **IMPLEMENTATION**

Please describe your implementation methodology, client/vendor roles and responsibilities for the implementation and necessary client resources for a successful implementation. Please also provide a detailed implementation plan. This information must include:

- Project organization chart
- Detailed implementation methodology
- Implementation plan, including estimated time-frame and deliverables for each stage of the project
- Expected number of County employees required at different stages/modules of the implementation process and for ongoing support.
- Level of expertise (e.g., novice, proficient or advanced) required of County staff for implementation of the software.

## TRAINING

The proposer must provide a detailed plan for training.

- Overview of proposed training, including options for on-site or training center services, end users and data processing personnel
- Sample training manual or class outlines
- Describe your company's training methodology and primary concepts used.
- Describe training assessment and evaluation procedures.

## ON-GOING MAINTENANCE AND SUPPORT SERVICES

Describe services and support available after completion of implementation.

- Hotline assistance (hours available, normal response time after initial call made, support communication capabilities [telephone, fax, Internet] remote diagnostic capabilities, billing for assisting, etc.).
- Problem reporting and resolution procedures.
- Delivery method of future upgrades and product enhancements (include history of frequency of upgrades for major modules.
- Describe the documentation you supply.
- Define any special plans defining "levels" of customer support.
- Describe the participation clients have in the selection and design of features going into your future products and services.

## FUNCTIONAL REQUIREMENTS KEY

All replies to this proposal's specifications and requirements must include a separate YES or NO response in the space provided to the left of each individual numbered or lettered specification indicating whether the proposed system provides the required capability, feature or function described in the specification. In items where a particular brand name or model of hardware is specified a different brand or model, equivalent or better in quality, may be submitted.

Proposals that do not meet, prove equal to, or exceed all of these minimum required specifications are subject to rejection. Proposers stating "equal to" or "exceeds" on an individual specification must provide documentation to support that statement and note it on the "Exceptions" page of this document for each respective system. Failure to submit this required documentation may result in rejection of the proposal.

Fill in the blanks "Yes" if meeting or exceeding the numbered specification(s) and "No" if exception(s) is taken to the numbered item. A checkmark will not suffice. **This form must be correctly completed and returned in order to constitute a valid proposal, including the signature of an authorized company representative. Failure to do this will subject your proposal to rejection. All "No" answers must be fully explained in the "Exceptions" section of this document.**

**1.0 GIS IMPLEMENTATION & ARCGIS SERVER HOSTING**

<b>YES/NO</b>	<b>NUMBER</b>	<b><u>DATA INTEGRATION, &amp; HOSTING:</u></b>
<input type="checkbox"/>	1.1	Travel onsite to county offices.
<input type="checkbox"/>	1.2	Experience with import/export of data between esri, MSSQL, & external applications.
<input type="checkbox"/>	1.3	Experience using Garmin GLO and other Bluetooth GPS devices in conjunction with esri's Collector for ArcGIS application on iOS and/or Android.
<input type="checkbox"/>	1.4	Actively have customers utilizing esri's Collector for ArcGIS application for data acquisition in both online & offline modes.
<input type="checkbox"/>	1.5	Ability to host ArcGIS Server web services for use in esri's Collector for ArcGIS application.
<input type="checkbox"/>	1.6	Must have the ability to work with GIS data formats such as shapefiles, coverages, SDE (Spatial Data Engine), personal and file geodatabases.
<input type="checkbox"/>	1.7	Ability to work with the county's vendor in GIS called Harris Property (formerly Delta Computer Systems).
<input type="checkbox"/>	1.8	Must integrate with the county's existing E911 feature classes.
<input type="checkbox"/>	1.9	Must have the ability to display Baldwin County's digital parcels and other planimetric feature classes.
<input type="checkbox"/>	1.10	Must utilize MSSQL reporting services.
<input type="checkbox"/>	1.11	Must be compatible with esri.

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1.12 Must have knowledge of configurable/customizable advanced reports.

1.13 Must have knowledge of cloud based esri services

1.14 Must be an Application Service Provider (ASP) with esri to host GIS Enterprise Level databases.

1.15 Must have experience with geodata services with esri.

1.16 Must have the ability to provide updated data in a timely manner.

1.17 Must have the ability for an off-site backup of the critical GIS data for the County

1.18 Must be compatible with esri ArcGIS Online. Vendor must also be in the "ArcGIS Online Specialty" program with esri.

**YES/NO**

**NUMBER** **ARCGIS ONLINE:**

1.19 Must be experienced with setting up ArcGIS online organizational accounts.

1.20 Must be experienced with configuring ArcGIS online organizational accounts.

1.21 Must be experienced with training others on ArcGIS online organizational accounts.

1.22 Must be experienced with training others on esri's Collector App.

1.23 Must be experienced with esri web services security to control user permissions for access data through ArcGIS online.

1.24 Must have experience with galleries concerning 'maps and apps' in conjunction with ArcGIS Online.

1.25 Ability to add more hosted data (feature classes) as needed

1.26 Ability to add additional 'maps and apps' as needed

**YES/NO**

**GIS SUPPORT SERVICES:**

1.27 Must provide GIS support on a monthly as needed by Baldwin County GIS staff.

Must have experience with Enterprise Level Geodatabase support:

- ArcSDE
- Versioning
- Global ID's
- Archiving

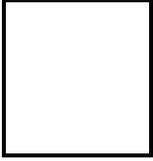
1.29 Must have experience with upgrading esri software at an Enterprise Level.

1.30 Must have experience with installation & upgrading esri desktop software

1.31 Must have experience with installation & upgrading esri server software



1.32 Experience with esri's Local Government Information Model (LGIM).



1.33 Experience with esri's Parcel Fabric

**II. VENDOR PROPOSAL RESPONSE**

**RESPONSE FORM**

**Company Submitting Proposal:** \_\_\_\_\_

**Address:** \_\_\_\_\_  
\_\_\_\_\_

**Contact Person:** \_\_\_\_\_

**Office Telephone:** \_\_\_\_\_ **Fax:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Setup Fee and Implementation Fee**

**Initial Cost:** \_\_\_\_\_

**Hosting of GIS Data**

**Annual Cost:** \_\_\_\_\_

**Additional Support for GIS Support Services**

**Company & Product Name:** \_\_\_\_\_

**Annual Support Renewal Cost:** \_\_\_\_\_

**Total Year 1 Price:** \_\_\_\_\_

**Total Year 2 Price:** \_\_\_\_\_

**Total Year 3 Price:** \_\_\_\_\_

**Printed name & title of person submitting proposal:**

\_\_\_\_\_

**Signature of person submitting proposal:**

\_\_\_\_\_

**Date:** \_\_\_\_\_