

**Request for Proposals
GIS Cloud Managed Services
for Existing AWS Site**



City of Mobile, Alabama

GIS Department

November 29, 2023

REQUEST FOR PROPOSALS GIS CLOUD MANAGED SERVICES FOR EXISTING AWS SITE

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SECTION A. GENERAL INFORMATION

Objective

The City of Mobile (“City”) is seeking proposals from qualified Providers to provide management/support for an existing gis cloud hosted site on Amazon Web Services (“AWS”). The City’s existing gis site is currently managed by City gis staff and uses ESRI’s software and Microsoft SQL Server for the enterprise geodatabase. Interested Providers must be recognized as an ESRI ArcGIS Cloud Service Provider, certified in AWS (System Administration and Security) and a Microsoft Certified Database Administrator.

Support is expected to be available 24/7, as well as continuous system monitoring. All work must be done in the United States and shall not be subcontracted to any entity or country outside of the United States.

Schedule

Following is a list of actions and anticipated dates; the City reserves the right to change the dates, if necessary.

Actions	Date - Estimated
Release of RFP	November 29, 2023
Deadline for questions and requests for clarification or information.	January 10, 2024 by 3:00pm CT.
Proposal Submission Due Date - Proposal must be received, via gis@cityofmobile.org as required.	January 17, 2024 by 4:00pm CT.
RFP Review Begins.	January 18, 2024
Short List Selection Notifications for Interview (TEAMS). Those <i>not selected</i> will be notified via email.	February 1, 2024
Short List interviews.	February 5 th to 9 th , 2024
Selection.	February 16, 2024
Contract Start Date.	ASAP After Contract Negotiation and City Council Approval

Submission of Proposal

- a. Responses to this RFP will be accepted until 4:00 P.M. CT January 17, 2024. All proposals are to be completed and submitted in PDF format to gis@cityofmobile.org. The entire submittal should be submitted as one (1) file. Please do not submit individual documents or sections separately. Any proposal received after the deadline

- for submission will not be accepted or considered for award. It is the sole responsibility of the proposer to ensure delivery by specific deadlines.
- b. The City reserves the right to reject any and all proposals submitted and re-advertise at the its sole discretion.
 - c. Proposals must follow the format and content requirements set in Exhibit A. Concise submissions are preferred. The City will evaluate the proposals received based on responsiveness to the evaluation criteria and based on the information provided.
 - d. All submittals upon receipt become the property of the City. Submission of a proposal indicates acceptance by the Provider.
 - e. All expenses involved with the preparation and submission of proposals to the City, or any work performed in connection therewith, shall be borne solely by the Proposer(s). No payment will be made for any responses received, or for any other effort required of, or made by the Proposer(s) prior to contract commencement.
 - f. Any proposal may be withdrawn at any time before the “Proposal Due” date and time by providing a written request for the withdrawal to the City. A duly authorized representative shall execute the request. Withdrawal of a proposal will not prejudice the right of the proposer to file a new proposal on this or future projects.

Written Requests for Interpretations/Clarifications

No oral interpretations will be made to any Proposer as to the meaning of specifications or any other documents. All questions pertaining to the terms and conditions or statement of work must be sent by e-mail to gis@cityofmobile.org no later than 4:00 pm CT, January 10, 2024. Responses to questions may be handled as an addendum if they provide clarification to requirements of the proposal. This RFP and any addendums may be found at www.CityofMobile.org/bids. Proposers are responsible for monitoring this site for any potential addendums the City may post.

Pricing

Provide a cost proposal based upon your understanding of the scope of work, tasks and schedule. Differentiate Phase One Upgrade costs from Phase Two monthly/annual management services, cloud services and maintenance costs. Cost for Phase Two monthly/annual management services should include annual upgrades in software and AWS services as needed. Proposer to include an hourly cost for special project support as needed. **Monthly cost for the existing AWS account and ESRI licenses will continue to be paid by the City separately from the support contract.**

Evaluation Criteria

Section C indicates the criteria that will be used by the City to evaluate and score responsive and qualified proposals. Proposers shall include enough information to allow the City to thoroughly evaluate and score their proposals. Each proposal submitted shall be evaluated and ranked by an evaluation committee.

Period of Contract

A three-year contract will be awarded, subject to annual renewal and recommendation of the IT Deputy Director - GIS. The City reserves the right to cancel the contract during the three-year period for non-compliance or other cause. The City has the option to execute two additional one-year contracts with the Provider based on information in the original proposal. In the event that a mutually agreeable contract cannot be negotiated between the selected Provider and the City, the City reserves the right to select an alternate Provider.

Subcontracting

Should any Proposer consider subcontracting portions of the contract, that fact must be clearly identified in the proposal along with the name of the subcontractor. Proposer will give complete details of the expected use of subcontractors. Following the award of the contract, no additional subcontracting will be allowed without the express prior written consent of the City.

SECTION B. STATEMENT OF WORK

General

The City is seeking proposals for managed GIS services to ensure its existing cloud GIS environment is safe, secure, and reliable. **While selected Provider will manage the AWS site, GIS staff will continue to create & maintain gis feature layers, map/feature services & web applications.**

Details of existing environment and licensing are provided in Exhibits B, C and D.

Third Party Integrations

The GIS system is integrated with two SaaS solutions, Tyler EPL (EnerGov) and Nexgen EAM.

- <https://www.tylertech.com/products/enterprise-permitting-licensing>
- <https://www.nexgenam.com/solutions-and-services/>

The selected Provider, along with city gis staff, will be responsible for maintaining integrations and responding to any issues.

Statement of Work (“SOW”)

The City has identified two phases for the SOW.

1. Phase One – Upgrades/On-Boarding

Tasks include but are not limited to the following.

- a. Update existing ArcGIS Enterprise from 10.9.1 to 11.2. This will include changing the existing setup from a stand-alone ArcGIS server to a federated server.
- b. Update existing SQL Server Enterprise Geodatabase from 2017 to 2022.
- c. Create and implement disaster recovery protocol for site.
- d. Evaluate existing security and provide details of any suggested change.
- e. Evaluate existing usage of EC2’s and provide details for any suggested change.
- f. Move an ArcGIS Server from another AWS site to City’s AWS site.
- g. Implement Integrated Windows Authentication.
- h. Verify integrations with third-party SaaS solutions.

2. Phase Two – Maintenance

The tasks include but are not limited to the following.

- a. GIS System Administration:
 - Provide general maintenance.
 - Update gis software as required.

- Troubleshoot any issues with ESRI Technical Support.
 - Continuous infrastructure monitoring of EC2's and ArcGIS Server services.
- b. GIS Enterprise Geodatabase Maintenance and Backup
- Provide ongoing database maintenance to include, but not limited to, database backup, update database statistics, compression, and rebuild indexes on system tables.
 - Update software as needed.
 - Protocol to recover lost data due to human error.

SECTION C. EVALUATION CRITERIA

Project approach, recommended implementation strategies, ability to provide 24/7 support and anticipated "live" time.	30 pts
Provider's qualifications and proven experience with similar projects, and references.	30 pts
Certification as ESRI Partner. Certifications in AWS and Microsoft Database Administration.	20 pts
Proposed cost.	20 pts

EXHIBITS

Exhibit A: Proposal Submission Required Documents

All proposals shall be signed by an authorized principal of the Provider.

Proposers may use these forms or may generate a similar document with the required information. Please attempt to be concise in the narrative documents.

Signature Page

Proposer Name: _____

Proposer Address: _____

Phone: _____

Main POC/Title for RFP _____

Email Address _____

I hereby agree to abide by all conditions of this Request for Proposal and certify that I am authorized to sign this proposal for the proposer.

Authorized Signature: _____

Printed Name: _____

Title: _____

Date: _____

Do you take any exceptions or wish to state any clarifications to the terms of this RFP?

Yes _____ No _____

If "Yes," please attach a separate page indicating those exceptions or clarifications.

Cost Proposal

Provide a cost proposal based upon your understanding of the statement of work and tasks. Differentiate Phase One Upgrade/On-Boarding costs from Phase Two monthly/annual management services. Cost for Phase Two monthly/annual management services should include annual upgrades in software and AWS services as needed. Proposer will include an hourly cost for special project support as needed.

Monthly cost for the existing AWS account will continue to be paid by the City separately from the support contract. ESRI and Microsoft Licenses will continue to be paid under the City's existing software agreements.

Total Cost	
Phase One – Upgrade/On-Boarding <i>List each task included in cost.</i>	
Total Monthly Cost	
Phase Two - Monthly Maintenance / Support <i>List each task included in cost.</i>	
Hourly Cost for Special Projects Support	
Hourly Cost for Special Projects Support	

Additional Comments:

Additional Required Documents

References from at least three current customers with similar SOW

Include a summary of each project that show your qualifications and experience in performing services similar in scope and substance to this project.

Include for each reference:

- Customer contact information, location, and current service time period.
- Current gis services provided.
- Unique technical challenges and how you managed them.

Experience Narrative

Company history and experience. Qualifications and experience of individual team members that will contribute to this project.

Include:

- Company qualifications and experience to manage this service.
- Short professional biography for each team member, highlighting experience relevant to this project. Please include professional certifications with ESRI, AWS and Microsoft.

Project Approach

Describe your understanding of the project objectives and address your approach to the major elements outlined in the SOW. **You should include any steps or tasks not included in the SOW that you think would materially affect the progression and quality of the project. This is a production site and the proposer must account for continuity of gis services during both phases.**

At a minimum include:

- Your plan to provide support 24/7, response and recovery timelines as well as expected downtimes for system maintenance.
- Communications plan between City's gis staff and Provider to assure any changes/issues are known to both parties.
- Diagram of the proposed GIS cloud environment with details on suggested changes.
- Frequency of OS updates and patches.
- Monitoring strategies and notification protocol of issues to City.

- Backup and retention plan of EC2's and enterprise geodatabase.
- Security administration and management. Give details on your suggested best practices. You are not expected to evaluate the existing site.
- ESRI upgrade plan and maintenance.
- Active directory implementation plan.
- Project schedule.

ESRI Documentation

Include documents showing your Provider is recognized as an ESRI Partner with specialties in ArcGIS Cloud Services and System Ready. Be sure to include ESRI certifications for any project staff.

Subcontracting and Major Supplier Plan

Complete Disadvantaged Business Enterprises form in Exhibit E.

Exhibit B: Current Server Software License and Analytics Report

License #	License	License Type
1	Enterprise Advanced Up to Four Cores Maintenance	Server
1	Image Server Up to Four Cores Maintenance	Server
1	Enterprise Advanced Up to Four Cores Migrated Maintenance	Server
	Portal Users - 124 Assigned Creator - 100 / Viewer - 100	

ArcGIS Server Analytics Report - COM & MMC	
Total Started Services	142
Total Minimum Instances Per Node (started)	117
Total Maximum Instances Per Node (started)	346
Service Provider	Value
ArcObjects (ArcMap-based, dedicated instance) started services	79
ArcObjects (ArcMap-based, dedicated instance) minimum instances (sum)	73
ArcObjects (ArcMap-based, dedicated instance) maximum instances (sum)	182
ArcObjects11 (Pro-based, dedicated instance) started services	61
ArcObjects11 (Pro-based, dedicated instance) minimum instances (sum)	42
ArcObjects11 (Pro-based, dedicated instance) maximum instances (sum)	160
DMAPS (Shared Instance) started services	2
DMAPS (Shared Instance) minimum instances (sum)	2
DMAPS (Shared Instance) maximum instances (sum)	4
Service Type	Value
GeoCodeServer started services	4
GeoCodeServer minimum instances (sum)	4
GeoCodeServer maximum instances (sum)	8
GeometryServer started services	1
GeometryServer minimum instances (sum)	1
GeometryServer maximum instances (sum)	2
GPSTServer started services	41
GPSTServer minimum instances (sum)	9
GPSTServer maximum instances (sum)	116
MapServer started services	96
MapServer minimum instances (sum)	103
MapServer maximum instances (sum)	220

Exhibit C: Proposed Site

After Phase One, the City's AWS site should contain the following elements.

- Load Balancer
- Web Server IIS
- 2 ArcGIS Servers - Federated
- Portal using City Active Directory (Hosted on Azure)
- Data Store
- SQL Server Enterprise Geodatabase

While this is a general roadmap on the upgrades/changes the City is looking to implement, it is not meant to restrict any proposals from being submitted. The proposer must explain any suggested changes submitted.


Exhibit D: Current Site Diagram

There are two existing AWS sites managed by the City. Site One is the City of Mobile (“COM”) and the second is the Mobile Mapping Consortium (“MMC”).

Phase One of the SOW is to move the single ArcGIS server on the MMC site to the COM site, along with the services and cache files located in S3 buckets. After the server is merged into the COM site, the MMC site and server will be deactivate, resulting in a single site for both ArcGIS Servers.

City of Mobile GIS (COM) Current ArcGIS Enterprise Configuration - AWS

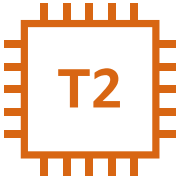
Elastic Load Balancer



Type: Application
Scheme: Internet Facing

NOTE: Load balancer is used to take advantage of AWS auto-renew SSL certificate. Domain is managed thru the City's website provider.

Web Server

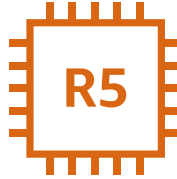


vCPU: 2
RAM: 4 gb
Volumes: C: 50gb

EC2 Instance Type: t2.medium
Software: Web Adaptors – v.10.9.1
Portal and AGS Server

Applications Hosted:
My Place HTML5/JS
File Share

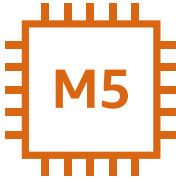
SQL Server



vCPU: 4
RAM: 32 gb
Volumes: C: 60gb
D: 50gb
E: 55gb
W: 100gb

EC2 Instance Type: r5.xlarge
Win Server: 2019
Software: SQL Server 2017 Std

Portal

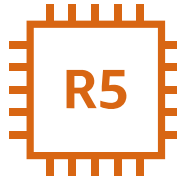


vCPU: 4
RAM: 16 gb
Volumes: C: 60gb
D: 100gb

EC2 Instance Type: m5.xlarge
Software: Portal for ArcGIS – v.10.9.1
Named Users: 100
User Store: Built In

NOT Federated

ArcGIS Server – **Stand Alone**

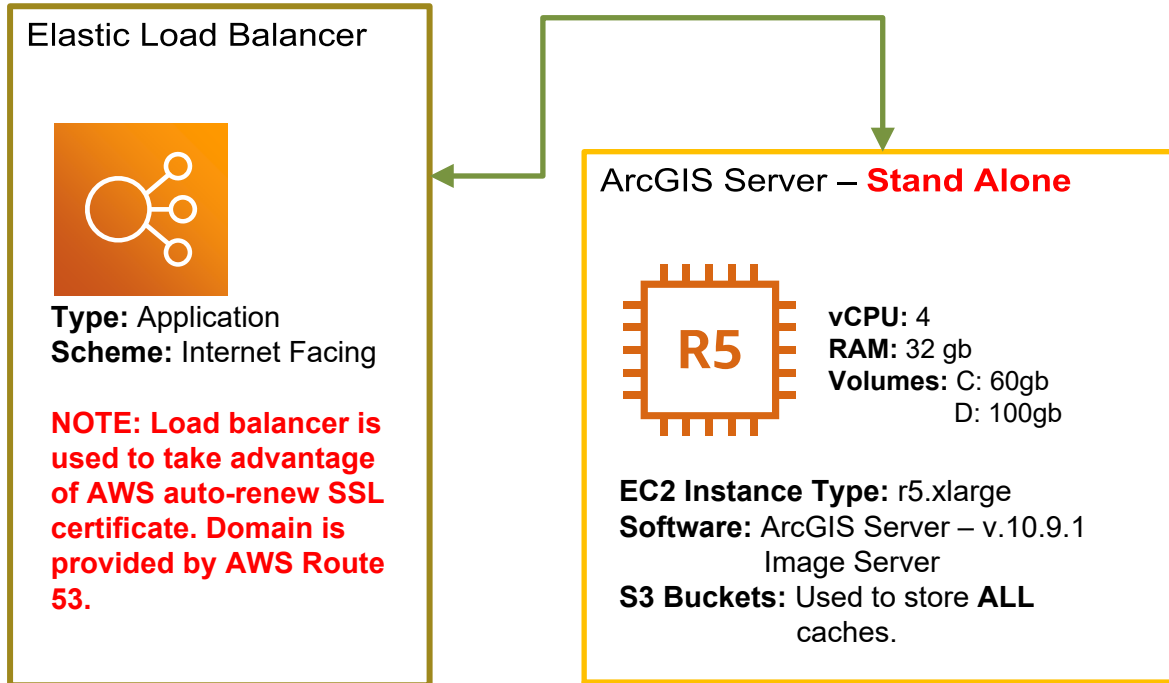


vCPU: 4
RAM: 32 gb
Volumes: C: 60gb
D: 100gb

EC2 Instance Type: r5.xlarge
Software: ArcGIS Server – v.10.9.1
S3 Buckets: Used to store caches.

All servers are reserved instances set to expire 5/1/2024. Current backup is third party solution thru AWS – Cloud Protection Manager.

Mobile Mapping Consortium (MMC) Current ArcGIS Enterprise Configuration - AWS



Server is a reserved instance set to expire 4/21/2024.

Server is used to provided caches only, no data or query capabilities. Due to limited changes on site, server is manually cloned after changes.

Current AWS Services

COM
Cloud Watch
CP Mgr (Backups)
Data Transfer
EC2's
Elastic Load Balancing
Guard Duty
S3 - Storage
S3 Glacier Deep Archive
Support (Business)
VPN
MMC
Cloud Watch
Data Transfer
EC2's
Elastic Load Balancing
GuardDuty
Route 53
S3 - Storage

Exhibit E: Subcontracting and Major Supplier Plan



OFFICE OF SUPPLIER DIVERSITY
CITY OF MOBILE
Subcontracting and Major Supplier Plan

Contact Office of Supplier Diversity for
questions on completing this form.
Via email: Archnique.kidd@cityofmobile.org
251.208.7967
205 Government Street, 4th Floor

Bidders and Proposers – Please complete and submit these forms as required by your City of Mobile Bid or Proposal Specification.

This document provides information to the City of Mobile about the subcontractors and major suppliers you intend to use to complete this contract. Failure to submit this form, when so required by the bid or proposal specification, will render your bid non-responsible. Not all specifications require this form to be completed, or may require its completion under varying circumstances. Refer to the specification for direction.

The City of Mobile will use this form to:

- Understand your intended use of subcontractors and major suppliers as part of your bid/proposal submission.
- Evaluate your capability to complete the performance of this contract.
- Determine your use of Disadvantaged Business Enterprises (DBEs) as subcontractors and suppliers.
- For certain contracts, assess whether you exercised “good faith efforts” to use DBE subcontractors and suppliers for at least 15% of the value of your bid/proposal amount. (See City of Mobile City Code Sec. 14-2.)

Include this form with your bid/proposal submission. Should your bid be considered the lowest responsible bid, you will have the opportunity to update this form at contract signature. You also will be required to re-verify your information at contract conclusion.

The bid specification may require you to attempt in “good faith” to use DBE subcontractors and suppliers for at least 15% of the value of your bid in the performance of this contract. If you don’t have that level of DBE subcontractor / supplier usage (as documented on **Form 1**), you are required to complete the “good faith effort” documentation on **Form 2**. When so required, failure to adequately address the good faith effort factors on Form 2 will render your bid or proposal as non-responsive. The determination whether the bid or proposal adequately demonstrates and documents a DBE subcontractor/supplier plan, or good faith efforts to complete such a plan, will be at the sole discretion of the City of Mobile. You are encouraged to work with the City of Mobile Supplier Diversity Manager when preparing this form.

About “**DBEs**”: The City of Mobile considers businesses owned by minorities, women, or disabled veterans to be DBEs. Please consult with the City Supplier Diversity Manager for clarification or lists of certified DBEs.

About “**Good Faith**” Effort: The City of Mobile expects contractors holding large contracts to recruit and engage DBEs to be a part of their team. If the specification sets, and you cannot meet, the 15% target, you must show us how you attempted to recruit and engage DBEs to meet this target. This helps the City identify DBE market weaknesses for development, and ensures all bidders are equally considering this obligation in preparing a bid. The “good faith effort” factors on **Form 2** are not intended to be a mandatory, exhaustive, or exclusive. They are a tool to help you, and to help the City consistently and fairly consider your effort.



OFFICE OF SUPPLIER DIVERSITY
CITY OF MOBILE
 Subcontracting and Major Supplier Plan

Contact Office of Supplier Diversity for questions on completing this form.
 Via email: Archnique.kidd@cityofmobile.org
 251.208.7967
 205 Government Street, 4th Floor

FORM 1: Background and Plan

Section I. Information about your company

Company	
Address	
Telephone	
E-Mail	

RFP/RFQ Solicitation Number	
Project Description	
Is your company a DBE company?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Work force demographics	Male _____ Female _____ Minority _____ Non-minority _____ Vets _____
	Total #of Employees _____

Subcontractor/Major Supplier Plan submitted by:

Printed Name: _____

Signature: _____ Date: _____

Title: _____

The following employee will be designated as the **DBE Liaison** for all communication regarding DBE participation including documentation for DBE participation and maintenance of records of Good Faith Efforts for this contract award:

Name: _____ Title: _____

E-mail: _____ Phone: _____



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CITY OF MOBILE
 Subcontracting and Major Supplier Plan

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 Via email: Archnique.kidd@cityofmobile.org
 251.208.7967
 205 Government Street, 4th Floor

FORM 1: Background and Plan

Section II. Plan for Subcontractors and Major Vendors

This form asks for your intentions to utilize subcontractors and suppliers as a potential contractor for the city of Mobile. For purposes of this form, disadvantaged individuals or enterprises include persons or small-business-enterprise owners who are women, members of a racial minority, or disabled military veterans.

RFP/RFQ/Bid # _____ Your Bid/Proposal Amount \$ _____ Date: ____/____/____

Description _____

Name of Bidder/Proposer: _____

I intend to use the following subcontractors: (Attach additional pages if necessary)

Subcontractor or Major Supplier	Phone	Scope of Work to be performed	\$\$ Value to be Performed	% Of Your Bid Amount	DBE?	Official Verification Only



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CITY OF MOBILE
Subcontracting and Major Supplier Plan

Form 2: Good Faith Effort Documentation

Name of Bidder: _____

Contact Person: _____ Phone _____ Email _____

Please complete this form if you are unable to identify DBE subcontractors or suppliers to reach 15% of the value of your bid.

YES <input type="checkbox"/>	NO <input type="checkbox"/>	Did you do these suggested areas for DBE recruitment and engagement
		PRE-BID MEETING(S): The bidder attended all pre-bid meetings scheduled by the City to inform DBEs of contracting and subcontracting opportunities.
		CMDBE/ALDOT DBE LIST(S): The bidder utilized the Office of Supplier Diversity's list or lists of certified ALDOT DBE 's
		SMALL CONTRACT(S): The bidder selected specific portions of the work to be performed by DBEs in order to increase the likelihood of meeting the DBE goals (including breaking down contracts into smaller units to facilitate DBE participation). Consider support services, including insurance, accounting, temporary labor, and transportation, landscaping, and janitorial as potential areas for DBE use.
		FOLLOW-UP: The bidder followed-up initial indications of interest by DBEs by contacting those DBEs to determine with certainty if they remained interested in bidding.
		ADVERTISEMENT: The bidder advertised in general circulation and/or trade association publications concerning subcontracting opportunities, and allowed DBEs reasonable time to respond.
		INTERNET ADVERTISING: The bidder advertised DBE and/or subcontracting opportunities on the <i>City of Mobile</i> Facebook page or other internet portals that are accessible to DBEs and/or potential subcontractors.
		GOOD FAITH NEGOTIATIONS: The bidder negotiated in good faith with interested DBEs and did not reject DBEs as unqualified without sound business reasons based on a thorough investigation of their capabilities.



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CITY OF MOBILE
Subcontracting and Major Supplier Plan

	INFORMATION: The bidder provided interested DBEs with adequate information about the plans, specifications and requirements of the subcontract.
	WRITTEN NOTICE(S): The bidder/proposer took the necessary steps to provide written notice in a manner reasonably calculated to inform DBEs of subcontracting opportunities and allowed sufficient time for them to participate effectively.
	COMMUNITY RESOURCES: The bidder/proposer used the services of available community organizations, small and/or disadvantaged business assistance offices and other organizations that provided assistance in the recruitment and placement of DBE firms.
	CONTRACT RECORDS: The bidder/proposer has maintained the following records for each DBE that has bid on the subcontracting opportunity: 1. Name, address, and telephone number; 2. A description of information provided by the bidder/proposer or subcontractor; and 3. A statement of whether an agreement was reached, and if not, why not, including any reasons for concluding that the DBE was unqualified to perform the job.

Please indicate if any of the following applied:

_____ There are not ways to break out 15% of the value of this contract for subcontractors / suppliers.

_____ Could not find sufficient DBEs to provide subcontracting or supplier services.

_____ DBEs were available but did not have sufficient qualifications or experience to meet the needs of this contract.

Please indicate additional efforts you have taken to recruit and engage DBEs. _____

Suggestions or comments to improve this program. _____