

**Addendum 2** **Jan 12, 2024**  
**RFP Questions - City of Mobile GIS Cloud Managed Services**

1. **Service Level Agreements (SLAs):** What are the expected SLAs for system uptime and response times for system issues?

**Expectations for system uptime and issues resolution will be at a higher-level during business hours and if the issue impacts critical business services. Proposer needs to provide what level of support they can provide during and off business hours. Business hours for the City of Mobile are Monday thru Friday 7:00am to 5:00pm.**

2. **Database Management Expectations:** What are the specific roles and responsibilities expected from a Microsoft Certified Database Administrator?

**At a minimum, database backup, tuning, performance monitoring and recovery.**

3. **Phase One Timeline:** What is the expected timeline for completion of Phase One – Upgrades/On-Boarding?

**Preference is within 120 days after contract approval.**

4. **Performance Metrics:** What metrics will the city use to measure and evaluate the performance of the managed services?

**At a minimum, system stability, availability and responsiveness as well as vendor response to issues.**

5. **Geodatabase Maintenance Details:** Could you supply more details on the current state of the GIS Enterprise Geodatabase (number of feature datasets & feature classes, average state count when conducting compresses, etc.) and any specific maintenance expectations?

**There are currently seven separate geodatabases on a single instance.**

database name	size (MB)
census	4939
cityAssets	5056
gisLayers	21691
importedTables	3344
planning	132033
stormWater	11128
topo	77937

6. **System Administration Requirements:** What are the tasks involved in GIS System Administration under this contract's scope?

**See RFP page 6 for minimum expectations.**

7. **Budget Constraints:** Is there a budget range the city has in mind for this project (phases 1 & 2)?

**No.**

8. **Change Management Process:** What is the city's process for managing any changes to the scope of work or service requirements?

**We can do a "Change Order" on the contract for small changes. Any major pricing change to the contract, requires it to go before City Council again.**

9. **Reporting Requirements:** What kind of reporting is required, and at what frequency?

**Quarterly reports to review individual ArcGIS services usage and response times.**

10. **Staffing Requirements:** Are there any minimum staffing requirements or expectations for vendor personnel?  
**No minimum requirements. Expectations for staff is to support SLA.**
11. **Incident Management Process:** What is the process for incident reporting and resolution?  
**Proposer to provide suggested process.**
12. **Project Success Criteria:** How does the city define success for this project?  
**Clear communications between both parties.**
13. **Usage and Accessibility:** Who are the primary users of these GIS services, and how are they accessed (publicly, internally, etc.)?  
**Public and internal users.**
14. **Service Performance Metrics:** Are there existing performance metrics or service levels for the current GIS services that need to be maintained or improved upon?  
**No.**
15. **Future Expansion Plans:** Are there plans to expand or significantly alter the GIS services or architecture in the near future (next 3 years)?  
**No.**
16. **Historical Data and Archiving Practices:** How does the city currently handle historical data within its GIS services, including archiving and retrieval practices?  
**Database Server: Database backups are stored in a S3 bucket, with the most current also available at the file system level on a separate server.**  
**All other servers: All servers are cloned nightly using AWS third party service Cloud Protection Manager.**
17. **Disaster Recovery:** What is meant by a disaster recovery “protocol” (e.g. technical protocol for recovery between AWS regions?, a set of procedures for recovering from a disaster?, or a more comprehensive disaster recovery plan?)  
**If there is a critical server (EC2) failure, what is your plan for recovery.**
18. **Windows Authentication:** Does the city intend to use Windows authentication for ArcGIS Portal only? Or for Portal and ArcGIS Online?  
**For ArcGIS Portal only. For single sign on the city currently uses Okta for Tyler Enterprises and AzureAD for Nexgen EAM.**
19. **Phase 1 Downtime:** How much downtime is acceptable during phase 1?  
**Phase 1 downtime needs to take place during non-business hours. Preference is to limit this to 4 hours.**
20. **Data holdings:** How much data (in GBs/TBs) is in the S3 storage in the MMC site?

**S3 storage contains 1.8 TB. All storage is cached aerial photography.**

21. **Licensing:** This work will require additional Microsoft and Esri licenses. Does the city already have the requisite licenses to conduct the proposed upgrades? Or would the city need guidance/assistance in purchasing those licenses?

**The city has an existing maintenance agreement with ESRI and Microsoft.**

22. **Cost proposal for Phase 2:** For phase 2, ongoing maintenance and upgrades, are you expecting the vendor to propose estimated AWS costs? Or just professional services costs?

**Just professional services costs**

23. Is the City's current AWS environment joined to the City's Microsoft Windows domain server?

**No – it is not.**

24. If the current AWS environment is domain joined, can the City provide details on the site-to-site VPN configuration in place and/or a network diagram that describes how the City's on premise, Azure hosted domain controller and GIS cloud environments are networked?

**N/A**

25. Is the City open to utilizing SAML2.0 or OpenID Connect for single sign on with ArcGIS rather than Integrated Windows Authentication? If so, does the City currently have AzureAD, Okta or similar solution implemented as an enterprise identity provider?

**Yes. The city currently uses Okta with Tyler and Nexgen uses AzureAD.**

26. Can the City confirm for Phase One that the third-party SaaS integrations to be verified are Tyler EPL and Nexgen EAM?

**Yes.**

27. Does the City currently have a set frequency or policy for GIS software updates or should providers propose?

**Providers propose**