



**NOTICE - CITY OF NOVI
REQUEST FOR PROPOSALS**

ArcGIS Server Development & Hosting Services

The City of Novi will receive sealed proposals for **ArcGIS Server Development and Hosting Services** according to the specifications of the City of Novi.

Sealed proposals will be received until **3:00 P.M.** Eastern Daylight Time, **Wednesday, March 31, 2010**, at which time proposals will be opened and read. Proposals shall be addressed as follows:

**CITY OF NOVI
OFFICE OF THE CITY CLERK**
45175 W. Ten Mile Rd.
Novi, MI 48375-3024

All proposals must be signed by a legally authorized agent of the proposing firm.

ENVELOPES MUST BE PLAINLY MARKED

“ARCGIS SERVER DEVELOPMENT & HOSTING SERVICES”

AND MUST BEAR THE NAME OF THE PROPOSER.

The City reserves the right to accept any or all alternative proposals and award the contract to other than the lowest proposer, to waive any irregularities or informalities or both; to reject any or all proposals; and in general to make the award of the contract in any manner deemed by the City, in its sole discretion, to be in the best interest of the City of Novi.

Sue Morianti
Purchasing Manager

Notice dated: March 9, 2010



CITY OF NOVI

ArcGIS Server Development & Hosting Services

INSTRUCTIONS TO PROPOSERS

IMPORTANT DATES

RFP Issue Date	March 9, 2010
Last Date for Questions	Wednesday, March 24, 2010 by 12:00 P.M. Please submit all questions via email to: Christopher Blough, GIS Manager cblough@cityofnovi.org
Response Due Date	Wednesday, March 31, 2010 by 3:00 P.M.
Tentative Award Date	April 19, 2010
Project Start Date	Immediately after award
Project Completion	June 30, 2010

PROPOSAL SUBMITTALS

An **UNBOUND ORIGINAL** and **four (4) copies** of each technical proposal (**with fee proposal form and additional fee information submitted in a separate sealed envelope**) must be submitted. No pricing should be included in your technical proposal.

No other distribution of the proposals will be made by the Contractor. Technical proposals and pricing sheet must be signed by an official authorized to bind the Contractor to its provisions.

FAILURE TO SUBMIT PRICING ON THE PROPOSAL FORM PROVIDED BY THE CITY OF NOVI MAY CAUSE THE PROPOSAL TO BE CONSIDERED NON-RESPONSIVE AND INELIGIBLE FOR AWARD.

CHANGES TO THE RFP/ADDENDUM

Should any prospective Proposer be in doubt as to the true meaning of any portion of the RFP, or should the Proposer find any patent ambiguity, inconsistency, or omission therein, the Proposer shall make a written request (via email smorianti@cityofnovi.org) for official interpretation or correction. Such request shall be submitted to the staff member indicated above. The individual making the request shall be held responsible for its prompt delivery.

Such interpretation or correction, as well as any additional RFP provisions that the City may decide to include, will be made as an addendum, which will be posted on the MITN website at www.mitn.info. Any addendum issued by the City shall become part of the RFP and subsequent contract and shall be taken into account by each proposer in preparing its proposal.

Only written addenda is binding. It is the Proposers' responsibility to be sure they have obtained all addenda. Receipt of all addenda must be acknowledged on proposal form.

TYPE OF CONTRACT

The Development Services portion of the RFP stipulates a fixed price for products/ services. The Hosting Services contract period will be for one (1) year. Upon mutual consent of the City of Novi and the successful proposer, the contract may be renewed two (2) times in one (1) year increments at the same terms and conditions of the original contract.

INSURANCE

A certificate of insurance naming the City of Novi as an additional insured must be provided by the successful proposer prior to commencement of work. A current certificate of insurance meeting the requirements in Attachment A is to be provided to the City and remain in force during the entire contract period.

PROPOSAL EVALUATION CRITERIA

Proposals will be evaluated by the Qualifications Based Selection (QBS) process using the following criteria:

1. Experience and qualifications developing ArcGIS Server (AGS) APIs using Flex or Silverlight
2. Demonstrated examples of existing municipal / local government AGS services matching this RFP's functional requirements
3. Proposed AGS hosting environment provides adequate security, reliable/uninterrupted service, and efficiently replicates internal development environment.
4. Evaluation of responses to RFP services questionnaire

CONTRACT AWARD

The City reserves the right to accept any or all alternative proposals and award the contract to other than the lowest proposer, to waive any irregularities or informalities or both; to reject any or all proposals; and in general to make the award of the contract in any manner deemed by the City, in its sole discretion, to be in the best interest of the City of Novi.

After contract award, a summary of total price information for all submissions will be posted on the MITN website at www.mitn.info.

SUBMISSION OF PROPOSAL

Proposals must be submitted in a sealed envelope/package. FEE PROPOSAL FORM AND ADDITIONAL FEE INFORMATION IS TO BE SUBMITTED IN A SEPARATE SEALED ENVELOPE. YOUR TECHNICAL PROPOSAL SHOULD NOT INCLUDE ANY FEES/HOURLY RATES. Outside of mailing envelope/package must be labeled with name of contractor and name of RFP. Failure to do so may result in a premature opening or failure to open such proposal.

To be considered, sealed proposals must arrive at the specified location, on or before the specified time and date. There will be no exceptions to this requirement. Contractors mailing proposals should allow ample time to ensure the timely delivery of their proposal. Proposals received after the closing date and time will not be accepted or considered. Faxed, emailed, or telephone proposals are not acceptable. The City of Novi shall not be held responsible for lost or misdirected proposals.

Proposals must be clearly prepared and legible and must be signed by an Officer of the submitting Company on the enclosed form. Proposals must show unit and total prices if requested. ANY CHANGES MADE ON PROPOSAL FORMS MUST BE INITIALED OR YOUR PROPOSAL MAY BE CONSIDERED NON-RESPONSIVE.

A proposal may be withdrawn by giving written notice to the Purchasing Manager before the stated due date/closing time. After the stated closing time, the proposal may not be withdrawn or canceled for a period of One Hundred and Twenty (120) days from closing time.

Failure to include in the proposal all information requested may be cause for rejection of the proposal.

No proposal will be accepted from, or contract awarded to any person, firm, or corporation that is in arrears or is in default to the City of Novi upon any debt or contract, or that is in default as surety or otherwise, or failed to perform faithfully any previous contract with the City.

USE OF THE CITY LOGO IN YOUR PROPOSAL IS STRICTLY PROHIBITED.

FREIGHT CHARGES

All pricing is to be quoted as F.O. B. destination.

TAX EXEMPT STATUS

It is understood that the City of Novi is a governmental unit, and as such, is exempt from the payment of all Michigan State Sales and Federal Excise taxes. Do not include such taxes in the proposal prices. The City will furnish the successful proposer with tax exemption certificates when requested. The City's tax-exempt number is 38-6032551.

The following exception shall apply to installation projects: When sales tax is charged to the successful proposer for materials to be installed during the project, that cost shall be included in the "Complete for the sum of" price and not charged as a separate line item. The City is not tax exempt in this case and cannot issue an exemption certificate.

PAYMENTS / TERMS

Payment terms are Net 30. Invoices will be submitted to the Finance Department when work is complete. Upon confirmation that work is complete, the invoice will be approved and payment will be made within 30 days. If contractor requires pre-payment or deposit, this must be clearly specified on proposal form and will be taken into consideration during RFP evaluation.

CONTRACT TERMINATION

The City may terminate and/or cancel this contract (or any part thereof) at any time during the term, any renewal, or any extension of this contract, upon thirty days (30) days written notice to the Contractor, for any reason, including convenience without incurring obligation or penalty of any kind. The effective date for termination or cancellation shall be clearly stated in the written notice.

TRANSFER OF CONTRACT/SUBCONTRACTING

The successful proposer will be prohibited from assigning, transferring, converting or otherwise disposing of the contract agreement to any other person, company or corporation without the expressed written consent of the City of Novi. Any subcontractor, so approved, shall be bound by the terms and conditions of the contract. The contractor shall be fully liable for all acts and omissions of its subcontractor(s) and shall indemnify the City of Novi for such acts or omissions.

NON-DISCRIMINATION

In the hiring of employees for the performance of work described in this ITB and subsequent contract, neither the contractor, subcontractor, nor any person acting in their behalf shall by reason of religion, race, color, national origin, age, sex, height, weight, handicap, ancestry, place of birth, sexual preference or marital status discriminate against any person qualified to perform the work required in the execution of the contract.

ACCEPTANCE OF RFP CONTENT

Should a contract ensue, the contents of the proposal of the successful Proposer may become contractual obligations. Failure of a contractor to accept these obligations may result in cancellation of the award.

DISCLOSURE

All documents, specifications, and correspondence submitted to the City of Novi become the property of the City of Novi and are subject to disclosure under the provisions of Public Act No. 442 of 1976 known as the "Freedom of Information Act". This Act also provides for the complete disclosure of contracts and attachments hereto. This means that any informational material submitted as part of this ITB is available without redaction to any individual or organization upon request.

ECONOMY OF PREPARATION

Proposals should be prepared simply and economically, providing a straightforward and concise description of the proposer's ability to meet the requirements of the RFP. Emphasis should be on completeness and clarity of content. Included in the response must be a point by point response to the Requirements and other sections of the RFP. The City of Novi is not liable for any costs incurred by proposers prior to issuance of a contract.

INDEPENDENT PRICE DETERMINATION

By submission of a proposal, the submitter certifies, and in case of a joint proposal, each party hereto certifies as to its own organization, that in connection with the proposal:

- (a) The prices in the proposal have been arrived at independently without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other submitter or with any other Competitor; and
- (b) No attempt has been made or will be made by the submitter to induce any other person or firm to submit or not submit a proposal for the purpose of restricting competition.

Each person signing the proposal certifies that:

- (c) They are the person in the submitter's organization responsible within that organization for the decision as to prices being offered in the proposal and that he has not participated and will not participate in any action contrary to (a) and (b) above; or
- (d) They are not the person in the submitter's organization responsible within that organization for the decision as to prices being offered in the proposal but that he has been authorized in writing to act as agent for the persons responsible for such decisions in verifying that such persons have not participated, and will not participate, in any action contrary to (a) and (b) above, and that as their agent, does hereby so certify; and that he has not participated, and will not participate in any action contrary to (a) and (b) above.

A proposal will not be considered for award if the sense of the statements required in the proposal has been altered so as to delete or modify the above.



CITY OF NOVI
ArcGIS SERVER DEVELOPMENT & HOSTING SERVICES
SPECIFICATIONS

PROJECT PURPOSE & BACKGROUND

The City of Novi maintains a vendor hosted and maintained internet mapping service using ESRI's ArcIMS software which has complemented the City's online information offerings since 2007. The popularity of the City's Internet Mapping Portal has steadily increased and is consistently ranked among the top ten most visited web pages maintained by the City. This project involves a migration to the ArcGIS Server Internet map platform to sustain the City's interactive map service offerings and promote public access to information supporting public service delivery on a 24/7 basis. An increasing amount of spatial information (event specific, policy, regulatory, and service related data layers) needs to be publicly communicated as efficiently, timely, and effectively as possible.

This project will leverage the capabilities of ESRI's ArcGIS Server (AGS) and allow City staff to assume independent administration of its AGS internet map offerings and services. The following deliverables will be expected at the project's successful conclusion:

- The design and complete deployment of a Rich Internet Application using AGS REST APIs for a Flex or Silverlight web applications.
- The vendor will configure the initial internal development environment on the City's network allowing City staff to configure, test, and stage its AGS services prior to replicating the services in the hosted, publication environment.
- The vendor will secure and initially maintain a hosted environment. This environment will include AGE software maintenance and configuration and any necessary internet deployments of software (e.g. IIS) allowing the City to independently manage and deploy its AGS services. The hardware for the hosted environment will be maintained by either the vendor or vendor's subcontractor.
- The vendor will replicate the current design and implement a data storage model within an ArcSDE geodatabase using SQL Server Express to facilitate the GIS data transfer from the City's internal network to the external hosted environment.

PROJECT FUNCTIONAL REQUIREMENTS

The project's functional requirements are supported by the following City Council goals (business objectives), if you feel you cannot meet all of these requirements please note accordingly in the Exceptions Section.

- Promote effective delivery of citizen services and facilitate responsive communication with the Novi community.
- Encourage economic development to maximize City revenue and job growth
- Continue to develop and enhance the City's electronic and web based communication with residents and businesses by implementing online tools for citizen initiated requests to public information and services.

1. Scalability / Flexibility: The City will develop an API using the AGS platform which is capable of accommodating greater data delivery and service needs over time. The City seeks to expand out of the box API capabilities for AGS in response to changing functions and requirements. These may include new API interface tools, pre-defined queries, additional map services, and expanded geographic area coverage.

2. External Hosting Environment: The vendor will be responsible for securing and managing a hosting environment which allows the City to exclusively use its own AGS Standard for Workgroups license. The vendor will be responsible for installing, configuring ArcGIS Server software in the hosting environment so they are optimized for peak performance and uptime.

- The vendor shall provide a means for secure, 24/7 remote access for all authorized City staff responsible for AGS service administration, update, and service/data management activities from the City.
- The vendor shall provide an efficient means of transferring and replicating from the City's internal development environment to the hosted environment on demand.
- The hosting environment may include but, is not limited to, Amazon EC2, Windows Azure, or other similar cloud hosting platform. The City is willing to review vendor co-location options if they are competitively priced.
- The vendor will be responsible for providing adequate Internet and firewall security to secure data and services in the hosted environment to prevent unauthorized access or malicious activity. The vector database size will be less than 4 GB (including non-spatial attributes) and will be updated on an as needed basis. The raster imagery will require 6 GB of storage space and will be updated annually.

3. Configuration and Staging of Environments: The vendor shall configure an internal development environment on the City's network for City staff to configure, test, and stage its ArcGIS services prior to replicating them in the hosted, publication environment.

- The City's GIS staff will author map services using ArcGIS Desktop software and configure API services in a local staging environment.
- City GIS staff shall test the AGS services internally before publishing AGS services into the hosted environment.
- The City shall have the ability to modify AGS services as frequently as necessary and replicate them into the hosted environment. Examples of modifications include: non-spatial attribute updates, map symbology changes, layer additions / subtractions, labeling changes, and the deployment new of AGS services. The City is proposing a one-tier AGS environment using a redundant internal AGS license (for testing and configuration purposes only).

4. Training: The vendor will provide training to City staff so they are capable of updating internal and external environments' data and AGS services. This training can be performed remotely or on-site depending upon the most cost-effective and successful approach to convey this knowledge. A step-by-step training outline will be required but formal documentation will be the City's responsibility to develop. The training components shall include:

- Adding/modifying data and AGS services in both the internal and hosted environments
- Adapting the API to accommodate new themes of data in both the internal and hosted environments
- Transferring data between the internal/hosted environments
- Recovery procedures to restore the external hosted environment in the event data/service restoration is necessary.

5. Supporting Multiple Map Themes Within the API Design: The City shall require the API to support multiple themes of related information. The vendor will provide the user with a selection table to select the theme of information to overlay on the base reference information as shown in the example listing below. The City shall be able to administer, add, and remove themes in both the development environment and hosted environment to facilitate replication. Examples of the proposed themes and representative layers include:

Base Layer Features: These features represent roads, landmarks, lakes, rivers, parcels, address points

Base Layer Features Aerial: These features represent roads, landmarks, lakes, rivers, address points, and parcels for display with the aerial backdrop

Community & Economic Development – References include future land use, existing land use, zoning, current economic development projects, economic development opportunities, regulated woodlands, regulated wetlands, commercial address points, and street acceptance classifications.

Land Ownership Interests – Typical cadastral layers of information including parcels, subdivisions/condominiums, lot numbers, survey section lines, city benchmarks, survey remonumentation corners, parcel/lot dimensions, etc.

Parks & Recreation Opportunities – Common layers of reference would include trails, pathways, sidewalks, parks, potential pathway/sidewalk connections, street/park tree inventory, and recreation opportunities.

Educational Resources – School districts, school locations, elementary attendance areas

Voting Precincts – City voting precincts and polling places

Public Safety – Crime and fire incident mapping areas including roadway weight classifications.

Historic Aerial Photography – Aerial photos

Flood Hazard Areas – FEMA flood hazard area designations as depicted on digital flood insurance rate maps (panel numbers, cross section elevations, zone designations).

Road Construction Events – Identify areas for road construction in and around the vicinity of the Novi area including posted detour routes.

Event Specific Activities – Special festivals, parades, and unique events.

6. Security Toolset for Restricted AGS Map Services: Selected layer themes will require a username and password administration toolkit allowing users to be authenticated before viewing these map services. An icon will be added to the API allowing users to enter their credentials in order to access the restricted services for which they are granted. The toolkit must allow for specific usernames and passwords to be associated with a given map service(s).

The toolkit shall log each user's most recent time and date for the restricted service they last accessed. An administrative user account will be established to set user names, passwords, and restricted map service permissions. The following themes are proposed for the project.

Public Safety Restricted Access – Crime and fire incident mapping areas at the point detail level.

Utility Systems Restricted Access – Water, sewer, and sanitary system network layers, seven year capital improvements program projects, and related information.

7. AGS API Functionality Matrix: The following map interface controls provide the necessary tools and functions to be incorporated into the API(s). The City will be receptive to encouraging vendors to reuse previous API designs as a means of controlling development costs. See Exhibits A through E for a sample interface design which is an example of the proposed layout which will be refined in consultation with the vendor during project design. See *Exhibit A – City of Midland API for sample interface design*.

Map Navigation Controls
Zoom to City Extent
Zoom to Previous Extent
Zoom In (User Defined Area)
Zoom Out (User Defined Area)
Pan View Control
Zoom to Selected Features
Map Layer Display Controls
Toggle Display Control for Map Layers
Toggle Display Control for Map Images
Immediate Map Refresh Upon Layer Change of Layer Display
Ability to Group Layers by Map Service and Control Display of Individual Layers Within Given Service
Base Map Layer Display Control Options (No Aerial) – Roads and Parcels Display Control
Base Map Layer Display Control Options (Aerial) – Roads and Parcels Display Control
Table Results View Interface** - Exhibit E
Results table is horizontally docked on lower portion of map interface area when features are identified / selected**
Hyperlink control passes request to select features from BS&A Internet Services so they can be retrieved
Export selected records to Microsoft Excel
Export selected records to Adobe PDF

Attribute Search Controls
Predefined Search for Owners Name
Predefined Search for Property Address (Using Composite Address Locator)
Predefined Search for Parcel Tax ID Number
Predefined Search for Street Intersection (Intellisense)
Predefined Search for Business Name (Intellisense)
Picklist for Parks & Rec Facilities – Zoom to Location
Picklist for Schools – Zoom to Location
Picklist for Points of Interest – Zoom to Location
Identify / Feature Selection Controls* Exhibit D
Identify / Select by Point*
Identify / Select by Polyline*
Identify / Select by Polygon*
Establish Buffer from Identified / Selected Feature(s)* at User Specified Distance*
Clear Identified / Selected Features and Corresponding Table Results*
Map Tips Display for Map Features by Hovering Cursor over Target Layer
<i>* Identify Selected Features by Displaying Them in Results Table</i>

Option to remove selected records from selection set
Toggle between table view and list view for selected features
<i>** Table results are produced from Identify / Feature Selection Controls – Preferred at Bottom of the Interface.</i>
Markup / Graphic Tools – See Exhibit B
Add Shape (Point, Line, Polygon)
Set Shape Color Properties – Line Weight
Add Annotation Text (Size / Font / Color)
Select Annotation / Shape Feature(s)
Delete Selected Annotation Feature(s)
Save Markup(s) to PDF Export
Retrieve Markup(s) from XML Format
Measure Tools – See Exhibit C
Measurement Toolset Appears for User Defined Polyline (Linear Measure) and Polygon (Area Measure)
Measurement Units Displayed at Each Leg of Feature and Area Units Displayed (for Area Measure)
Measured Linear Line and Area Features Retained Until Cleared by Erase Control

Identify Latitude / Longitude Controls – Exhibit C
Identify Latitude / Longitude by User Defined Point
Lookup Latitude / Longitude by User Entered Coordinate
Map Generation Tools
Add User Specified Title and Subtitle
Provide Options to Format Output Layout Template, Map Orientation, Insert Disclaimer, City Logo Scale Bar, North Arrow, Print Date
Create / Export Adobe PDF or JPG Image of Map Printed Layout
Export Legend on Separate Page With Reference to Previous Page's Map Title/Subtitle, Print Date
Allow User Defined Verbal Scale for Output (1in = x ft)
Specify support for page sizes including 8.5 x 11 and 11x17
Security Toolset for Restricted AGS Map Services
Secure Login Prompt Connected to Icon
Centralized User / Password Administration at the AGS Service Level for Restricted Services
User / Password Access Logging – Time and Date Stamp Authentication Logging
City Enterprise Account Independently Administers Login Credentials for all Services

8. Welcome & Disclaimer Page: Any user attempting to access the API will receive a welcome message describing the online resource they will be accessing. The user will be required to consent to the Terms of Use prior to API being exposed. *See Exhibit F: Sample Welcome and Disclaimer Page.*

9. Hyperlink to Specific Map Services: Hyperlinks shall be set to open the interactive map display to feature any one of the AGS map services as shown in section #4. These links would first direct the user to the disclaimer page and upon the users acceptance to said disclaimer they will be passed to the actual selected interactive map. For example, a hyperlink on the City's web site can direct a viewer directly to an interactive map of road construction events.

PROJECT ASSUMPTIONS & REQUIREMENTS

1. **Custom Code Development:** The City will be granted a perpetual (non-expiring) use license all code developed and configured for this project. The City requires the flexibility to customize the code provided using basic knowledge of the API language using any standardized design tools. These tools would be used to make minor edits to interface tools and API layout.
2. **Training for Independent AGS Service Administration:** The vendor will provide training for up to four designated City staff to independently maintain the services it has established in the internal configuration/testing environment and external hosted environment.
3. **Subcontracting:** The vendor may use subcontractors to complete any portion of the project scope. The vendor must specify the name(s), knowledge, experience, and project tasks the subcontractor is responsible to complete in the Proposal Response Components, Vendor Proposal Questions section.
4. **Hosted Environment Setup Requirements:** The City of Novi shall require a mechanism to access to the hosted environment to replicate the data, users, map services, and related information that is developed within its internal development environment. The ongoing maintenance responsibility for these activities is to be assumed by the City. The vendor will be responsible for ensuring tools are in place to manage access and security within the hosted environment. The vendor will also provide the terms of the hosted service provider's Service Level Agreement, if appropriate, as part of the vendor's response to the RFP. The City will be providing one (1) license of AGS Server Standard for Workgroups in the hosted environment. The vendor will maintain a 99.9% monthly uptime percentage and will be required to secure an alternate hosting provider if hosting service falls below this standard. The vendor shall assume all costs to restore services in establishing a new hosting environment as part of the vendor's annual hosting fee.
5. **Hosting Support Maintenance:** The City of Novi understands refinements within the API may require vendor intervention following project completion. The City will request an hourly support rate for API development assistance. These support hours would be used to further configure the City's API and not for any activities related to maintaining the hosting environment.

PROPOSAL RESPONSE COMPONENTS

Please use the following sections and headings in your proposal response.

1. Cover Letter

Provide a one-page cover letter introducing your RFP response and briefly describe its content and purpose. The cover letter must identify the individual within your organization who will respond to questions the City may have regarding your proposal. Include the title, phone number, fax number, email, and address where this person may be contacted.

2. Company Profile Sheet

Provide the following information about your firm in a succinct, one-page summary format:

- Firm name and business address, including primary phone number, fax number, and Internet URL
- Year the firm was established (include former names and the year's it was established, if applicable)
- Type of ownership (sole proprietorship, partnership, corporation, joint venture, etc) and parent company, if applicable
- State the number of full time employees working for your company
- State your company's core service area competencies and the services your company is actively delivering in the marketplace.

3. Project Plan & Approach

This section should describe how your firm will fulfill each of the project's functional requirements and state any assumptions central to the achieving the project objectives. Demonstrate your firm's unique combination of knowledge and experience will ensure the project's scope of work is fulfilled. If you propose an alternate approach, it should be outlined in this section in addition to the specified approach.

4. Project Schedule

Include a one-page work breakdown schedule including interim deliverables (milestones) with the primary tasks leading to the completion of the project. The project's anticipated start date will be within one month of bid opening with commencement in mid-April and will conclude on or before June 15, 2010. If the vendor has any difficulty in achieving this timeframe please note accordingly in the exceptions section. Please include delivery dates for the interim deliverables:

- API Design Approval
- Initial Internal Development Environment Configuration / Training
- Development of Data Storage Model in ArcSDE Using SQL Server Express Facilitating Data Transfer Between the City's Internal Network and External Hosted Environment
- Final Configuration of Hosted Environment Configuration and Deployment
- Deployment of Public API

5. Vendor Proposal Questions

These questions will provide the City of Novi's proposal submission review team with an understanding of the vendor's qualifications, competencies, and capability to successfully complete the project requirements. Please address each of the following questions.

Question #1: Please state your company's experience designing and deploying AGS APIs for Flex and/or Silverlight which are similar to those which the City of Novi is seeking for proposals. What uniquely distinguishes your company from its competitors' service offerings?

Question #2: Please provide two municipal, local government references which received API design support services and provide online URL's for the City of Novi to explore. Describe how your clients' projects are similar to the requirements defined by the City of Novi. Provide the contact information for your client's project sponsor (name, unit of government, title, email, phone, and address). Include a project profile description of the services rendered to each client. What level of independence do your clients experience as they update and maintain the AGS services they publish?

Question #3: Describe your company's team members' resumes by highlighting relevant knowledge, expertise, and experience pertaining to this project. Describe your team members' assigned roles and anticipated contributions to the project.

Question #4: Explain your company's project management practices and methods. How will they ensure the project's success in terms of schedule, cost, and available resources? Which member of your team will assume the project management role and discuss the projects they have previously managed which are similar to the City's project's requirements?

Question #5: Discuss your past experience(s) working with the hosting provider. Specifically address the following items:

- a) How will security be managed and enforced to protect the AGS services / data residing in the hosted environment?
- b) How will the City be granted access rights to the hosting environment to update AGS services?
- c) Describe the method by which AGS services and data can be efficiently replicated between the internal and external environment? Elaborate on how the internal configuration and staging environment design will facilitate the replication process in the external hosted environment and provide examples. How will City staff be involved during the design and implementation process?
- d) Discuss the terms of the service level agreement you will provide for the continuity of hosting services for the City of Novi? How will your company monitor service uptime and report monthly uptime percentages to the City of Novi? What steps will be taken to mitigate interruptions to AGS service performance.
- e) From your company's perspective, what key challenges and/or opportunities are presented when externally hosting AGS services?

Question #6: If subcontractors are used in the project, please specify the name(s), relevant knowledge, and experience pertaining to the project tasks the contractor(s) will be assigned to complete. Please describe your company's prior history working with the contractor(s).

Question #7: Please state any exceptions to the functional specifications required.



**CITY OF NOVI
INSURANCE REQUIREMENTS
ATTACHMENT A**

1. The Contractor shall maintain at its expense during the term of this Contract, the following insurance:
 - a. **Worker's Compensation** insurance with the Michigan statutory limits and Employer's Liability insurance with minimum limits of **\$100,000** (One Hundred Thousand Dollars) each accident.
 - b. **Commercial General Liability Insurance** – The Contractor shall procure and maintain during the life of this contract, Commercial General Liability Insurance, Personal Injury, Bodily Injury and Property Damage on an "Occurrence Basis" with limits of liability not less than **\$1,000,000** (One Million Dollars) per occurrence combined single limit.
 - c. **Automobile Liability** insurance covering all owned, hired and non-owned vehicles with Personal Protection insurance to comply with the provisions of the Michigan No Fault Insurance Law including Residual Liability insurance with minimum bodily injury limits of **\$1,000,000** (One Million Dollars) each person and **\$1,000,000** (One Million Dollars) each occurrence and minimum property damage limits of **\$1,000,000** (One Million Dollars) each occurrence.
2. **All policies shall name the Contractor as the insured and shall be accompanied by a commitment from the insurer that such policies shall not be canceled or reduced without at least thirty (30) days prior notice date to the City.**

The language in the Cancellation section should read as follows:

"Should any of the above described policies be canceled before the expiration date thereof, the issuing company will mail 30 days written notice to the certificate holder named to the left.
3. **It is required that all policies shall name the City of Novi, its officers, agents and employees as additional insured.** Certificates of Insurance evidencing such coverage shall be submitted to City of Novi, Purchasing Department, 45175 West Ten Mile Road, Novi, Michigan 48375-3024 prior to commencement of performance under this Contract and at least fifteen (15) days prior to the expiration dates of expiring policies.
4. The Contractor shall be responsible for payment of all deductibles contained in any insurance required hereunder.
5. If, during the term of this Contract, changed conditions or other pertinent factors should in the reasonable judgment of the City render inadequate insurance limits, the Contractor will furnish on demand such additional coverage as may reasonably be

required under the circumstances. All such insurance shall be effected at the Contractor's expense, under valid and enforceable policies, issued by the insurers of recognized responsibility which are well-rated by national rating organizations and are acceptable to the City.

6. The provisions requiring the Contractor to carry said insurance shall not be construed in any manner as waiving or restricting the liability of the Contractor under this contract.
7. The City has the authority to vary from the specified limits as deemed necessary.

ADDITIONAL REQUIREMENTS Indemnity/Hold Harmless

1. The Contractor agrees to save harmless and defend the City against and from any or all liability, loss or damages (including without limitations, fees and expenses of attorneys, expert witnesses and other consultants) which the City may suffer as a result of claims, demands, costs, or judgments against it arising from, out of or in consequence of the performance of this Agreement, excepting only such liability, loss or damage as shall have been occasioned by the sole negligence of the City of Novi, its officers, agents or employees.
2. The Contractor agrees that it is its responsibility and not the responsibility of the City of safeguard the property and materials used in performing this Contract. Further the Contractor agrees to hold the City harmless for any loss of such property and materials used in pursuant to the Contractor's performance under this Contract.
3. The Contractor shall not discriminate against any employee, or applicant for employment because of race, color, sex, age, or handicap, religion, ancestry, marital status, national origin, place of birth, or sexual preference. The Contractor further covenants that it will comply with the Civil Rights Act of 1973, as amended; and the Michigan Civil Rights Act of 1976 (78. Stat. 252 and 1976 PA 453) and will require a similar covenant on the part of any consultant or subcontractor employed in the performance of this contract.



CITY OF NOVI

ArcGIS Server Development & Hosting Services

FEE PROPOSAL FORM

We the undersigned propose to furnish to the City of Novi, according to the specification, terms, conditions and instructions attached hereto and made a part thereof:

PART A – Base Bid

1. API Design and Configuration \$ _____
2. Internal Environment Setup \$ _____
3. Security Toolset for AGS Services \$ _____
4. Hosting Environment Configuration \$ _____

TOTAL PART A \$ _____

PART B – Annual Hosting Fees

- July 1, 2010 – June 30, 2011 \$ _____
- July 1, 2011 – June 30, 2012 (provided contract is renewed) \$ _____
- July 1, 2012 – June 30, 2013 (provided contract is renewed) \$ _____

PART C – Hourly Support Fees

- Hourly Rate for GIS Support Assistance \$ _____
- Hourly Rate for API Development Assistance \$ _____

We acknowledge receipt of the following Addendums: _____
(please indicate numbers)

Comments: _____

Proposal submitted by:

Name (printed) _____ Title: _____

Company (Legal Registration) _____

Address _____

City _____ State _____ Zip _____

Telephone _____ Fax _____

E-mail _____

Signature _____ Date _____

Exhibit A: Proposed API Design

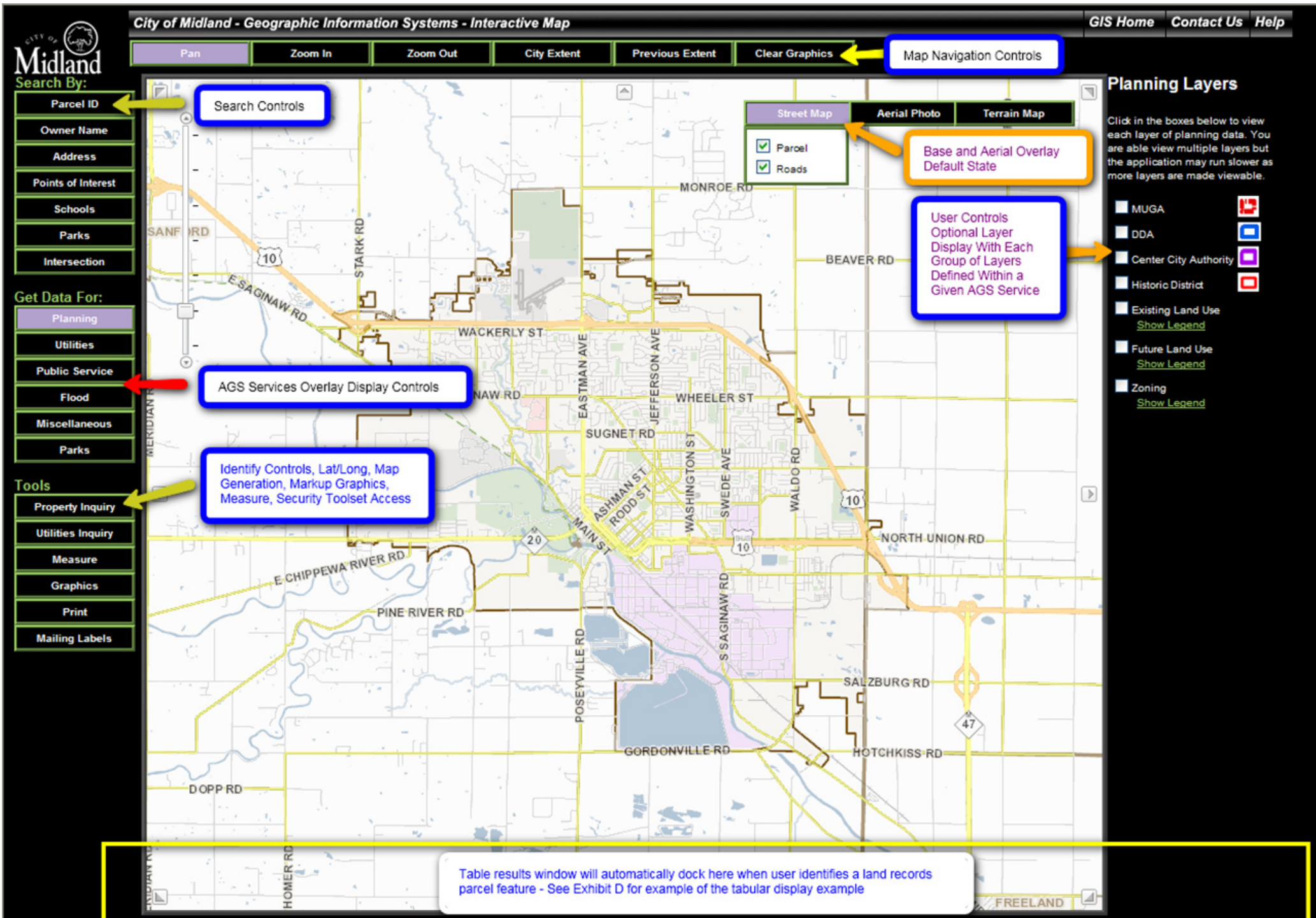


Exhibit B: Markup / Graphic Toolset

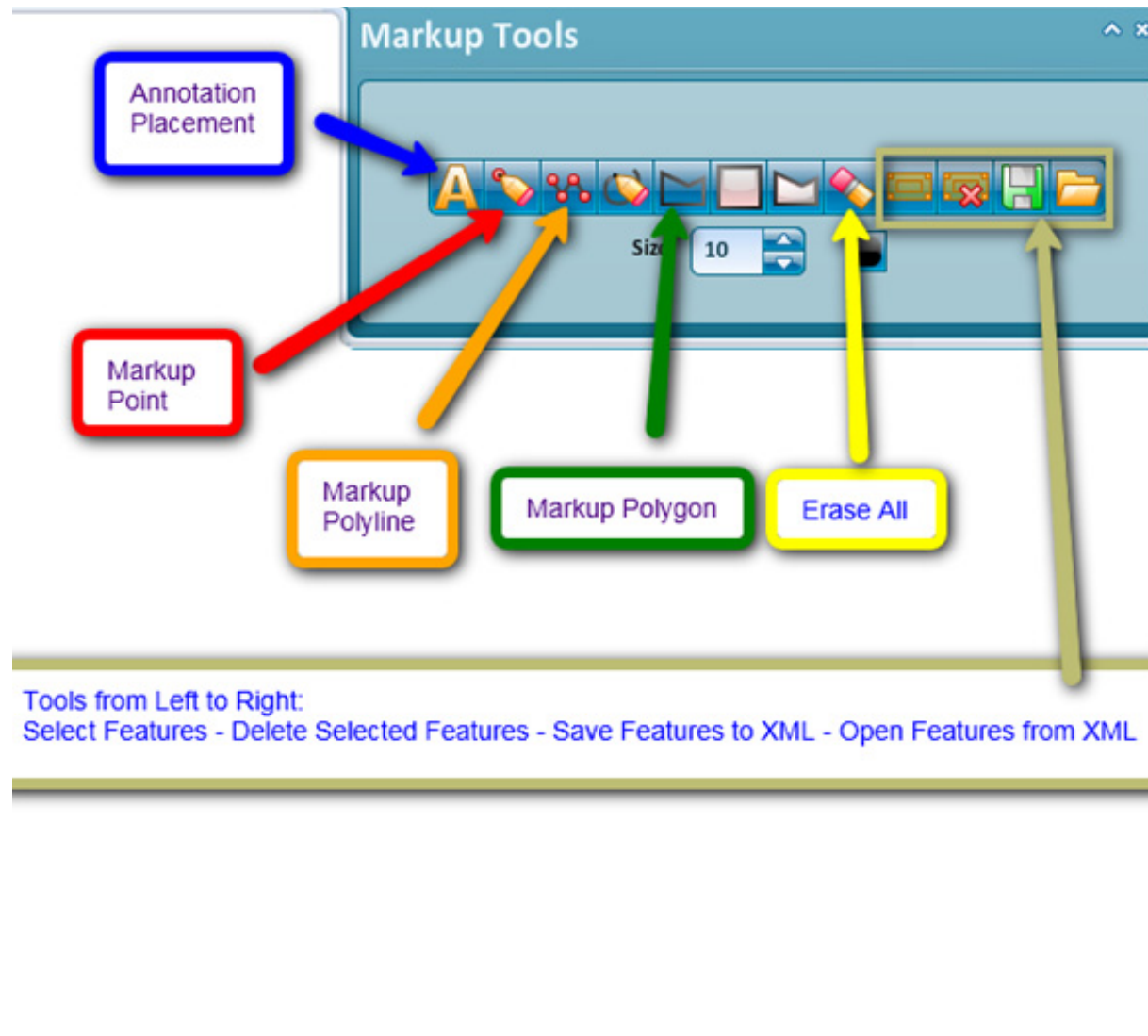


Exhibit C: Measure Toolset

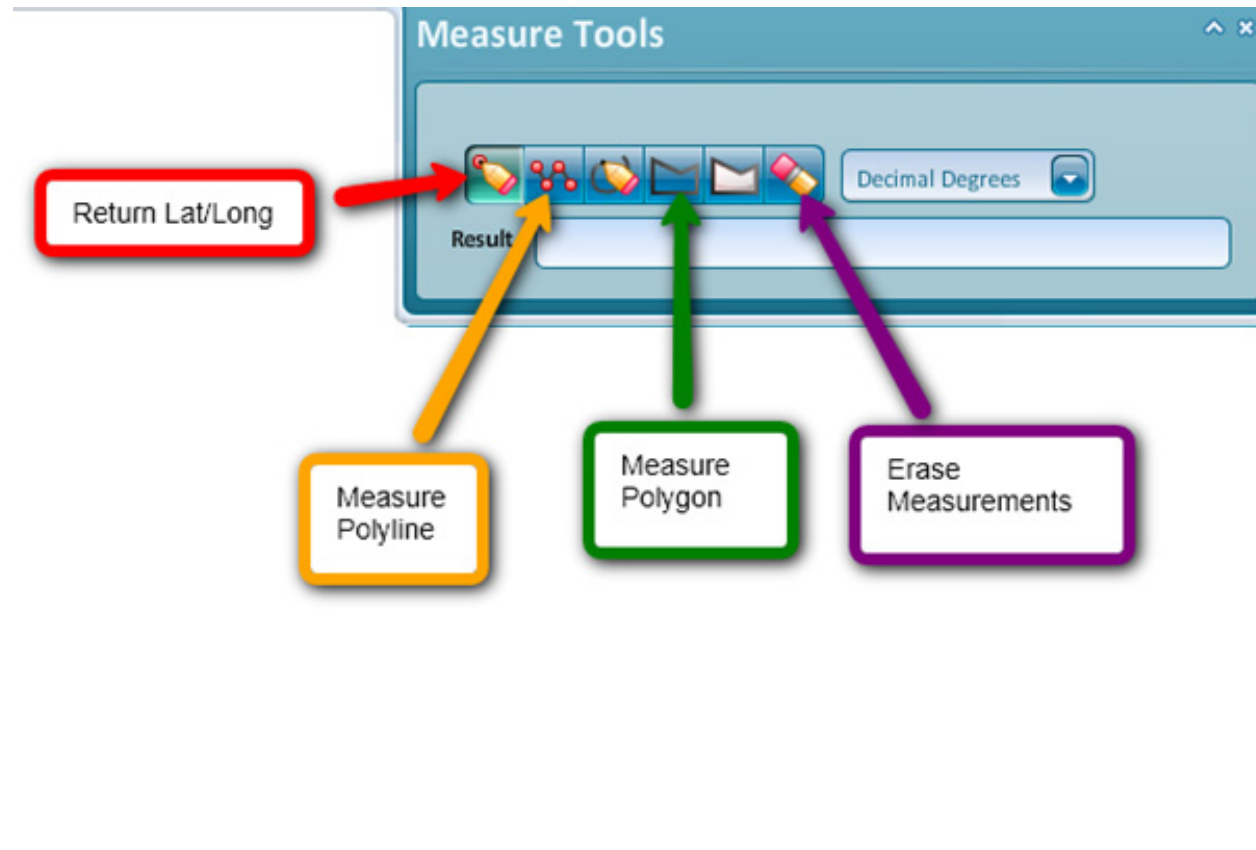


Exhibit D: Identify Tools

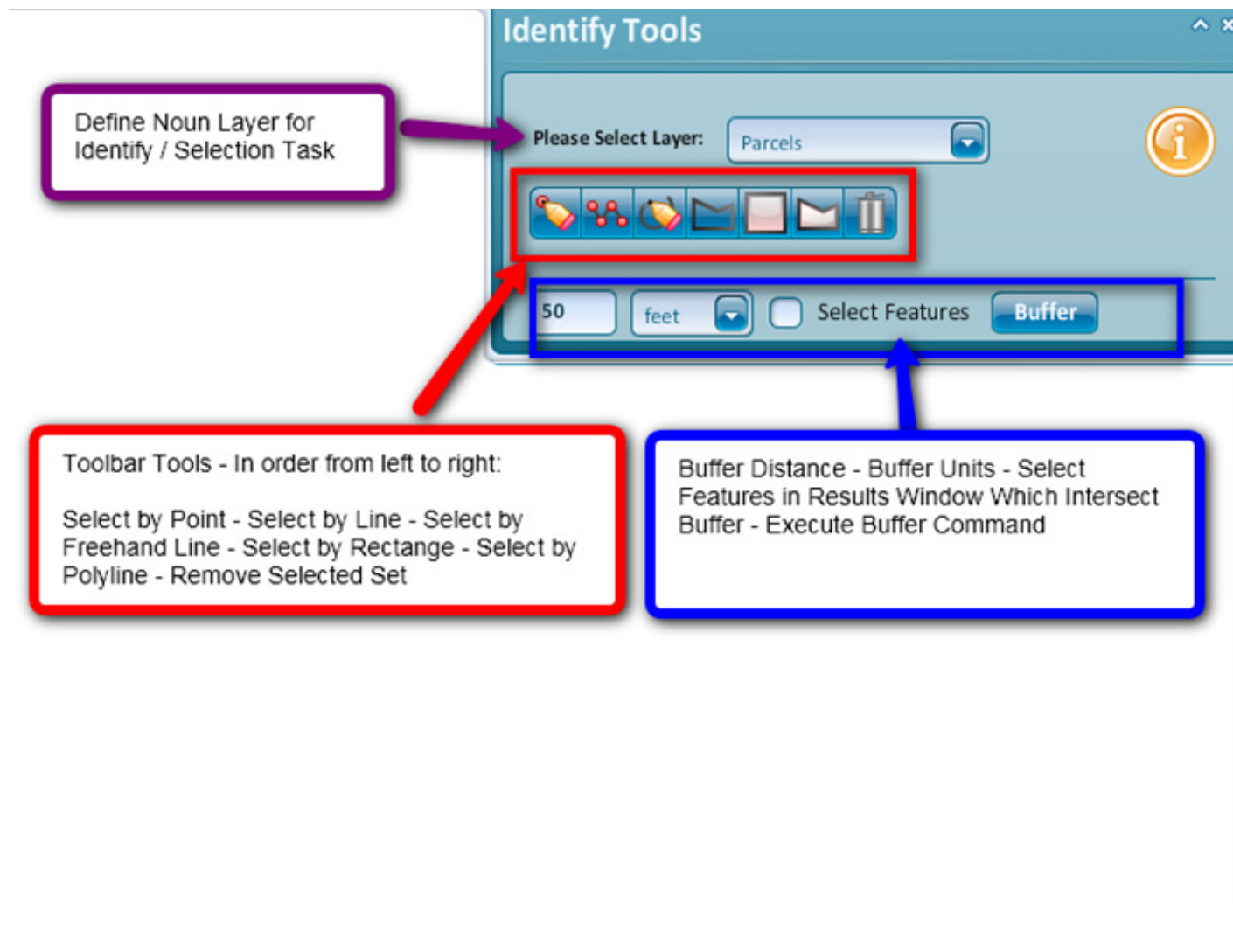


Exhibit E: Results Table

Results FOR LAYER Parcels (8) List View

Export to Excel Clear Results

Actions	Parcel Number	Tax ID (11-d)	Owner Name	Owner Street	Owner City	Property Street	Property City	Legal Description	Neighborhood	Property Class	Land Value	Improvement	Total Assess	Legal Acreage	Calculated #
  	10-18-11-700	18-00031-007	Boggs Shirleer	601 Monroe S	Charlestown I	601 MONROE	Null	Morrow Add; I chas res # 23	1 Family Dwel	45800	181800	227600	0	0.638	
  	10-18-11-700	18-00031-015	Combs Elmer I	15121 Rocket	Charlestown I	1211 NEW ST	Null	Pt Lot 422 chas res # 23	1 Family Dwel	19600	86000	105600	0	0.268	
  	10-18-11-700	18-00031-008	Combs Elmer I	15121 Rocket	Charlestown I	NEW STREET	Null	Pts 423; Morri chas res # 23	Vacant - Platte	10500	0	10500	0	0.127	
  	10-18-11-700	18-00031-027	Dockter Chris	2617 Emerald	Charlestown I	630-640 OAK	CHARLESTOW	Morrow'S Add chas res # 23	2 Family Dwel	6000	132400	138400	0.14	0.131	
  	10-18-11-700	18-00031-004	Duvall Joseph	1291 Morrow	Charlestown I	1291 MORRO	Null	Lot 412; Morri chas res # 23	1 Family Dwel	22900	82100	105000	0	0.323	
  	10-18-11-700	18-00031-017	Latuch Alexar	PO Box 241	Charlestown I	1210 NEW STI	Null	Pts Lots 423 8 chas res # 23	1 Family Dwel	16100	59500	75600	0	0.145	

BS&A Hyperlink to Property / Tax Payment / Utility Payment Services

Passes Request to Online Application Service to Retrieve Property Details

Vertical Scroll Bar

Exhibit F: Sample Welcome & Disclaimer Page

CivXplorer v4 - Windows Internet Explorer

 **City of Novi** Internet Mapping Portal

 CITY OF NOVI, MICHIGAN

**Welcome to City of Novi
Internet Mapping Portal!**

This service will enable you to search our **City-wide** mapping system for a particular property or any other location. You have the option of viewing the City of Novi in detail based on a particular address, property identification number (PIN) or by zooming in to an area of interest. This is a Geographic Information Systems (GIS) application brought to you by the [City of Novi, MI](#).

This web service is optimized for Microsoft Internet Explorer (Version 6.0 and newer) or Mozilla Firefox (Netscape 7). A minimum 56K internet connection and a screen resolution of 1024 x 728 are recommended. No guarantee is made that content may be viewable in other browsers and/or display settings.

This site uses Pop-ups! If you are using a Pop-Up Blocker, you will need to turn it off.

Important Information - Please Read.....

Map Disclaimer:

This map is neither a legally recorded map nor a survey and is not intended to be used as one. This map is a compilation of records, information, and data located in various city, county, state, and federal offices and other sources regarding the area shown, and is to be used for reference purposes only. However, much of the data was not compiled or created by the City of Novi. The City of Novi makes no warranty, express or implied, that the Geographic Information Systems (GIS) Data used to prepare this map are error free, and the City of Novi does not represent that the GIS Data can be used for navigational, tracking, or any other purpose requiring exacting measurement of distance or direction or precision in the depiction of geographic features. The City of Novi makes no warranty, express or implied, as to the accuracy, completeness, or usefulness of the information presented. Official records should be used as a primary information source for verification of the information provided on these pages. Users are advised that any use of this information is at their own risk.

The City of Novi will not be liable for any claims, actions, damages, or judgments of any kind whatsoever arising out of the use or misuse of the information contained in this mapping site. Independent verification of all information contained on this web site should be obtained by any user.

The City of Novi, its employees, agents, and personnel, disclaims, and shall not be held liable for, any and all damage, loss, or liability, whether direct, indirect, or inconsequential, which arises or may arise from this web site information or the use thereof by any person or entity.

I agree to the Terms of Use