

**REQUEST FOR PROPOSALS
TO PROVIDE**

GIS Website Development and Hosting Services

for

CITY OF HIGHLAND, CALIFORNIA

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I. EVENTS CALENDAR

Advertisement of RFP	October 22, 2008
Proposals Due (Before 5:00 p.m.).....	November 13, 2008
Notification of Shortlist.....	November 21, 2008
Consultant Interviews.....	December 4, 2008
Notice of Contract Award.....	January 13, 2009*

* Subject to completion of fee negotiations

II. INTRODUCTION

The City of Highland in San Bernardino County California is a residential community of 52,000 people. The objective of the GIS Web Application is to display and query City-specific information supporting internal City departments, external partners (e.g. County sheriff and CalFire), and the public.

The City is seeking proposals for web-hosting services for the City's GIS data. The City currently does not use GIS and wishes to provide access through a commercial-off-the-shelf (COTS) internet web application for its current and future GIS needs. The City has approximately 20,000 parcel polygons in its basemap and covers approximately 25,000 acres.

The City will be responsible for defining, documenting, and coordinating the GIS data layers to be hosted.

The Vendor will be required to provide the following services:

- ◆ GIS Web Application Hosting
- ◆ GIS Data Setup & Update Support

III. INQUIRIES

All inquiries regarding the request for proposals (RFP) shall be addressed in writing, preferably via E-mail, to:

David Daniely, Administrative Analyst
City of Highland
27215 Base Line
Highland, CA 92346
Fax No. (909) 862-3180
Phone (909) 864-8732, Ext. 255
E-mail address: ddaniely@cityofhighland.org

IV. SCOPE OF WORK

Overall objectives specify a GIS web application for the display and query of GIS data.

A. Performance and Capability

The service provider will describe their level of service for the items listed below.

1. web site storage space capacity (City needs approximately 100 GB)
2. bandwidth
3. server processor capability
4. competing hosted applications
5. managed server stability
6. security assurance and connection reliability to the internet
7. uptime guarantee
8. downtime or disruption of the site in the event of needed server upgrades
9. failover plan
10. technical support help desk, service response guarantee to City
11. customization flexibility

B. Data Configuration and Support

The service provider will describe their approach for the following services for setting up the GIS web application and receiving periodic data updates.

1. Coordination of GIS data sets for GIS Web Application hosting with the City
2. Provision of FTP/VPN upload of GIS data from City to Vendor
3. Testing of GIS data upload, how the vendor QC the data uploaded
4. Multiple table relates
5. Data input screens and data export
6. Testing and demonstration of GIS web application site

7. Training for the use of the GIS Web Application using the City's data (the City requests 1 day initial training with 1 day follow-up training no less than 6 weeks later)
8. Customer service plan, e.g. phone-in technical support for users

C. Host GIS Data Layers

The vendor will agree to host and provide display and query capability to the following GIS layers:

1. Aerial Orthophotography
2. County provided Parcel Base with Assessor Information (Title, Appraisal, and Property Characteristics)
3. City provided Jurisdictions with City Limits, Sphere, Special Districts, and other Boundaries
4. City provided General Plan Data Set
5. City provided Policy Layers (fire hazards, flood, geologic, redevelopment, etc.)
6. City provided City-Owned Facilities Layer
7. City provided Bus Stop and Bus Route Layer
8. City provided Work Order layer (when available)
9. City provided Document Image layer (when available)
10. City provided Storm Drain layer (when available)
11. City provided Pavement Management layer (when available)
12. City provided Address Point Layer (from Hdl) with attached information for:
 - a. Building Permits
 - b. Business Licenses
 - c. Other City Data

D. GIS Web Application Features

The vendor will verify and comment on their capability to provide a COTS web-based GIS application interface including configuration for display of City data with the following application features:

1. Application must be compatible with ESRI data format
2. Provide access and support to web-based GIS application through a common web browser.
3. Provide data access levels to three groups: 1) Administrator (add/drop user accounts), 2) City internal and external partners, and 3) the general public
 - a. Access control to restrict GIS data layers and/or attributes and GIS Web Application features
 - b. Original configuration: Internal and External Partners shall have access to all information. General public shall not have access to Owner name.
4. Provide display of all GIS layers identified in Task 2.
5. Provide the desired features:
 - a. Support concurrent users
 - b. Grouping of map series for Engineering, Public Works, Planning, and other departments.

- c. Legend display of pre-set GIS data set colors, patterns, and symbology for map themes
- d. Display toggle for user specified GIS layers (e.g. checkbox)
- e. Zoom in, zoom out, pan, previous display, and full extent display tools
- f. Query parcels using Parcel#, Address, and Owner name. (General public query using Parcel# and address only)
- g. Identification of feature attributes using point-and-click displaying all information in the active GIS layer. General public identification must display no ownership information.
- h. Select primary feature(s) and buffer select secondary features within a user-defined distance. All users can export up to 10 features to KML or KMZ file for immediate re-projected, compatible use in Google earth. Original configuration: Internal and External Partners can create a mailing labels list from the parcel ownership data compatible with mail merge techniques.
- i. Measure distance tool
- j. Map print tool showing map page layout, map display, map legend, scale bar, north arrow, City logo, and disclaimer. Print page capability for 8 ½ x 11 and 11 x 17 sizes. Capability to produce print pages in PDF format.
- k. Help system integrated with GIS web application with “About” link for site info, technical support, and City contacts.

VI. INSTRUCTIONS AND CONDITIONS

A. General Conditions

1. The City shall not, in any event, be liable for any pre-contractual expenses incurred by the consultant in
 - Preparing the proposal and submitting the proposal to the City
 - Preparing and participating in City interview process
 - Negotiating with the City related to this proposal; and
 - Any other expenses incurred by consultant prior to an executed agreement
2. The City reserves the right to withdraw this RFP at any time without prior notice. Further, the City makes no representations that any agreement will be awarded to any consultant responding to this RFP. The City expressly reserves the right to postpone reviewing the proposals for its own convenience and to reject any and all proposals responding to this RFP without indicating any reasons for such rejection(s).
3. Any contract to be awarded as a result of this RFP will be awarded without discrimination based on race, color, religion, sex, or national origin.

4. Prospective consultants are encouraged to promptly notify the person designated in Section III of this RFP, in writing, of any apparent inconsistencies, problems or ambiguities in the Scope of Work or any other section of this RFP. If deemed necessary, the City shall issue addenda to clarify such circumstances.

B. Proposal Format and Content

The proposal shall be bound with 8-1/2" by 11" sheet sizes for text and figures and no larger than 11" by 17" sheet sizes for any fold out drawings. Proposals shall be limited to 25 total pages, single-spaced 12-point font, excluding outside covers, cover letter, and dividers (which do not contain any promotional or project-related information).

The proposal shall include the following information:

1. COVER LETTER – A brief introduction of the consultant's proposal. Identify team members and their roles on the project. Include the full mailing address, telephone, and FAX numbers for the prime consultant. Identify the primary contact person and provide the e-mail address.
2. UNDERSTANDING AND APPROACH – The consultant's understanding of the primary issues and objectives of the project. Provide the methodology/approach proposed to accomplish the services as defined in the Scope of Work.
3. SCOPE OF WORK – A comprehensive description of the activities proposed to complete the project. Conform to the Objectives shown in Section IV of this RFP, and identify all the tasks needed to achieve the City's objectives. Provide a schedule for the project that includes milestones for each major task and estimated time frames for review by City.
4. PROJECT TEAM – Describe the Project Team and include an Organizational Chart identifying the Project Manager and Support Staff (including those of subconsultants). Provide resumes for all key personnel proposed for the project.
5. QUALIFICATIONS AND EXPERIENCE – Describe the qualifications and experience of the project team in providing web-hosting GIS services for public agencies. For each client listed, provide an agency reference name and phone number that the City may contact to verify the experience cited. A minimum of three references is required.
6. PROPOSED FEE – A cost proposal shall be provided in a separate, sealed envelope, which will not be opened until the initial consultant ranking process is complete. The total cost will be used as a not-to-exceed fee for the

services. The cost proposal shall be backed up by a breakdown of man-hours and costs for each task identified in the Scope of Work.

C. Consultant Selection Process

A selection committee will be assembled which will consist of City staff. The committee will evaluate the written proposals and invite between three and five firms for interviews, which will result in final ranking of the consultants.

After ranking of the consultants, a negotiation meeting between the number one-ranked consultant and the City will be arranged for the purpose of determining an agreed fee and scope for the work.

If negotiation of an agreed fee and scope for the work fails with the most qualified service provider(s), the service provider(s) will be notified that negotiations are terminated, and the negotiating process will begin with the next ranked service provider(s).

The basis for selection of prospective service providers will include, but not necessarily be limited to:

- Understanding of the overall project, and appropriateness of proposed approach and scope of work
- Experience with similar kind of service.
- Client references demonstrating service providers' experience and ability to complete similar projects on schedule and within budget
- Experience and quality of staff to be assigned to the project, particularly the experience and background of the proposed Project Manager, supporting staff, and sub-consultant(s).
- Proximity of the location of service provider's office

VII. SUBMITTAL INFORMATION

Consultants interested in providing services for these projects shall submit proposals to:

Dennis Barton, Assistant Public Works Director
City of Highland
27215 Base Line
Highland, CA 92346

All proposals shall be received at this location no later than **5:00 pm on Thursday, November 13, 2008**. Five bound copies and one unbound original of the proposal and two copies of the cost proposal (in separate, sealed envelope) shall be submitted.