

**CITY OF SANDPOINT**  
**Request for Proposal**  
**RFP No. 20-1920-2**  
**GEOGRAPHIC INFORMATION SYSTEMS (GIS)**  
**CONTRACT SUPPORT SERVICES**

**QUESTIONS & ANSWERS NO. 6**

DATE: September 11, 2020

PROPOSALS DUE: **Friday, September 18, 2020, no later than 2:00:00 PM Pacific Time**

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**The following are questions as submitted to the City and the City answers to those questions.**

1. **QUESTION:**

Per RFP D Required Proposal Format and Content, it states the proposal shall be "separated by dividers". Will the government accept separation of softcopy proposal with a cover page for each new section as the divider or would the government prefer a page left blank?

**ANSWER:**

**The City asks for dividers between each of the required sections of the Proposals.**

2. **QUESTION:**

What is the cities user authentication process for ArcGIS Online Services? (i.e. named user account, concurrent user licenses, single use licenses, etc).

**ANSWER:**

**Named User Account**

3. **QUESTION:**

What is the cities current subscription and support level from Esri as it relates to the apps and services including Esri credits?

**ANSWER:**

**The City's ArcGIS Online subscription type is Organizational Plan. The type of support is Standard and current credits remaining is 1369.**

4. **QUESTION:**

How many GIS applications are in use?

**ANSWER:**  
**9 applications**

5. **QUESTION:**  
How many GIS solution developers are at City of Sandpoint?

**ANSWER:**  
**The City has 0 GIS solution developers.**

6. **QUESTION:**  
Are any GIS applications available to the general public?

**ANSWER:**  
**Yes, a host of publicly accessible Web Maps are available at <https://www.sandpointidaho.gov/your-government/maps>**

7. **QUESTION:**  
Roughly how many additional GIS applications are planned in the next year?

**ANSWER:**  
**Undetermined at this time. The City of Sandpoint will prioritize GIS needs and resources which may or may not include new GIS applications.**

8. **QUESTION:**  
Are custom shapefiles in use today (eg, parcel boundaries, public space boundaries)?

**ANSWER:**  
**City of Sandpoint's GIS Data mostly resides in Esri Geodatabases rather than shapefiles.**

9. **QUESTION:**  
Are any mobile GIS applications in use today?

**ANSWER:**  
**None other than Esri Web Maps accessed by mobile phones.**

10. **QUESTION:**  
Are you hosting any externally-developed GIS solutions?

**ANSWER:**  
**No**

11. **QUESTION:**

Is City of Sandpoint using both ArcGIS Portal and ArcGIS Online?

**ANSWER:**

**Yes**

12. **QUESTION:**

Is City of Sandpoint open to alternative hosting alternatives to ArcGIS Online if there are significant cost savings?

**ANSWER:**

**The City of Sandpoint is open to alternative ideas that integrate well with the existing investment made with Esri products.**

13. **QUESTION:**

Is City of Sandpoint using aerial or satellite imagery in any current GIS applications?

**ANSWER:**

**All City of Sandpoint GIS applications developed with Esri products come with aerial basemap viewing options.**

14. **QUESTION:**

Is City of Sandpoint using ESRI Gallery?

**ANSWER:**

**No**

15. **QUESTION:**

Is City of Sandpoint using ESRI story maps?

**ANSWER:**

**No**

16. **QUESTION:**

Can you confirm that proposals can be submitted via email and that hard copies are not necessary?

**ANSWER:**

**See the posted Questions and Answers No. 4 document**

17. **QUESTION:**

Can you confirm that all that is required in the Letter of Transmittal is acknowledgment of addenda and the signature of a company representative?

**ANSWER:**

There is no Letter of Transmittal. If you are referring to the "Responder Certification" page, please follow instructions of the RFP and what is required on the "Responder Certification" page.

Per the RFP INSTRUCTIONS Section A:

"Proposals must be submitted as required in Section C and D, as well as filling out, signing, and returning "Responder Certification" page within this packet. Proposal and Responder Certification to be signed by a person having the authority to bind the Contractor in a contract. Completed proposals and Responder Certification page to be submitted as follows:

U.S. Mail or by other delivery method, four (4) hard copies and one (1) thumb drive, pdf copy, of proposal to:

City of Sandpoint  
Attn: City Clerk  
1123 Lake Street  
Sandpoint, Idaho 83864

Emailed submissions may be sent to [cityclerk@sandpointidaho.gov](mailto:cityclerk@sandpointidaho.gov).

All mailed/delivered Proposals must be received not later than 2:00:00 PM Pacific Time, Friday, September 18, 2020.

18. **QUESTION:**

What is the City's anticipated ongoing level of support required for this project? How many support inquiries do City users submit now? What is the current process for supporting City GIS users?

**ANSWER:**

GIS support levels will vary based on the end user need and project rollouts. Current support requests are minimal and are processed by internal staff.

19. **QUESTION:**

Aside from the response times already provided, what are the City's expectations for support in a service agreement?

**ANSWER:**

Please refer to Section 2 SCOPE OF SERVICES of the RFP for a detailed list of expected services from selected vendor.

20. **QUESTION:**

What types of support issues does the city deem "high priority"? What types of support issues does the city typically deem "low priority"?

**ANSWER:**

**The City of Sandpoint is a first responder and provides public service and response 24/7, 365 days per year. Although rare, there could be situations or emergencies that arise where we would need the 2-hour turnaround service. It would be the City's expectation to be provided a 24-hour contact phone number, specifically for these types of situations. It is the City's recommendation that the awarded contractor utilize some form of on-call process to be able to accommodate any high priority request that may arise. Low priority support issues may entail but not limited to mapping, data maintenance, and minor fix it requests.**

21. **QUESTION:**

In Section 2, the City requests at least three (3) client references for each key individual. Additionally, in Section 3, the city requests three (3) project profiles for similar support services. If there is some overlap between work as an individual, group, or as an entity, is it OK to "double up" and use the same project profile for two individuals or for both Sections 2 and 3? Will points be lost if unique references are not provided for each individual and Section 3?

**ANSWER:**

**Yes, you may "double up" client reference/project profiles. The Review Committee will evaluate and score based on the requirements of the RFP.**

22. **QUESTION:**

In Section 5 (d) the City requests "firm should submit examples of such applications and interactive maps using this technology that they have developed and maintained successfully with clients", can the City please elaborate on the expected deliverable here? Is the City looking for actual files and/or coding documentation as part of this submission? Additionally, if so, may project names and/or clients be scrubbed from examples in the interest of privacy?

**ANSWER:**

**The City of Sandpoint would accept screen shots of applications and interactive maps with an accompanied detailed description of its intended use, technology stack, and information on any programming code used. Project name and/or client information is preferred but can be removed if you feel there is a privacy issue.**

23. **QUESTION:**

How many GIS users are there for:  
ArcGIS online and Portal  
ArcGIS desktop  
ESRI custom web applications

**ANSWER:**

**ArcGIS online and Portal: 50 internal and public access**

**ArcGIS desktop: 4**

**Esri custom web applications: Web applications are built primarily from web app builder within portal with very little coded customization. The City does have a custom model in ArcGIS Pro for address data to be used in the Laserfiche software.**

24. **QUESTION:**

How many city departments and outside agencies have access to GIS applications?

**ANSWER:**

**The City's GIS includes a public view of data open to all. The City is not currently participating in any sharing within the portal or AGOL to other agencies. The City has recently provided access of some non-public data for City contractors in the area of fiber.**

25. **QUESTION:**

How many external data sources are being ingested into GIS solutions?

**ANSWER:**

**Bonner County GIS data via REST and AVL data is being fed into the City's portal hosted database (from MarshallGIS)**

26. **QUESTION:**

Are there any GIS applications using zip-code or census boundary shapefiles today?

**ANSWER:**

**No**

27. **QUESTION:**

Would there be an ability to escalate rates after Year 1?

**ANSWER:**

**Respondents can structure their price proposals however they wish as long as they follow the City's requirements. The Price Proposal requires the following:**

**"Respondent must provide price proposal in both monthly and annual costs for services as outlined in 6.1 and 6.2 above for FY 2021/2022, FY 2022/2023, and 2023/2024. Pricing will be re-negotiated upon the first one-year renewal for FY 2024/2025."**

**Pricing submitted within the Proposal remains as proposed for the initial three-year term.**

28. **QUESTION:**

The RFP mentions both MS Sql Server, and MS Sql Server express, is the City running both or just express?

**ANSWER:**  
**Information is not available at this time.**

29. **QUESTION:**  
What version of PostgreSQL is the City running?

**ANSWER:**  
**Information is not available at this time.**

30. **QUESTION:**  
What version of MS SqlServer is the City running?

**ANSWER:**  
**Information is not available at this time.**

31. **QUESTION:**  
Is the budget of \$60,000 for fiscal year 2020/2021 earmarked for this RFP or the entire GIS department and support?

**ANSWER:**  
**The \$60,000 budget is for the GIS Program for Fiscal Year 2020/2021. The GIS services currently being provided internally, will be provided by the new GIS Contract.**

32. **QUESTION:**  
Is the city open to participating in case studies or user case stories after the project has completed with the responder?

**ANSWER:**  
**The City of Sandpoint will determine their involvement in such studies or user stories at a later date.**

33. **QUESTION:**  
Are On-Call Services 24/7?

**ANSWER:**  
**Reference back to the Answer for Question #20 above.**

34. **QUESTION:**  
Can all GIS Services be performed remotely?

**ANSWER:**

**See the posted Questions & Answers No. 1 document.**

35. **QUESTION:**

Could the first deliverable be the development of a Recommended Priority GIS Plan of Action?

**ANSWER:**

**The City would encourage Respondents to include services or recommendation for services they feel would be beneficial to the City's GIS Program.**

36. **QUESTION:**

Can consultants offer existing Esri configured solutions and tools as part of the package?

**ANSWER:**

**Yes**

37. **QUESTION:**

Does the City want the consultant to recommend cost effective and optimum GIS strategies and solutions?

**ANSWER:**

**Yes**

38. **QUESTION:**

Would the City consider an out-of-state consulting company?

**ANSWER:**

**Yes**

39. **QUESTION:**

B.2.a: You mention the integration of Business Systems with GIS. Do you have an ETL (Extract transform and load) tool?

**ANSWER:**

**The City currently does not have an ETL tool.**

40. **QUESTION:**

B.2.b: Can you share the version of MS SQL?

**ANSWER:**

**Information not available at this time.**

41. QUESTION:

Can the City expand on what they mean by *Service-Level Metrics* in the project request section of the approach?

**ANSWER:**

**Service-Level Metrics provide how support services are tracked, monitored, measured, and reported.**

- **END OF QUESTIONS & ANSWERS** -