Request for Proposals
Web Map System

Closing:

Two complete hard copies and one (CD or USB key) copy prepared in .pdf format

or

By e-mail prepared in .pdf format to mmoody@Parksville.ca.

Response must be received before 2 pm Pacific Time on Friday October 25, 2019.

Closing Location:

City of Parksville – Parksville Civic & Technology Centre
Administration (First floor)
PO Box 1390
100 Jensen Avenue East
Parksville, BC V9P 2H3

Contact Person:

Michael Moody,
Manager of Information Systems
mmoody@Parksville.ca
250 954-3085

Contents

1.0 BACKGROUND

The City of Parksville is situated on Vancouver Island along Highway 19A approximately 37 Kilometres Northwest of Nanaimo. The City provides local government services to a population of 12,514 (2016).

The City has three main sites, being City Hall, the Firehall and Public Works facility where the majority of staff and services are located.

The City is looking to replace the currently operating iVault Web Mapping system.

The City is looking for a product that demonstrates a strong presence in the BC Local Government market, demonstrates a record of excellent technical support and consistently demonstrates to be current with the latest ArcGIS software version.

Technology
The City uses the following key components:

Component	Technology
GIS	ArcGIS Desktop 10.5 (Basic), AutoCAD Map3d 2019
Database	SQL Server 2014
Data Management	FME Professional Edition 2019
Financials	Diamond
Permitting	Tempest
Records/Document Management	File Shares / Some filing based on LGMA
Server OS	MS Windows Server 2019
Web Server	MS Windows IIS
Desktop Browser	MS IE 11(latest), Google Chrome (latest), MS Edge (latest)
Mobile (smartphone / tablet)	iPhones 5-10, Galaxy S7-S9 iPad / iPad air 2 / iPad Pro, Galaxy Tablets (Various models) Devices are typically running latest OS version updates

2.0 SCOPE OF WORK

❖ Provide a dedicated Account Representative.
❖ Provide a Web Map product that can have separate Web Map instances that do not display all of the same data. Specifically, a Web Map product that can publish an internal City Staff Web Map and a pubic facing Web Map.

Functional Requirements

The functional requirements are desired features for either an internal or external facing Web Map. Some features are required in both Web Maps. Please indicate which requirements listed are supplied in the proposed product.

Searching Requirements (including but not limited to)

- locate parcels based on Civic Address.
- locate parcels based on Owner Name.
- locate parcels based on BCA Folio Number.
- locate parcels based on PID.
- locate parcels based on Plan Number.
- locate roads based on Street / Road Name.
- locate roads based on Type
- locate roads based on Road ID
- locate underground utilities based on feature attributes.
- locate parks based on Park Name.
- locate features based on Zoning.
- The above searches are available in our current system. In addition, system administrators need the ability to create or modify searches for any features, as required.
- Search functions should be "smart search" functions where the values shown to the user are progressively constrained to only display matches with known data values.
- Tempest integration (calls for service, land, permits, licensing, utility billing, taxation, bylaw infractions, etc.)

Analysis Requirements
- Ability to find all features on layer X within Y metres of selected features on layer Z.
- Ability to identify properties with historical bylaw infractions.
- Ability to measure length of a user specified, multi-segment line.
- Ability to measure area of a user specified polygon.
- Ability to measure perimeter of a user specified polygon.
- Ability to measure distances to features based on shortest distance "as the crow flies".
- Ability to measure distances to features based on road network (e.g. nearest hydrant or fire hall).
- Ability to perform network traces (Utilities) (e.g. which properties are affected by a break or outage along the network?).
- Ability to identify new homes (e.g. homes constructed since a user-specified date).
- Ability to identify properties with dog licenses.
- Ability to identify properties with active development permits / building permits / bylaw files.
- Ability to identify properties with other permitted uses (e.g. approved cannabis production facilities).
- Ability to calculate total number / length / value of assets in a service area.

Mapping and Reporting Requirements
- Ability to create "self-serve" ad hoc maps with configurable options (e.g. North arrow, scale bar, legend).
- Ability to create mark-ups / red lining notations on the map, including:
    - Free hand features (lines, circles, areas)
    - Text / annotation
    - Rectangle features based on user-specified height and width (e.g. 120m x 40m).
    - Circle features based on user-specified centre point and radius
- Ability to export maps to geo-enabled PDF format.
- Ability to export maps to JPEG format.
- Ability to produce a Property Summary Report with user-specified content, including:
    - Servicing
    - Zoning
    - Owner info
    - ALR designation
    - Size/shape
  - Dates of servicing / building inspections
  - Current liens on property
- Regulatory Bylaw(s) applicable to property
- Ability to generate a list of mailing addresses for notifications based on a set of user-selected properties (mailing labels and mail merge).
- Ability to print from the Web Interface of what is displayed.

Collaboration and Sharing Requirements
- Ability to share red lining / mark-ups with other users.
- Ability to share map views with external agencies.
- Ability to "clip and ship" layers and export to Shape or KMZ formats.

- Ability to support 311 style reporting by public of the location of incidents or requests for service.

Mobile Data requirements
- Ability to perform red lining / create mark-ups in the field.
- Ability to capture and edit monitoring sites in the field.
- Ability to integrate photos taken in the field with GIS.
- Ability to update asset data in field (e.g. special meter readings, hydrant pressure, asset condition).

Other Requirements
- Ability to link to Google Street View from within the map.
- Ability to link from GIS features to PDFs/scans of as built drawings.
- Ability to link from GIS features to PDFs/scans of survey drawings.
- Ability to link from GIS features to CCTV videos.
- Ability to highlight activity areas (e.g. watermain flushing) and publish to the public via the City Web site and/or social media).
- Support for presentation of hyperlinks to other data sets.
- Ability to save "named views/quick maps" which would include such elements as visible layers, map extent, UI elements and symbology.

Non-Functional Requirements

Technical Requirements

- Must support an internal user base of approximately 50 users.
- Must support access by users via desktop and mobile devices such as laptops, tablet and smart phones via IOS and Android.
- Must support industry standard browsers such as: MS IE, Edge, Safari and Chrome Web browsers.
- Should be compatible with a cloud-based server architecture.
- Must not require users to install a plug-in.
- Must support accessing data from a versioned ArcGIS database running on SQL Server.
- Must provide a robust and intuitive user interface for creating maps that is configurable without the need for custom coding or development.
- Must be compatible with maps authored via MXDs.
- Must allow for custom views (e.g. control of which layers / fields are displayed of data, which are tailored to a particular user group.
- Must allow for configuration of presentation, including, but not limited to the following:
  - Layer names
  - Field names
  - Order of attribute display
  - Selection colour
- Should support the display of a courtesy message to users during planned outages.
- Should have the ability to notify City staff in the event of unplanned outages.

- Should support usage tracking and analytics (e.g. number of users / page hits, number of times layers are accessed).

Training Requirements

User training:
Departmental training sessions will be required to introduce staff to using the Webmap product. Please provide a training plan with details on time commitments required and material to be covered in order for staff to get the basics of operating the proposed Webmap product. For field staff, a training component should cover Laptops / Tablets. There are field staff in the Building, Bylaw, Engineering, Fire, Operations and Planning departments.

Department	# of sessions
Administration	1
Building & Bylaw	1
Engineering	2
Council	1
Finance	1
Fire	1
Operations (Utilities, Public Works, Parks)	2
Planning	2

Technical training:
Administrative or technical training should be a separate session for the IT and GIS staff and be a more in-depth session to deal with the operational maintenance of the system.

Platform / Vendor Requirements

The City is looking for a product that:

- Demonstrates a strong presence in the BC Local Government market.
- Has a demonstrated record of excellent technical support.
- Consistently demonstrates to be current with the latest ArcGIS software version.

3.0 SCHEDULE

The following dates, other than the RFP closing date, are guidelines only and may be adjusted based on the schedule proposed by the successful proponent.

RFP release date   September 23, 2019

RFP Closing Date: October 25, 2019

Anticipated Award Date: December, 2019

4.0 PROPOSAL FORMAT

This section describes the expectations for proposal formatting. Any proposal submitted should be in general alignment with these expectations to facilitate comparative evaluation.

Following the proposal format when submitting your proposal, will assist the City in performing a more accurate evaluation of proposals.

COVER LETTER

❖ Provide a single-page cover letter that introduces your company and products and services that you are offering in this RFP response.

TABLE OF CONTENTS

❖ Include a list of all sections and appendices in the proposal response and indicate corresponding page numbers.

PROJECT TEAM AND CORPORATE COMMITMENT

Establish that the proponent's organizational structure and proposed team, including sub-consultants and specialists, has the necessary technical and managerial knowledge to successfully carry out the requirements of this RFP. As well, confirm the proponent's corporate commitment to the adhering of the terms and conditions of this RFP.

❖ Provide a brief introduction of the proponent's company and any required sub-consultants.
❖ Identify the primary contact for the project. Should this primary contact not have the signing authority required to execute an agreement with the City, identify the individual who will fulfill this role in addition to the primary contact.
❖ Summarize the past relevant experience and performance of the proposed team's key personnel.
❖ Provide an organization chart showing the names and responsibilities of key personnel.
❖ Provide resumes (maximum 2 pages in length) for key personnel.
❖ State the corporate commitment to completing this project within the scope, budget, and timelines outlined.
❖ Declare that the proponent, if successful, will purchase a City of Parksville business license prior to beginning the project.

❖ Any deviation or exceptions to the terms and conditions included within this RFP must be fully described. Any proposal that contains terms or conditions that are contrary to, or inconsistent with, those included within this RFP may be rejected at the discretion of the City.

❖ Include a completed copy of section 7.*0 Proposal Commitment* from this RFP.

PAST PERFORMANCE AND REFERENCES

Present recent similar projects completed by the proponent, demonstrating a documented history of success at completing works similar to those described within this RFP.

❖ Provide an overview of a minimum of three and maximum of five recent similar projects. Include details of what aspects of these projects were undertaken by key personnel of proposed project team and/or any proposed sub-consultants.

❖ List the name, position, and telephone number of a contact person from each project to serve as a reference. References may be contacted to confirm the proponent's ability to meet budget, schedule, and quality targets.

PROJECT UNDERSTANDING, METHODOLOGY, TASK LIST, AND DELIVERABLES

Communicate in detail your understanding of the project, its requirements, and important issues. Describe both the project management and technical methodologies proposed to be used. Clearly indicate all services which are to be included, excluded, optional, or to be provided by others.

❖ Describe the proposed methodology and approach to manage the project, as well as identification and management of risks to the project and how those risks will be managed.

❖ Identify areas where innovative solutions supporting the purpose of the project are proposed and how they could be leveraged to drive project success.

❖ Provide a description of the communication requirements and expectations between the City and the successful proponent.

❖ List all phases of work, breakdown each phase into tasks, and discuss what is to be undertaken for each discrete task. Identify deliverables for each phase of work. **At a minimum, the phases of work and deliverables listed in "Section 2. Scope of Work" of this RFP must be present**. Additional phases and deliverables proposed to support innovative solutions or project management strategies will be acceptable.

- ❖ Support & Maintenance
    - o Where is support located?
    - o What are the operational hours as per Pacific Standard Time where the City is located?
    - o Describe how your support system works. Phone? Email? Online work order entry?
    - o What are typical response times to be expected from logging a request?

- ❖ Product Demonstration
    - o Short-listed Proponents will be required to provide a demonstration of their product to City staff representatives at a mutually agreed upon date and time.

FEES / COSTS

PLEASE PROVIDE THE FOLLOWING:

- ❖ Provide a Five-year total cost of ownership schedule for your proposed solution
- ❖ Where applicable, provide monthly cost for each service offered.
- ❖ Costs for options where applicable.
- ❖ Initial software licensing costs if applicable.
- ❖ Any one-time start-up and / or implementation costs.
- ❖ Training costs.
- ❖ Professional Services costs.
- ❖ Hosting fees yearly (if applicable).
- ❖ Ongoing annual subscription or maintenance costs.
- ❖ Provide costs for optional items (or add-ons) as a separate section.

5.0 PROPOSAL EVALUATION CRITERIA

The City will evaluate each proposal submitted on the basis of how well the proponents respond to the requirements of the RFP. Each submission will be assessed using a matrix scoring system as set out below.

PROJECT TEAM AND CORPORATE COMMITMENT - 10%

PAST PERFORMANCE AND REFERENCES – 15%

PROJECT UNDERSTANDING, METHODOLOGY, TASK LIST, AND DELIVERABLES – 25%

FEES / COSTS – 50%

Evaluation criteria for fees will be as per the following formula:

$$\text{Fees score} = \frac{\text{Lowest Price x 50 Points}}{\text{Proposal Price}}$$

FEES SCORE WILL BE BASED ON A FIVE-YEAR TOTAL COST OF OWNERSHIP.

6.0 PROPOSAL SUBMISSION

6.1 General

Before submitting proposals, proponents must satisfy themselves about the nature and location of the work, local conditions, the professional services, equipment, technology and facilities needed for the execution of the work, and all other factors that might have a bearing on their proposal. Proponents are fully responsible for obtaining all information required for the preparation of proposals and the execution of the work.

Proponents are solely responsible for their own expenses in preparing and submitting proposals, and for any meetings, negotiations, or discussions with the City or its representatives and consultants, relating to or arising from this RFP. Proponents agree that by participating in the RFP process, and/or submitting a proposal, they have no claim for compensation.

6.2 Inquiries

All inquiries regarding this request for proposal must be directed to:

> Michael Moody
> Manager of Information Systems
> City of Parksville
> Telephone: 250 951-3085
> Email: MMoody@Parksville.ca

All requests for information (RFI) related to this RFP are to be submitted in writing by email at least ten calendar days prior to the Closing Date.

RFIs and answers will be recorded and distributed via addendum posted to BC Bid (www.bcbid.gov.bc.ca). It is the responsibility of the proponent to download and obtain any addenda posted. Information obtained from any other source is not official and should not be relied upon.

6.3   Instructions, Terms, and Conditions

The following terms and conditions will apply to this Request for Proposal. Submission of a proposal indicates acceptance of all the terms that follow and that are included in any addenda issued by the City.

- Proposals clearly marked "City of Parksville, Communications Services RFP" must be received by the **Closing Date: before 2 pm Pacific Time on Friday October 25, 2019.**
- Proposals should be delivered to the attention of Michael Moody, Manager of Information Systems, at the City of Parksville Administration Department as follows:

By hand delivery, courier or mail:

City of Parksville
Administration Department
(First floor)
PO Box 1390
100 Jensen Avenue East
Parksville, BC V9P 2H3

By email:

Michael Moody
Manager of Information Systems
e-mail: MMoody@parksville.ca

- Proponents are cautioned to carefully read and follow the instructions, terms and conditions required by this Request for Proposal as any deviation, omission, as well as any inaccuracies or misstatements may be cause for rejection. However, the City reserves the right, at its sole discretion, to waive minor irregularities and defects in a proposal and proceed with that respondent.
- In the event only one proposal is received, the City reserves the right to return that proposal unopened.
- Proposals received after the closing time will be returned unopened.
- Proposals must be executed by an authorized signatory of the proponent utilizing the Proponent Commitment section of this Request for Proposal.
- All proposals and subsequent information or material received shall become the property of the City and will not be returned. The proposals will be held in confidence by the City subject to the provisions of the *Freedom of Information and Protection of Privacy Act*.
- Proposals may be withdrawn by written request only to Michael Moody, Manager of Information Systems, or his designate, at any time prior to the scheduled closing time.

Proposals remain valid and may not be withdrawn, for a period of Ninety (90) days following the deadline date for submission of proposals.

- Prior to the deadline date for submission of proposals, proponents must not contact any other representative of the City regarding this Request for Proposal, other than Michael Moody, Manager of Information Systems, or his designate. Unauthorized contact with any City representatives, including members of City Council, may be cause for the rejection of the proponent's proposal.

- The City is under no obligation to award a contract as a result of this Request for Proposal and reserves the right to terminate this Request for Proposal process for any reason, at any time. The City may then do nothing, re-tender, sole-source or complete the work with the City's own forces.

- No proponent shall have any claim for any compensation of any kind whatsoever, as a result of participating in this Request for Proposal process, and by submitting a proposal each proponent shall be deemed to have agreed that it has no claim.

- This Request for Proposal and the successful proponent's response may form part of any contract or professional services agreement entered into with the City of Parksville.

- Any information acquired about the City by a proponent during this process must not be disclosed unless authorized by the City, and this obligation will survive the termination of the Request for Proposal process.

- The proponent, including all consultants, sub-consultants, corporation or individual members of a proponent, will promptly disclose to the City any potential conflict of interest and existing business relationships they may have with the City or evaluation committee. The City reserves the right to disqualify any proponent who in its opinion has a conflict of interest, whether such conflict exists now or is likely to arise in the future.

- Pricing will be firm for the contract period unless this Request for Proposal states otherwise. All prices quoted are to be in Canadian funds including fees, charges, contingencies and applicable taxes.

- The lowest priced proposal will not necessarily be chosen, but the proposal that is deemed to offer the best overall value to the City of Parksville.

- Any dispute arising from this Request for Proposal, or subsequent agreement, will be resolved according to the laws of the Province of British Columbia.

- Using a subcontractor (who must be clearly identified in the proposal) is acceptable. This includes a joint submission by two proponents having no formal corporate links. However, in this case, one of these proponents must be prepared to take overall responsibility for successful interconnection of the two products and this must be defined in the proposal.

7.0 PROPOSAL COMMITMENT

This section must be completed by the proponent and included as an appendix with their submitted proposal:

Provided that this proposal is accepted within ninety (90) calendar days from the closing date, the undersigned agrees on behalf of the company named below, to supply the goods and services listed at the prices quoted, under the terms and conditions set forth in this RFP document, the proponent's proposal, any and all addendum, which shall together form the agreement. This proposal is valid and enforceable for a period of not less than ninety (90) days following the closing date. In accordance with the terms, conditions, instructions and specifications the undersigned agrees to supply products and services at the prices quoted.

Company Name:

Company Address:

Postal Code: Phone Number:

Email Contact:

Signature of Signing Officer:

Printed Name of Signing Officer:

Title of Signing Officer:

Date: