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## REQUEST FOR PROPOSALS

for

### **Geographic Information Systems (GIS) Evaluation of Capabilities and Recommendations**

Issued: February 6, 2014

#### **Purpose and Background**

The City of Edina employs a full-time GIS Administrator and part-time GIS Intern in the Engineering Department. The City uses ESRI's ArcGIS products, which are integrated with Azteca System's Cityworks. Though the majority of work is dedicated to the Engineering and Public Works departments, part of the GIS Administrator's time is spent preparing maps and data for other City departments and facilities. For development and other projects, the City contracts with Local Government Information Systems (LOGIS). LOGIS GIS support staff assists with customized development, integration, training, administration and spatial data maintenance.

The City of Edina seeks information from qualified vendors that can perform an external evaluation of our current GIS capabilities, staffing structure and vendor utilization. In addition to an evaluation of our current status, the City seeks recommendations on how to most efficiently grow our GIS capabilities to improve its internal service offerings to the various City departments an external service to residents of Edina.

The City of Edina desires the successful respondent to have had experience with similar evaluations focused on GIS in a municipal organization. This RFP is intended to gather information concerning the ability of the vendor to evaluate an existing service delivery model and make recommendations for its improvement.

#### **The vendor would be expected to:**

- Meet with a number of City departments to perform a needs analysis
  - Do all departments understand the benefits of GIS?
  - Define GIS usage per department. Are the needs of all departments being met?
  - It there enough user training on existing GIS applications?
  - Are the users able to customize the existing system enough to meet their changing needs?
- How could various departments benefit from additional service, and what sort of efficiencies might we expect if that additional service was provided? Analyze our current internal capabilities (coordination, project management, available staff time).
  - Are projects well planned and coordinated?
  - Are projects properly prioritized?
  - What factors are being used to prioritize projects?
  - Are projects being properly managed?

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- Are there efficiencies we could take advantage of?
- What amount of staff time is required to meet current GIS needs?
- What amount of staff time is required to meet future GIS needs?
- Which department or division is best suited to coordinate GIS activities?
- Analyze our current vendor arrangement with LOGIS (cost, capabilities, project turn-around time)
  - Are the costs in line with the level of service?
  - Are project turnaround times reasonable?
  - How does our current arrangement compare with services offered by other vendors and options?
  - Where can this be used to provide the most value for the City?
- Determine the best process for establishing and carrying out a City-wide GIS vision.

## Proposal Requirements

1. Company/contact name.
2. Company references and experience.
  - a. Experience with ESRI software.
  - b. Experience contracting in this manner.
3. Name of individuals who will be assigned to perform work for the City and their qualifications.
4. Timelines, including ability to start, expectations for updates to be made, and responses to requests for information.
5. Method of performing work (on-site/off-site/both, communications methodology).
6. Proposed price.
  - a. The City will accept bids based on a flat monthly fee, an hourly fee with a not to exceed cap, or a combination of both.
  - b. Proposed hourly fee for additional work not included in the contract.

## Selection Criteria

1. Professional qualifications, including credentials for each person assigned to work on the project.
2. Experience developing technological service evaluations, particularly in municipal government.
3. Ease and method of communications with the contractor.
4. Proposed contract terms, including cost.

Proposals are due to the City of Edina Communications & Technology Services Department by 4:30 p.m. Thursday, Feb. 28, 2014. Proposals should be sent to Director Jennifer Bennerotte; 4801 W. 50<sup>th</sup> St.; Edina, MN 55424.

The City intends to enter into a contract for the evaluation in March, with the work to commence shortly thereafter.

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