

# CITY OF DE PERE

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## Questions and Answers to the ESRI Utility Network Migration, Portal Install, and ArcGIS Enterprise Upgrade RFP Posted 2/19/2025

### Budget and Contract

**Q: What is the budget for the project? If budget can't be shared, is the budget over or under \$100,000?**

**Q: Is it possible for the City to provide the approved external (contractor/vendor) budget for the project?**

A: The total budget for this project is \$165,000.

**Q: Budget: is the City asking for hourly rates only and not a total cost for the tasks described on pages 6-7 of the RFP (#4 Budget)?**

**Q: Please provide clarity when asking for rates for Phases 1, 2, 3, and 4. Are "rates" referencing hourly rates for staff working on each phase, or is the City wanting cost estimates (either as time and materials or fixed fee) for performing each phase?**

A: The City is asking for a total cost for each phase, not hourly rates. Providing hourly rates would not disqualify a vendor from consideration.

**Q: Will the City of De Pere accept redlines to the service contract?**

A: Yes, we can consider changes or revisions to the standard agreement and determine if any changes would be acceptable.

**Q: If redlines are accepted, will all contract negotiation be conducted after the selection decision is made, or should our firm submit redlines to the sample contract with proposal submittal?**

A: Redlines to the sample contract can be made at the time the proposal is submitted. Contracts are negotiable, but the City likely wouldn't finalize negotiations until a vendor is selected, depending on the nature of the proposed changes.

**Q: Is there an incumbent for the contract?**

A: No.

**Q: Do you have a list of previous vendors you would be willing to share?**

**Q: Does the City currently have a vendor providing GIS services?**

A: We have not worked with any vendors regarding GIS services in recent years.

**Q: Is there a preference for a local vendor?**

A: No.

**Q: Are the insurance requirements negotiable?**

A: Those are our standard insurance requirements. That said, we would still review proposals with stated and explained deviations to those requirements.

## **IT and Infrastructure**

**Q: Will remote access to servers be granted to support installing/configuring Enterprise upgrades and Portal installs?**

A: Escorted access can and will be granted.

**Q: Does the City anticipate the upgrade to be an in-place upgrade or will install on new servers be part of the upgrade?**

A: The City is prepared to accommodate either scenario. Vendor preference.

**Q: Is the City's current ArcGIS Enterprise infrastructure on-prem? If so, are their plans to migrate ArcGIS Enterprise to the Cloud as part of the upgrade from v10.9.1 to v11.3?**

**Q: What environment is the current ArcGIS Enterprise implementation running in? (traditional on-premises servers, on-premises virtual environment, in the cloud)**

**Q: Will the upgrade be conducted in this same environment?**

A: The current infrastructure is on-prem virtual, and we intend to conduct the upgrade in the same environment. The City has no intention of moving GIS to a cloud deployment with this contract.

**Q: Will the upgrades need to be carried out outside normal work hours such as evening or weekends?**

A: It depends on if there is down-time associated with the upgrade or not. If there is downtime, we prefer to do the cutover after 5:00 p.m. Central.

**Q: Does the City have a back-up system in place and has it been tested, meaning have back-ups of software configurations and databases?**

A: Yes, we have a virtual server environment where we can create snapshots of existing infrastructure. Backups are run daily.

**Q: What is the OS and RDBMS the City uses for its ArcGIS Enterprise implementation?**

**Q: What is the Windows Operating System version for the SQL server and the ArcGIS Server?**

A: We are running current versions of Microsoft Windows Server and SQL Server.

**Q: Aside from the Utility Network, has the City implemented or wants to implement other Esri ArcGIS Enterprise extensions such as Image Server, Monitor, or GeoEvent Server?**

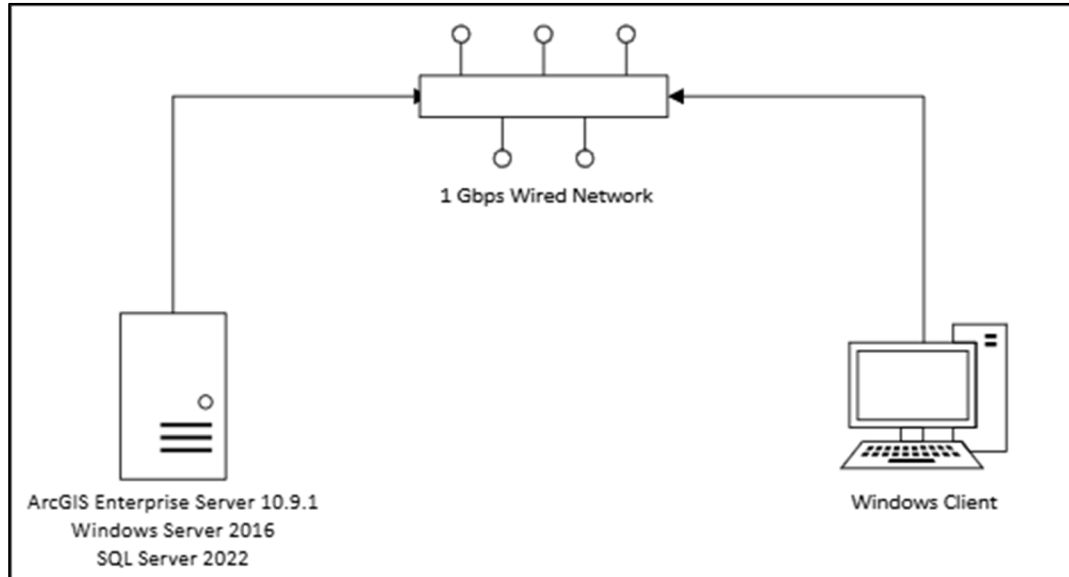
A: We do not anticipate implementing other extensions at this time.

**Q: Will the work for this RFP require on premise staff / or allow for remote work?**

A: The work for this RFP will not require on premise staff. It will allow for remote work. The City works primarily in the Microsoft Teams environment, but is willing to adapt to vendor preference.

**Q: Can you provide details of the current enterprise environment? (Architecture Diagram + Versions)**

A: Please see image below showing a diagram of the current Enterprise environment.



## **Data and Processes**

**Q: Can the City share all or part of its dataset for analysis purposes? This will allow for more accurate pricing.**

A: Yes, a sample dataset can be obtained by emailing Kristen Vincent at [kvincent@deperewi.gov](mailto:kvincent@deperewi.gov) to obtain a secure link to the data.

**Q: Can you confirm the total number of services to be migrated from the existing ArcMap environment to ArcGIS Pro?**

**Q: Phase 2 task #8: Migrate all City web services from the ArcMap service runtime to the ArcGIS Pro service runtime for use in the Portal environment. What is the # of services that need to be migrated, if known?**

- **# of map/feature services?**

A: We estimate no more than 85 services will need to be migrated.

- **# of geoprocessing services?**

A: We estimate no custom geoprocessing services need to be migrated, and no more than 30 default geoprocessing tools need to be migrated.

**Q: For the migration of services to ArcGIS Pro, will all 85 services need to be replicated or is there room to make those services more efficient while implementing?**

A: We anticipate there may be some cleanup needed (to be completed by the City) to reduce the number of services, but due to the numerous (and varying) pieces of information we share, we do not anticipate needing to streamline any further. That is, unless it is related to the web services created through the new Utility Network model.

**Q: Will the city supply public web applications *and* internal web applications through the new Esri infrastructure?**

A: The intent is to still provide our public-facing web map (DIME) to residents via the City website. We also have workflows that require the use of internal web applications that we plan to maintain.

**Q: Phase 3, #4: Assist the City in performing data clean-up in preparation for Utility Network migration. To clarify, is the City performing all clean-up tasks? Or is the City asking the vendor to complete all or part of the clean-up tasks?**

A: The City is asking the vendor to assist with the clean-up tasks. Due to the detailed nature of the dataset and limited City staff resources, we anticipate it will require both the City and the vendor to complete the task.

**Q: There are 2 internal GIS editors on staff, is it expected that these staff members will continue to their day-to-day work while the firm works on the system, or are they planning on being an integral part of the project?**

A: We anticipate it will be a mix of involvement and a mix of continuing day-to-day work. The two GIS staff are our GIS Manager, who will be an integral part of the project, and our GIS Analyst, who will be integral when it comes to data cleanup tasks.

**Q: Does the city have a percentage of data completeness for each utility dataset?**

A: We actively update and edit our utility datasets. Besides some natural backlog, our dataset is as close to 100% complete as possible. Not necessarily all of the City's utilities mapped (though we strive for as much completeness as possible). It's more 100% complete with the data we know of. Clean-up, however, is required to ensure connectivity.

**Q: What is the scope of the "data cleanup in preparation for the Utility Network Migration"?**

A: We estimate most, if not all, of the data cleanup will revolve around connectivity. While we try to connect every feature with snapping, we are aware that this does not occur everywhere in our dataset. Additionally, over the years, various practices have been put in place that do not fit with the spirit of the Utility Network. An example is a water service lateral line (mapped, City side) that connects to a lateral (non-mapped, private side). Prior practice was to draw a line with no fitting at the end to show it continued on, just not continuing on as City-owned, in some instances. However, that would show an open system in the Utility Network, which is not the case. Pipes like these do indeed continue, just to the private side that doesn't get mapped. This is just one scenario to explain cleanup that may be needed.

**Q: Can you confirm if any of the existing utility data is tied to other business systems within the City?**

**Q: Are there any other enterprise business systems integrated with the City's current state ArcGIS implementation that will need to migrate into future state use of the software?**

**Q: What, if any, third-party integrations need to work with the UN system (e.g. reporting, billing, OMS, etc.?)**

**Q: If so, will integrating these be in scope for this project, and responsibility of the implementor?**

**Q: Does the City have an asset management system? What asset management software is being used?**

A: No third-party integrations need to work with the Utility Network or other GIS data, and the existing data is not tied to any other business systems in the City. The City is entertaining a new ERP software platform in 2025/2026, though we do not know who that vendor will be at this time, or level of integration with GIS.

**Q: Do you plan to switch to branch versioning?**

A: If deemed appropriate for our workflows, we would be open to switching to branch versioning.

**Q: Can you please describe the Central Brown County Water Authority dataset integration requirements?**

**Q: Can you expand on the integration with Central Brown County Water Authority?**

A: This is a very small dataset (less than a few hundred total features) that shows the Water Authority's transmission mains. The City's water system is connected to the Water Authority's system at pump stations. Integration would involve showing the connections between the two systems at the pump stations. The full Water Authority service area extends well beyond the City limits, so we just need to show their pipes that are located within the City for locator purposes and where it connects to the City's system.

**Q: Is the Central Brown County Water Authority data stored with the City data or referenced via web services or other manner?**

A: The Central Brown County Water Authority data is stored within the City's database (not via a web service).

**Q: Is the Central Brown County Water Authority data already in the UN or will it be included in the migration?**

A: The Central Brown County Water Authority data is not in the Utility Network. It will need to be included. It is a small dataset that includes the transmission mains.

**Q: Can you expand on the Integration with EH Wachs valve turning device?**

A: The City's Water Division has an EH Wachs valve turning device. We are aware of ArcGIS compatibility to connect data collected from the device to our in-house dataset, but have not made that connection yet. The goal with this integration includes setting up a connection between the valve turning device, Portal, ArcGIS Online, and/or Utility Network data.

**Q: In 2024 a study was conducted to plan for the migration from Arcmap to ArcGIS Pro. What vendor conducted that study?**

**Q: In that study, was developing a UN plan part of the scope?**

**Q: What was the contracted value of that study**

**Q: Can a copy of that study be made to the responding vendors?**

A: We did not conduct a study to plan for the migration from ArcMap to ArcGIS Pro, nor did we plan/budget to complete one.

**Q: Does the City have any data currently not in the GIS system (i.e., paper documents, Excel spreadsheets, data from other systems, etc...) that the City plans to load into the GIS system before any upgrades?**

A: No. All data is already loaded into the GIS system.

**Q: Based on the ordering of the phases, are you expecting to move to ArcGIS Pro prior to the UN implementation?**

A: We can move to ArcGIS Pro when necessary and can reorder the phases of the project to suit the needs of the overall project.

**Q: Would the city consider implementing a different approach to phasing the Utility Network implementation and Enterprise upgrades?**

**Q: I would expect the installation of Portal for ArcGIS to happen alongside the ArcGIS Enterprise installation because of their close ties. Could the installation of Portal be lumped in with the Enterprise implementation?**

A: It is up to the vendor to describe their technical approach in their proposal. The City will consider all proposals that meet the requirements. To confirm, the City already has ArcGIS Enterprise installed. A portion of this contract is to upgrade from 10.9.1 to 11.3.

**Q: It appears that the ArcGIS Pro and Portal implementations are both a part of [the same] phase, rather than just Portal. Is there room to separate these into clearer tracks in the phasing?**

A: The City already has licensing for ArcGIS Pro with two users having some experience with the software. The intent of this section is to introduce other users to the software (who currently use ArcMap) or those current users to different workflows because of the new Portal environment. The ArcGIS Pro training will happen after the Portal implementation.

**Q: Is the December 2025 deadline for migrating to ArcGIS Pro or migrating to the UN?**

A: We did not state a deadline in the RFP, though we do understand it can be a lengthy process.

**Q: How far has the City gotten migrating to ArcGIS Pro? Are any users still on ArcMap?**

A: The two GIS staff members have received training in ArcGIS Pro, and use it for some of their tasks. We have migrated some of our maps to ArcGIS Pro. We frequently have utility data updates in the geometric network, so that has been the limiting factor for the City regarding a full switch-over to ArcGIS Pro. All ArcGIS Desktop users (12 including the two GIS staffers) still use ArcMap.

**Q: Aside from the mentioned web services, will any other ArcMap content/files need to be migrated over to ArcGIS Pro?**

A: No. We will migrate other content ourselves, as time allows. Migrating additional ArcMap content/files is not part of this contract.

**Q: Are all three domains currently using the geometric network?**

**Q: Is the city currently maintaining and utilizing a geometric network for any or all the utilities in GIS?**

A: Yes, all three (Sanitary, Stormwater, and Water) are currently using the geometric network.

**Q: Do you expect to implement 3 separate Utility Networks (Sanitary Sewer, Storm Sewer, Water)?**

A: We would consider implementing 3 separate utility networks if that meets the Esri and vendor recommendations.

**Q: Does the city intend on using Essentials or Advanced network models?**

A: The goal is for the vendor to hold various meeting/focus group sessions with the City's main utility data users to gain an understanding of our needs, develop recommendations for customizations, and assist with implementation. It is anticipated that during those conversations, we will determine which network model we should use.

**Q: Does the city expect to customize these models?**

A: Potentially. We anticipate using the Utility Network for more business needs than we currently are with the geometric network (i.e. analyzing capacities). If it is determined our business needs require customizations, then we would be open to doing so.

**Q: Does the city have any documented processes, workflows, or SOP's? Are you able to share with respondents?**

A: The City has some internal documentation on how our current processes are completed. We do not feel it is valuable to share those with all prospective bidders as our processes may change as we implement the new Portal environment and Utility Network model. Those discussions will be held with the chosen vendor.

**Q: Do you expect to stand up a new version of DIME in this project?**

A: While we are aware that we will have to transition DIME (the City's public-facing web map) to Experience Builder in the near future, that task is not part of this contract.

**Q: What level of effort does the city want to commit to pre-implementation assessments?**

- **Architecture Assessment**
- **Data Health Assessment**
- **GIS Process Assessment**

A: The City is committed to working with a vendor to create the best system possible that meets our needs, while being mindful of our budget. If pre-implementation assessments require a high level of effort, we will complete those as best as possible to ensure we have a successful implementation. If pre-implementation assessments are recommended, the City would anticipate that would be facilitated by the vendor.

## **Users and Licensing**

**Q: Does the city currently own ESRI Utility Network? If not would you be open to a utility system that holds the system network and does permitting using ESRI Mapping?**

**Q: Are you open to other utility data models?**

A: The City currently has licensing for the ESRI Utility Network as part of our ESRI Small Government Enterprise Agreement. We are not interested in a utility system other than the Esri Utility Network.

**Q: Phase 2 deliverable #5: A detailed training guide in PDF format detailing how to perform the City's common tasks in ArcGIS Pro, specific to each department/stakeholder group.**

- **Which departments and/or stakeholder groups need their workflows defined?**

A: We anticipate the departments/stakeholder groups needing a training guide would be GIS (for Administration and Editing) and IT (for Maintenance and Administration), as well as Planning, Economic Development, and Public Works (for Accessing data in the Portal via ArcGIS Pro).

- **Do staff in these departments already use Pro?**

A: Only our 2 GIS editors have some experience with ArcGIS Pro.

- **How many staff does the City anticipate sending to each of the 3 training sessions?**

A: Given the variety of departments and workflows, the vendor may divide up the training sessions as they see fit. We anticipate approximately 12 staff members will require some form of training for Phase 2 and approximately 25 for Phase 3.

**Q: How detailed is the PDF document “describing the steps taken to perform the upgrade” expected to be? Is this intended to explain the new implemented architecture or describe the step-by-step process used during the upgrade?**

A: The intent of this PDF document is to describe the step-by-step process used to complete the upgrade.

**Other**

**Q: Do you have Combined Sewer (collection system that carries both stormwater runoff and sewage from homes, businesses, and industries)?**

A: No, we do not have any combined sewers.