STATE OF HAWAI'I
OFFICE OF HAWAIIAN AFFAIRS
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HONOLULU, HAWAI'I 96817

08/02/24

REQUEST FOR PROPOSALS (RFP) NO. RE 2024-013

KIPUKA GIS APPLICATION & WEBSITE UPDATES

ADDENDUM 4

1. **Are you willing to accept bids from companies outside of Hawai'i and/or outside of the U.S.?**

Yes, as long as the vendor have a representative and office in Hawai'i.

2. **Is there a local preference?**

Yes, as indicated in the revised Evaluation Category Section within the RFP. (Please see Addendum 2 in HIePRO.)

3. **Does the Office of Hawai'i Affairs (OHA) currently work with an incumbent GIS vendor in good standing?**

OHA does not currently have an incumbent GIS vendor.

4. **On page 23, it states that subcontractor work or services require preapproval. or Does OHA prefer the selected vendor to perform all work independently, without a subcontractor? or Is it acceptable/preferable for a vendor from the contiguous 48 states to partner with a Hawai'i -based company to establish a local presence? or Are both of these scenarios acceptable options?**

Both options are acceptable as long as the vendor has a local office and/or representative in Hawai'i

5. **Current System State: Can you provide more details on the current architecture and infrastructure of the Kipuka GIS Database?**

The Kipuka GIS Database is currently running ArcGIS Server version 10.8.1 and is hosted by a third party contractor on Windows Server 2022 (version 21H2 OS Build 20348.21113 using IS Version 10.0.20348.1. Additionally, the current PostgreSQ version is 11.

6. **Are there any existing documentation or system diagrams available for the current GIS setup?**

Unfortunately, none have been created.

7. **Data and Security: What type of data security measures and protocols are currently in place?**

Data security measures and protocols will be discussed during the discovery period and addressed in the contractor's assessment.

8. **Data and Security: Are there any specific data privacy regulations or standards we must adhere to?**

Data security measures and protocols will be discussed during the discovery period and addressed in the contractor's assessment.

9. **Technological Expertise: Are there any preferred frameworks or libraries for the web development part of the project?**

No. There are no specifically preferred frameworks or libraries.

10. **Technological Expertise: What versions of the ArcGIS technologies (Web AppBuilder, Experience Builder, ArcGIS API for JavaScript) are currently in use?**

The Kipuka GIS Database is currently running ArcGIS Server version 10.8.1 and is hosted by a third party contractor on Windows Server 2022 (version 21H2 OS Build 20348.21113 using IS Version 10.0.20348.1. Additionally, the current PostgreSQ version is 11.

11. **Infrastructure and Compatibility: Can you provide details on the existing infrastructure and security protocols we need to work within?**

Unfortunately, no documentation of the existing infrastructure has been created by OHA staff.

12. Infrastructure and Compatibility: Can you provide details on the existing infrastructure and security protocols we need to work within?

Both the Kipuka ArcGIS web application and separate static website are running on a Windows Server 2022 machine and served from IIS. The selected vendor will be provided with credentials to log into the server in order to perform work on this machine and will be expected to keep those credentials secure. There may be further security protocols discussed with the selected vendor that will not be discussed here for security reasons.

13. Assessment Phase: Are there any specific issues or areas of concern that you have identified in the current Kipuka GIS Database?

Upgrading the current ArcGIS server application, the ArcGIS website application, identifying and fixing broken links and functions within the website and providing a strategic plan focusing on the progress and development of the Kipuka Database.

14. Assessment Phase: What is the expected timeline for the comprehensive assessment phase?

Ideally, a timeline of 1 calendar year from the execution of the contract however this can be negotiated upon the awarding of the contract and amended during the agreed upon contract period.

15. Implementation Phase: Can you provide more details on the current ArcGIS 10.8.1 web application setup and any custom features that have been implemented?

The Kipuka GIS Database is currently running ArcGIS Server version 10.8.1 and is hosted by a third-party contractor on Windows Server 2022 (version 21H2 OS Build 20348.21113 using IS Version 10.0.20348.1. Additionally, the current PostgreSQ version is 11. Additional software is provided in the attached images.

16. Implementation Phase: What are the expected deliverables and milestones for the updates and upgrades to the ArcGIS Web Application and Static Website?

In addition to the upgrades/updates to the ArcGSI Web application and static website, further deliverables would be determined based on the assessment deliverable in Part I.

17. **ArcGIS Web Application Update: Are there any specific third-party components or integrations (e.g., Google Maps) that need to be preserved or updated?**

That would depend on the result of the assessment in Part I of the Scope of Services.

18. **ArcGIS Web Application Update: What potential issues or configurations should we be aware of when updating the ArcGIS Server and PostgreSQL components?**

It is unknown what issues will be encountered or what configurations will need to be updated when the Kipuka web application which is currently running on ArcGIS 10.8.1, and using PostgreSQL 11 is updated. It will be up to the selected vendor to diagnose and fix any issues that arise during this process.

19. **Kipuka Static Website Update: Are there any particular web accessibility standards or guidelines you follow?**

None have been developed by OHA staff.

20. **Kipuka Static Website Update: What kind of internal server errors are currently being encountered with the proxy.ashx code, and what are the common causes?**

Section II, Item C. Part II, B. 8 of the Scope of services refers to 'Internal Server Errors with the proxy.ashx code'. An example of this behavior can be seen on this webpage: https://kipukadatabase.com/kipuka/LandAwards.html?ObjectID=19401&b=2#view7 where a proxy script which pulls information from papakilodatabase.com for display on Kipuka is failing for an unknown reason. It is known that this seems to be failing at the Kipuka end and not at the papakilodatabase.com end. In this case, this code needs to be debugged to determine why this is happening, and to re-enable this interoperability between Kipuka and the Papakilo Database. We don't know the specific reason for this internal server error. The developers of the Papakilo Database will be available as a consult on this as this involves interoperability between Kipuka and the Papakilo Database.

21. **Collaboration and Communication: Who will be the main point of contact for this project?**

Kale Hannahs, Research Systems Administrator

22. **Collaboration and Communication: What is the preferred method and frequency of communication and progress updates?**

The preferred method of communication is email in addition to monthly status reports and meetings by request.

23. **Timeline and Budget: Is there a specific budget allocated for this project?**

OHA's budget will not be shared.

24. **Timeline and Budget: What are the key deadlines or milestones that we need to be aware of?**

Ideally, a timeline of 1 calendar year from the execution of the contract however this can be negotiated upon the awarding of the contract and amended during the agreed upon contract period.

25. **What is the current technology stack used for the static website?**

The Kipuka GIS Database is currently running ArcGIS Server version 10.8.1 and is hosted by a third-party contractor on Windows Server 2022 (version 21H2 OS Build 20348.21113 using IS Version 10.0.20348.1. Additionally, the current PostgreSQ version is 11. Additional software is provided in the attached images.

26. **Are there any existing issues or pain points with the current system that you would like addressed?**

The main priority would be the upgrade of the ArcGIS web application and the fixing of broken links and functions within the current website.

27. **Are the developers required to work onsite at OHA, or is remote work an option for this project?**

Remote log-in to the Kipuka can be provided however on-site meetings may be required periodically during the contracting period.

28. **Is this a newly initiated project, or is it a continuation of an existing one?**

This is a newly initiated project that addresses the needs of OHA due to the GIS position being vacant for the past two years.

29. **If it is ongoing, kindly provide the names of the current service providers/incumbent vendors?**

There are no current ArcGIS service providers. The current server hosting provider is DL Consulting Limited.

30. **Could you provide details on the previous expenditure associated with this contract?**

For further information regarding past contracts and vendors, please make a UIPA request to oha.uipa@oha.org However, it should be noted that past contracts differ from the scope of the current RFP.

31. **Could you confirm if it is possible to obtain the proposals or pricing details of the incumbent vendors?**

OHA Currently does not have a current or incumbent vendor.

32. **Are there any specific challenges or issues currently being faced with the existing vendors?**

There are no current vendors.

33. **Can you clarify the expected number of awards for this solicitation?**

One Offeror will be awarded this contract.

34. **Is there any preference or priority given to local vendors for this contract?**

Yes, as indicated in the revised Evaluation Category Section within the RFP.

35. **In reviewing API calls on https://kipukadatabase.com/kipuka/ we see that a local server is being queried: /ohagis1/rest/services/KipukaV2/MapServer. Where is this ArcGIS server located? Is a hosting provider being used or is the server on premises?**

The ArcGIS server is hosted from the single Kipuka Windows Server 2022 machine and served from IIS.

36. **Is there a need for the static website to be moved on to a content management system?**

This will be considered and decided upon during the discovery process and assessment phase.

37. **How do members of the public suggest changes or corrections in the database currently?**

The Kipuka Database currently has an outward facing feature that allows users to add features (point,

line, polygons) and comments to five feature classes, geolocated and submitted to OHA for consideration and approval. Additionally, there is a comment/suggestion entry form available to users.

38. **Does the ArcGIS web-based mapping interface need to be accessible? If so, what accessibility level is sought?**

Yes. The interface should be compliant with all web browsers and search engines.

39. **No budget target was indicated in the RFP. Is there a known budget target?**

The available budget for this RFP will be shared and further negotiated upon selection of the contractor.

40. **It appears that the project takes 2 phases, an initial assessment phase and a subsequent implementation phase. "engage a qualified vendor to assess the current needs of its existing Kipuka Database and implement updates of the Kipuka ArcGIS web application and Kipuka static website." Is this phased approach an accurate read of the RFP's request?**

Yes

41. **Where are Kipuka ArcGIS Web Application and Kipuka static website currently hosted?**

Both the web application and the static website are both hosted from the Kipuka Windows Server 2022 machine and served from IIS.

42. **Are you using the ArcGIS Software as a Service (at what subscription level?) or Enterprise Self-Hosted solution?**

The Kipuka Database utilizes the Enterprise Self-Hosted solution.

43. **What technology stack(s) are the Web Application and static website built on?**

The Kipuka GIS Database is currently running ArcGIS Server version 10.8.1 and is hosted by a third-party contractor on Windows Server 2022 (version 21H2 OS Build 20348.21113 using IS Version 10.0.20348.1. Additionally, the current PostgreSQ version is 11. Additional software is provided in the attached images.

44. Is there an internal technical team that will be taking over development and support after Part I and Part II of the RFP scope or are you asking Offeror's to propose ongoing support options?

The current intent of the RPF is to update and upgrade the Kipuka Database's ArcGIS software with the hope that OHA will be able to hire a Systems Administrator to run the database in the future. However, this plan could be changed or modified depending on the awarded contractor's assessment and OHA's ability to hire a Systems Administrator.

45. Are the OHA existing infrastructure and security protocols available for review or can you describe these protocols in more detail?

This will be shared with the awarded contractor in the discovery phase.

46. RFP, page 9 regarding "6. Certificate of Eligibility" - Is it required to include documentation of compliance in the proposal or only if/when awarded?

The selected vendor will need to provide a W-9, Certificate of Liability Insurance -according to OHA's COI requirements which are stated in the solicitation, The vendor must also be HCE and DCCA compliant.

47. Are any federal funds being used to fund this effort or is the budget only coming from State of Hawaiʻi funds?

Only State of Hawaiʻi funding is being used to fund this RFP.

48. To be clear, are these the websites associated with the Kipuka ArcGIS Web Application and static website that are to be updated as described in the Scope of Work? https://kipukadatabase.com/ and https://kipukadatabase.com/kipuka/

Yes.

49. **Would a redesign and rebuild (versus incremental updates) of the web application and/or the website be considered if it is recommended for compliance with current web accessibility practices?**

Yes. This would be considered after receiving the assessment related to Part I.

50. **Please describe what your approval process will be for this effort? How many stakeholders from the OHA will be involved? Are there separate stakeholders for design, content, and/or technical aspects?**

The evaluation committee consists of three OHA staff members. (Please See Addendum 2 in HIePRO for the evaluation, approval & award process.)

51. **Can you please describe in more detail who the target audience is for the Kipuka Arc GIS web application and the Kipuka website?**

The Kipuka Database is made available to OHA's beneficiaries and the general public for the purpose of providing a repository of knowledge where information about Hawaiʻi's land, culture and history can be easily accessed and to provide an opportunity for individuals to forge new relationships between themselves and the ʻäina (land) that is most important to them.

52. **RFP, page 17 regarding "C. Scope of Services, Part II B.5." - Are you referring to the website's compatibility with multiple browsers and devices (e.g., Chrome) or with "search platforms" like Google, Bing or others?**

The updated ArcGIS software and static website should be compatible and compliant with both web browsers and search platform engines.

53. **We are a Disabled Veteran Business Enterprise (DVBE) firm located in El Dorado Hills, California. Could you please clarify if we need a physical address within Hawaiʻi, a virtual address inside Hawaiʻi, or if a physical address outside Hawaiʻi, specifically in El Dorado Hills, would be acceptable for this RFP?**

As indicated in the revised Evaluation Category Section within the RFP (Please See Addendum 2 in HIePRO), a representative and office in Hawaiʻi is required for the purpose of on-site meetings which may be required periodically during the contracting period.

54. **Does the Office of Hawaiian Affairs (OHA have a percentage goal of the contract for MBE/WBE participation?**

As outlined in Section 4 – Proposal Evaluation & Award, there is a category that is committed to Section 2 to which the Offeror clearly and concisely demonstrates their approach to furthering the OHA's commitment to the Section 2. Item II.A.10. requirement, Using Best Effort to Fulfill Minority/Women Business Participation. However, there is no exact percentage goal for MBE/WBE participation.

55. **Was the Kipuka database, GIS web application, and website developed and maintained in-house? If not, what was the name of the company/companies that designed the current solution components?**

The Kipuka Database was developed by OHA's full-time GIS Specialist on staff from 2011 – 2022 in addition to assistance provided by three contracts in three separate fiscal years. For requests regarding past contracts and vendors, please make a UIPA request to oha.uipa@oha.org

56. **Will all necessary Esri licenses (i.e. ArcGIS Enterprise, ArcGIS Online, ArcGIS Pro, etc.) be provided by OHA?**

Yes

57. **Will all necessary GIS data and non-GIS data be provided?**
Yes

58. **Will all data storage, cloud storage, and publishing capacity with necessary Esri credits be provided?**

Yes.

59. **Will data need to be cleaned/modified, and/or created? If so, please describe.**

No.

60. **Related to making changes to architecture, does OHA require on-site support, or would contractor be allowed to remote access architecture to provide desired support?**

As indicated in the revised Evaluation Category Section within the RFP (Please See Addendum 2 in HIePRO), a representative and office in Hawai'i is required for the purpose of on-site meetings which may be required periodically during the contracting period to complete the scope of work. Additionally, the contractor will be granted remote log-in access.

61. **Related to making changes to architecture, if contractor allowed to remote access architecture to provide desired support, are there restrictions on the permitted software to utilize?**

Yes, the contractor will be provided with remote access. Any additional software that is suggested by the selected vendor will be discussed during the assessment stage and a final decision will be made by OHA based on the selected vendor's advice.

62. **Related to making changes to architecture, does OHA have an office on Hawai'i Island that is connected to the OHA network and architecture, as required?**

Yes. However, remote access will be provided to the selected vendor.

63. **Will be able to consult with the previous vendor that installed and managed the system, if selected for purposes of acquiring specific documents/procedures?**

For requests regarding past contracts and vendors, please make a UIPA request to oha.uipa@oha.org

64. **We understand that ArcGIS API for Javascript is officially being "retired" later this month. Will the new supported version ArcGIS Maps SDK for Javascript be utilized here and if so, any anticipated contingencies in time and fee to accommodate this change over?**

This will be discussed and negotiated during the assessment phase of the project.

65. Is there a range of budget for this project so we can understand your assumptions as to level of effort to complete this scope?

OHA's budget will not be shared.

66. Does OHA host and maintain the database server(s) and web server(s) used by Kipuka? If not, who supports these components? Which software/platforms are being used?

The Kipuka GIS Database is currently running ArcGIS Server version 10.8.1 and is hosted by a third-party contractor on Windows Server 2022 (version 21H2 OS Build 20348.21113 using IS Version 10.0.20348.1. Additionally, the current PostgreSQ version is 11.

67. Is the current solution leveraging ArcGIS Enterprise and/or ArcGIS Online? If ArcGIS Enterprise, does OHA have an Administrator on staff or on contract? Which version(s) of ArcGIS Enterprise are in use?

Yes. OHA currently has the license for ArcGIS Enterprise, however, we do not have an administrator on staff. The Kipuka Database currently runs ArcGIS version 10.8.1.

68. Related to existing architecture, what Esri software licenses/products are in use?

ArcGIS Enterprise and possibly ArcGIS Online.

69. Related to future architecture, what Esri software licenses/products are required?

ArcGIS Enterprise and possibly ArcGIS Online which are provided by OHA under the State of Hawaiʻi

ArcGIS license.

70. Will OHA provide access to ArcGIS and web development environments for this project? Or will the vendor be expected to provide development environments for this work?

OHA can provide access to ArcGIS Enterprise and possibly ArcGIS Online which is licensed under the State of Hawaiʻi.

71. Are the insurance coverage requirements negotiable for this contract?

No.

72. Will OHA provide Network, Security, and IT Administrative support?

Yes.

73. Will OHA provide ArcGIS Enterprise Administrative support?

No

74. Will OHA provide PostreSQL Database Administration support?

Yes.

75. Which versions of PostgreSQL and PostGIS (if enabled) are currently used by Kipuka?

The Kipuka GIS Database is currently running ArcGIS Server version 10.8.1 and is hosted by a third-party contractor on Windows Server 2022 (version 21H2 OS Build 20348.21113 using IS Version 10.0.20348.1. Additionally, the current PostgreSQ version is 11.

76. **Will OHA provide ArcGIS Online Administrative support?**

No.

77. **Which ESRI tool/version was used to develop the current Kipuka ArcGIS Web Application?**

The Kipuka GIS Database is currently running ArcGIS Server version 10.8.1. The original version that was used during development is unknown.

78. **Regarding assessing and executing updates, upgrades, and fixes to the (1) Kipuka ArcGIS Web Application, and (2) Kipuka Static Website, correct to say that the scope will be limited to architecture requirements, and not require creating/editing data, creating or significantly adding/modifying interface capabilities?**

The scope includes updating the ArcGIS software as recommended by the selected vendor in addition to modifying/updating interface functions and capabilities as agreed upon during the contract negotiation.

79. **Please identify and describe the customized features and content (RFP Scope of Services - Part II - A2) that would need to be re-installed.**

All customized features should be re-evaluated as part of awarded Offeror's assessment and will be negotiated and finalized by OHA in agreement with the Offeror.

80. **What task(s) is/are performed by the API linking the Kipuka and Papakilo databases? Who developed this API and who is currently maintaining it?**

The current API linking the Kipuka and Papakilo Databases provides cross-querying capabilities that pulls search results from each respective database and provides them to the querying database. This was developed by the Papakilo Database contractor, DL Consulting.

81. **Is maintaining the Kipuka database "proxy.ashx" code required? Or is OHA willing to consider other methods?**

OHA will consider all recommendations and changes based on the assessment of the awarded vendor.

82. **Can OHA please provide examples of functionality enhancements to the ArcGIS web application and static website that it would like implemented?**

The scope identifies the priorities of the RFP as updating and upgrading the current ArcGIS system as recommended by the awarded Offeror's assessment. Any additional functionality enhancements to the ArcGIS web application and static website should be included in the assessment and will be negotiated during the contract.

83. **Can OHA please provide examples of user experience enhancements to the ArcGIS web application and static website that it would like implemented?**

The scope identifies the priorities of the RFP as updating and upgrading the current ArcGIS system as recommended by the awarded Offeror's assessment. Any additional user experience enhancements to the ArcGIS web application and static website should be included in the assessment and will be negotiated during the contract.

84. **Can OHA please provide examples of performance enhancements to the ArcGIS web application and static website that it would like implemented?**

The scope identifies the priorities of the RFP as updating and upgrading the current ArcGIS system as recommended by the awarded Offeror's assessment. Any additional user experience enhancements to the ArcGIS web application and static website should be included in the assessment and will be negotiated during the contract.

85. **Who developed the customized features and content (RFP Scope of Services - Part II - A2)? Which languages/frameworks/libraries were used? Are they being regularly maintained?**

The Kipuka Database and its customized features and content was developed by both staff and contractors (2014 – 2016). There are no specifically preferred frameworks or libraries. The current database and its content has not been maintained since 2022.

86. **Which languages/frameworks/libraries are used by the Kipuka ArcGIS Web Application and the static website?**

There are no specifically preferred frameworks or libraries.

87. **When were the Kipuka ArcGIS Web Application and the static website developed? How frequently are they updated and maintained?**

The Kipuka Database development started in 2010 with periodical updates conducted by both staff and contractors (2014 – 2016).

88. **Does OHA expect this contract to include a complete ArcGIS Enterprise upgrade? Would that include administration, patching, and maintenance?**

Yes, a full upgrade is expected to include admin, patching, maintenance and all other changes/updates that are agreed upon between OHA and the selected vendor after the assessment.

89. **Does OHA have an estimated budget allocated for this work? If so, please share the high-level estimate. If not, please provide any budget numbers that OHA has that can help the offeror shape their solution (for example prior contract awards).**

OHA's budget will not be shared. However, it should be noted that past contracts differ from the scope of the current RFP.

90. **Are there any cloud/server/hosting costs that should be included in this estimate?**

No.

91. **Should required insurance premium costs be included in this estimate?**

Yes.

92. **Will OHA provide ArcGIS Online Administrative support?**

No.

93. Will we be able to consult with the previous vendor that installed and manages the current system for purposes of acquiring specific documents/procedures?

For requests regarding past contracts and vendors, please make a UIPA request to oha.uipa@oha.org

94. We understand that ArcGIS API for Javascript is officially being "retired" later this month. Will the new supported version ArcGIS Maps SDK for Javascript be utilized here and if so, any anticipated contingencies in time and fee to accommodate this change over?

This will be discussed and negotiated during the assessment phase of the project.

95. Is there a range of budget for this project that can be shared so we can understand underlying assumptions as to level of effort to complete this scope?

OHA's budget will not be shared.