

Bighorn-Desert View Water Agency

GIS RFP Questions and Answers – Published August 17, 2026

Does the Agency have a preferred GIS platform, particularly Esri/ArcGIS Online, or is the Agency open to alternative cloud GIS architectures?

(A web-based non ESRI solution is going to be way, way less expensive and more flexible...)

We do not have a preferred platform.

Approximately how much of the 170-mile system currently exists in CAD/digital format versus paper/PDF only? All of the system is in CAD We have approximately 15 CAD files. Some rather large.

Is field surveying/GPS location of assets expected within the base scope, or is conversion of existing records the primary requirement? (I'm in the Bay Area, so would do this remote...) No, we just want a base map and we can use our field personnel to build in the field surveying over time. We will be purchasing a GPS device.

What level of Springbrook integration is expected — simple linkage/querying of customer or meter records, or bi-directional transactional integration? We would like bi-directional if possible.

Does the Agency expect the selected GIS consultant itself to provide the 24/7 SLA, or may hosting/support be provided through a third-party platform/provider? If a third party platform provides support that is ok. Right now we are all paper maps, so this tool is meant to help our field personnel have data in the field during maintenance and emergencies. Third party support is find, but we would want someone to call if the system goes down to help troubleshoot.

Is there connectivity in the field from phones/tablets and such? Can mobile access be via a web app on those devices? We will be installing starline and tablets in the vehicles, as we are remote and cell phone service is limited.

Is hydraulic modeling expected as part of the initial implementation, or simply that the resulting GIS data structure be suitable for future modeling? No, just want the system in GIS to allow for future modeling. We know this will take time to get all the current data in.

Approximately how many Agency staff members should proposers assume will require access to the GIS system? We have nine staff members that will access the data.

Does the Agency currently own or subscribe to any Esri ArcGIS or other GIS software licenses that should be incorporated into the proposed solution? No we do not have any GIS at the moment.

Approximately how many CAD drawings, as-built or improvement plan sets, PDF files, paper maps, and other records should proposers assume will require review or conversion to GIS? We have all our system in CAD. Approximately 15 files, some large. I can provide copies, once you sign the NDA in the RFP, see the last page.

Should proposers include field verification or field collection of existing asset locations as part of the base scope of work? Not necessarily, as long as overall is correct, we can

work to correct in the field as our staff who is knowledgeable about the system can go through and verify data. It is really meant to be a basemap and then a work in progress. Does the Agency have a desired timeframe for completion and production go-live of the GIS system? This is something we believe is important to start capturing our infrastructure in GIS, so hopefully we can begin soon. We are realistic about the undertaking and know it will take a lot of our input after the basemaps and system is built to verify everything matches in the field.

What information or functionality does the Agency want the GIS integration with Springbrook Utility Billing and Financial Accounting to provide? We would like bi-directional data updates if possible. We hope to run service requests/work orders, inventory, customer comments, notes, updates to assets, asset management through this system.

What information or functionality does the Agency want the GIS integration with San Bernardino County PIMS to provide? Be able to see APNs and parcel maps and click to see ownership information. We have access to PIMS as a public agency.

Should the base scope include development or update of a hydraulic water system model? No, we do not need it to be included, but that is one of our future uses as we populate it with data and integrate water use in our customer billing system.

Are you open to a Phased Approach? Yes

1. Under "Existing Data" on p2, Is this the bulleted data below, the data that needs to be converted to GIS format, as described under Requested Services, #2 Data Conversion, first bullet: Convert available records into GIS format:

The Agency currently maintains information in various formats including:

- CAD drawings
- As-built plans
- Paper maps
- PDF files
- Operational records
- Facility information
- Parcel information
- Existing digital mapping files

The selected consultant shall evaluate and utilize available information as appropriate.

ALL OF OUR SYSTEM IS IN CAD. WE HAVE SOME OTHER FILES, BUT THE MAIN FOCUS IS STARTING WITH CAD AND THE MOST CURRENT AND IMPORTANT REPORTS RELATED TO SITES, SOME AS BUILTS, LIMITED PDFS OR JPEGS. THEN OVER TIME ALLOWING OUR FIELD WORKERS TO ADD GPS LOCATIONS OF VALVES AND SYSTEM COMPONENTS. WE HAVE SOME MAJOR FACILITY FILES LIKE FOR TANKS, WELLS AND BOOSTER STATIONS WE WANT TO CAPTURE AND UPLOAD THE ATTACHMENTS TO THE ASSET TO ALLOW FOR EASY ACCESS FOR OUR FIELD PERSONNEL.

2. Please describe the desired integration needs for the below items:

- Integration with Springbrook Utility Billing and Financial Accounting software. WE USE SPRINGBROOK AND WOULD LIKE TO INTEGRATE WITH OUR CUSTOMER DATA, SERVICE ORDERS, ACCOUNTING AND ASSET MANAGEMENT AS MUCH AS POSSIBLE TO IMPROVE EFFICIENCY
- Integration with USA Dig Alerts IF POSSIBLE SHOW US DIG ALERT SERVICE ORDERS IN GIS AND MANAGE WORK/SERVICE ORDERS THROUGH GIS. BE ABLE TO SEE PAST ONE'S COMPLETE, ETC. THIS IS SOMETHING WE HERE IS A POSSIBILITY.

3. Do you need costs for hardware for field devices? If yes, how many field devices are needed? NO WE CAN MANAGE THE HARDWARE COSTS SEPARATELY, AS WE ANTICIPATE THE SUCCESSFUL CANDIDATE TO PROVIDE SPECIFICATIONS AS PART OF THE PROFESSIONAL SERVICES. WE HAVE VERY FEW COMPUTERS AND STAFF.

4. Under #4 Web GIS, Supports system modeling and project planning. Please describe and/or give examples of modeling and project planning use cases that would need to be supported. WE WOULD LIKE TO BE ABLE TO DO SOME HYDRAULIC MODELING AND ALLOW ENGINEERING CONSULTANTS WHO ARE WORKING ON PROJECTS TO USE THE DATA TO HELP PLAN CAPITAL IMPROVEMENTS. THE MORE DATA WE HAVE IN GIS THE BETTER FOR UNDERSTANDING DEMANDS, PRESSURE ZONES, VALVE LOCATIONS, PIPELINE SIZES, CUSTOMER USAGE, ETC. WE PLAN TO USE GIS AS A DATABASE TO HELP MANAGE ASSETS. OUR UTILITY BILLING SOFTWARE HAS A LOT OF THE CUSTOMER USAGE DATA.

5. Does the Agency have in-house IT staff? WE HAVE AN IT CONSULTANT AND PLAN TO TRAIN STAFF INTERNAL TO USE GIS AND BE VERY HANDS ON, AS MUCH AS POSSIBLE.

6. Under "Scope of Work" on p. 4, Provide off-site data hosting for geodatabase, licensing, and images, videos, and documents related to hyperlinked data:

Please provide the total file size of all images, videos and documents that would need to be stored off-site

Please provide a list of file types (TIFFs, Jpegs, PDFs, PNGs, etc)

WE ARE NOT AWARE OF ALL THE DATA AND VIDEOS OR FILE SIZES. WE HAVE A SMALL RURAL SYSTEM WITH 2700 CUSTOMERS. WE HAVE TANKS, WELLS, ETC. WOULD LIKE TO KEEP DATA RELATED TO OUR SYSTEM IN GIS. WE CURRENTLY HAVE FILES STORED ON OUR NETWORK DRIVE, NOT EVERYTHING WOULD BE UPLOADED, BUT WE WOULD WANT TO ATTACH PHOTOS, PDF FILES, RELATED TO THE FACILITIES. OUR CUSTOMER UTILITY BILLING SYSTEM HOUSES OUR CUSTOMER DATA. WE WOULD LIKE THE ABILITY TO ATTACH PDFS, PNGS, JPEGS, TIFFS, ETC.) JUST NORMAL FILES. WE ARE A SMALL AGENCY SO WE HAVE LIMITED DATA.

7. Does the Agency need costs for GPS hardware? WE HAVE AN IT CONSULTANT TO HELP SOURCE HARDWARE ONCE WE KNOW THE SPECS REQUIRED TO OPERATE THE SOFTWARE. THIS RFP IS FOR THE PROFESSIONAL SERVICES ONLY.

How many CAD files do you have? About 15 CAD files. Some are large. Our entire system is in CAD

2. Can a few or "all" CAD files be uploaded to this FTP site for our team to evaluate and quantify the level of effort to convert these to an Esri GIS

format? <https://prowestgis.app.box.com/f/28707cf0f5a647bbaa3344e4a3ca7cb8> Please sign the NDA

3. Regarding Springbrook, there are many ways to "integrate". Some are easy, some aren't. Do you wish for end users in the office or in the field to be able to "view" CUSTOMER DATA, SERVICE ORDERS, ACCOUNTING AND ASSET MANAGEMENT data? Or do you want to be able to edit Springbrook data in the field using GIS and pass those edits back "in to" Springbrook? Yes we would like to edit and update from the field. We would like two way integrate to view and add notes, manage service orders, asset management, etc.

4. Regarding Dig Alert:

- Do you receive locates via email now? We receive them through a portal login.
- How many locators do you have? One person manages it.

Our Agency is very rural and we only have 9 employees, 5 in the field. We have very little development. We can run them through our Springbrook workorder system.

Thank you,
Jennifer Cusack
General Manager
jcusack@bdvwa.org