



CITY OF HOUSTON
STRATEGIC PURCHASING DIVISION
S17-Q24453
NOTICE OF REQUEST FOR INFORMATION



MUNICIPAL COURT – CSMART APPLICATION – POST-LIVE SUPPORT SERVICES

Houston Information Technology Services (HITS) is considering soliciting proposals from Contractor(s) via a future Request for Proposal (RFP) or Request for Qualifications (RFQ) who specialize in the design and creation of organizations capable of supporting and extending a case management application, CSMART, based on Microsoft's 2010 Technology Stack.

Key City objectives for the upcoming RFP/RFQ are to:

- Identify requirements for effectively and efficiently sustaining an internally developed software application
- Inventory potential software maintenance & support technologies
- Understand the processes and procedures required to successfully support the CSMART software application
- Staffing and/or organization models for supporting software applications
- Identify potential partners capable of supporting the CSMART application.

HITS would like to consider all companies/organizations interested in participating in the future RFP/RFQ to provide information about "Software Application Support Models", including all possibilities and considerations that could be utilized in the development of a future RFP/RFQ. All information provided, presentations delivered, and/or expenses incurred responding to this RFI must be at "NO COST" to the City.

Please review the overview of the intended scope of services, below. If you believe that your firm can provide recommendations to enhance the objectives and would be interested in providing information/presentations, please indicate your interest to this RFI by submitting the following contact information: Company/Organization Name and Contact Person, Address, Telephone No., Fax No. and E-Mail Address to Murdock Smith, Sr. Procurement Specialist, via one of the methods listed below by **December 14, 2012 at 2:00 p.m.**

Email Address murdock.smith@houstontx.gov

Mail: City of Houston
Strategic Purchasing Division
901 Bagby, Rm. B514 (Basement Level)
Houston, TX 77002



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OBJECTIVE

HITS is seeking information from software development contractor(s) who can assist HITS in the design and implementing an organization capable of sustaining and extended the City's internally developed software application, CSMART. Prior to completing an RFP/RFQ, HITS is extending an invitation to all interested parties, who may be available to provide information to assist in the development of the RFP/RFQ.

INTENDED SCOPE OF WORK

It is requested that contractor(s) provide details related to the following requirements:

- Organizational structure for supporting large-scale, n-tier software applications using Microsoft's Net 4.0 technologies.
- Suite of technical tools & techniques required to support the application.
- Legal structure the City might create to sustain/extend the CSMART application.
- Means by which the City might re-capture some or all of its CSMART capital investment.
- Processes by which the CSMART technical infrastructure can be sustained over time.
- Techniques for ensuring that business processes are regularly updated to reflect changes in business practices.
- Sufficient redundancy to ensure some level of 24/7 operations.

HITS IS SEEKING INFORMATION FROM SOFTWARE CONTRACTOR(S) WHO HAVE SPECIALIZED EXPERTISE IN THE FOLLOWING KEY AREAS

Organizational Design, including:

- Software support organizations
- Hardware support organizations
- Help Desk and ITIL-related services

Microsoft 2010 Technology Stack, including:

- Windows Server 2008 or Data Center
- Entity Framework
- MS HyperV or vmWare ESX
- Visual Studio 2010
- SQL Server 2008 R2



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- Team Foundation Server 2010
- SSIS & MSRS
- Windows 7
- Windows Presentation Foundation
- IIS

Hewlett-Packard equipment, including the following infrastructure components:

- HP Blade Servers
- HP SAN (EVA)
- Symantec NetBackup

Other Technologies, including:

- Erwin Data Modeler
- Enterprise Architect from Sparx
- Atalasoftware
- TestComplete
- Telerik
- SOATest
- OnBase for ECM
- System Innovators' iNovah POS
- Kofax for scanning

Contractor(s) should be advised that the City may elect to invite all respondents to participate in a presentation for the development of requirements for an upcoming RFP/RFQ. The time allotted for the presentation may range from one to two hours, depending upon the overall number of presentations that need to be scheduled. The goal of this RFI is to guide HITS in its efforts to establish an improved CSMART system. To reiterate, the City may choose to utilize information obtained from Contractor(s) during this RFI process to develop an RFP/RFQ toward this goal.

All recommendations and comments are welcomed and will be reviewed and considered. All recommendation(s) of good merit and clear business logic and methodology may be used and incorporated into the final RFP/RFQ solicitation document.



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END OF REQUEST FOR INFORMATION DOCUMENT